

Ergon Limited – Service Definition

Contract 'Exit Programme' Support Service – dis-aggregate from legacy to cloud

One of the key challenges facing departments today is how to safely and efficiently Exit long held supplier contracts and to move to a multi-vendor, commodity based delivery model, one that supports innovation, flexibility and wider transformational activity such as digital.

The ergon 'Contract Exit' programme service is designed to reduce risk, increase compliance and drive transformational efficiencies, helping departments to structure themselves to operate as 'intelligent customers' as they transition to new Service Integration based operating models. It is fully aligned to current Government policy requirements and the GDS Technology Code of Practice, and consistent with current 'good practice'. Our support aids in the identification services for early peel off, opportunities for common technology services such as Crown Hosting and cloud based platforms, and the controlled management and safe transition of legacy systems.

The service is menu based enables proven capabilities and expertise (people, processes tools and governance) to be provided to supplement your programme team. Our multi-discipline subject matter experts and teams have delivered 'safe' exits in the past and come equipped with tools and frameworks to drive successful outcomes across the whole Exit Programme lifecycle and transition thereafter, and are available on a flexible basis to meet your particular point in time needs.

Key areas of expertise and frameworks include –

- Programme 'start-up' – from a single individual to the full programme team, we deliver all required governance, workstream and team structures, proven delivery frameworks and high level project plans to mean you are up and running in the right direction on 'day one'.

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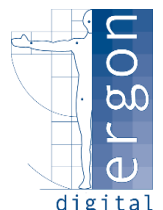
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- Business case development and staged approval – draft business cases aligned to spend control requirements, benefits modelling and management, approval process support
- Commercial services – contract Exit management framework, disaggregated supply chain approaches, procurement frameworks aligned to service delivery models
- Intercept SME services – these provide targeted expertise and subject matter expert knowledge to perform due-diligence and on-going support or fulfil delivery roles working within your programme workstreams
- Target Operating Model – full end-to-end support of operating model development from understanding the current mode of operation (CMO) through the various transitional states required (TMO) to the definition and transition to the future state (FMO). We have experience of various 'flavours' of inhouse SIAM type models including thick/thin Service and/or System Integration models to support mixed economies and multi-vendor supply chains, different organisational maturity levels, and digital transformation activities.
- Capability assessment and uplift – capability maturity models, Exit TUPE management, skills acquisition and transition resource augmentation capability

ergon has a track record of working with Government departments looking across their wider strategic plans and desires to help them form a view of their immediate, medium and longer term priorities, and to model how they wish to operate and deliver both digital and wider IT services to the business and customer alike.

Working closely with GDS and to the Cabinet Office guidelines and wider industry 'best practice', we work with you and your teams to drive commercial Exit programmes and transformation of your operational models, aligned to your customer needs.

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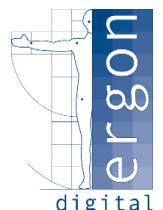
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Service Description

Menu based service that provides the people / processes / tools and capabilities required to - ensure safe 'exits' from legacy IT contracts; realise transformational efficiencies; re-structure themselves to become 'intelligent customers'; embrace digital; transition to Cloud / Service Integration operating models; operate multi-vendor, commoditised service structures; reduce risk.

Service Benefits

1. De-risks commercial exit programme delivery and drives successful outcomes
2. Guarantees alignment to current Government policies and required approaches
3. Rapid programme 'start-up' with proven structure and governance models
4. Business case development and approvals process compliant
5. Safe and controlled Exit via proven frameworks and methodology
6. Supports dis-aggregation of services and early 'peel off' activities
7. Delivers a multi-vendor supply chain model using commoditised services
8. Establishes the new Target Operating Model and transition approach
9. Provides a platform for digital transformation
10. Enables common technology service and cloud opportunities

Service Features

1. Supports all sizes of Exit from start to finish
2. Full programme organisational and work stream structures

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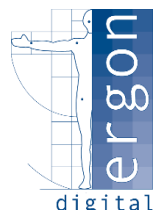
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3. Commercial models and procurement frameworks
4. All templates and tools required to de-risk delivery of exit
5. Supports different Operating Model transition plans – SI, SIAM, others
6. Organisational design, capability assessment, and development frameworks
7. Identifies, quantifies and manages TUPE liabilities
8. Commoditised service and cloud delivery designs
9. Reviews commercial, procurement, technical, change, governance, operation and live-service approach
10. Specialist teams to support transition and transformation activities

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