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# Cloud Support Services

G-Cloud 14 Service Definition Document

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Commercial in Confidence

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# Cloud Software & Support Services

Modis International Limited trading as Akkodis.

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## CAPABILITY OVERVIEW

The world of IT and technology continues to converge and grow at exponential rates as we enter a new era of smarter devices, smarter cities and smarter industries. Modis International Limited trading as Akkodis (Akkodis) work with our clients to assist with this rapid transformation - leveraging our expertise, knowledge and know-how within the public sector to reduce or eliminate the impact of operational technology pressures. As one of the world's leading providers of IT consulting, outsourcing, managed projects and cloud support services, we are experts in the design and delivery of innovative, end-to-end Cloud solutions.

Committed to meeting the continuously evolving IT infrastructure support requirements of our clients across both the private and public sectors, we work collaboratively to solve business and technology challenges through the development and deployment of highly integrated and efficient Cloud services and solutions. As industry pioneers, we have developed a strong community of the most outstanding IT and Technical minds across the globe. This community brings specialist capability in the design and delivery of programme and project strategy to overcome the complex technological challenges faced by businesses in an increasingly digitalised world.

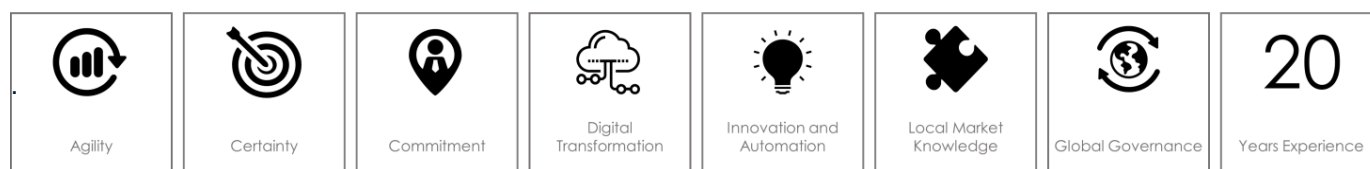
Today organisations require speed, agility, expertise and scale from their cloud solutions to ensure the right people with the right skills work together in the right ways. We connect people and businesses to the opportunities they need to thrive today, developing a network of intelligent problem solvers to define the Cloud solutions of tomorrow and beyond.

We bring the very best IT and Cloud specialists together to bridge the gap between core, in demand IT talent and client in-house resourcing or Cloud outsourcing requirements. Our organisation combines local expertise with an unprecedented global reach and access to an extensive network of in-house specialists and skilled associates to deliver a complete catalogue of Cloud services.

Skilled in in the design of flexible delivery models tailored to individual client and departmental needs, we enable access to a significant ecosystem of expert resources, ensuring rapid contract mobilisation and service deployment to overcome any forecasted or unplanned Cloud objectives.

As your supply partner, Akkodis offer the established infrastructure and resource capability to manage all Cloud service and solution needs. We will connect you with market leading experts, whilst maximising customer experience through our innovative approach to creating solutions designed to ensure business continuity and drive quality assurance throughout the project or programme lifecycle. As a result of our experience delivering Cloud services to clients across the public and private sectors, we have developed expertise across several verticals, enabling us to enhance our service portfolio across multiple specialisms, including:

- |                         |                |           |
|-------------------------|----------------|-----------|
| ▪ Business Intelligence | ▪ CMS          | ▪ SAP     |
| ▪ Cyber                 | ▪ Data Science | ▪ Defence |
| ▪ ServiceNow            | ▪ MS Dynamics  | ▪ Oracle  |



## CLOUD SUPPORT

Akkodis, deploy skilled and highly experienced teams of delivery specialists to support every solution we design and implement. We apply a partnership approach to our contracts, working with our clients to fully understand their Cloud Support needs and unique business drivers.

Client priorities are at the forefront of our service design strategy. We consult closely with client stakeholder groups prior to any new contract period commencing to advise on the most appropriate and cost-effective methodologies to suit project or programme requirements, including but not limited to; Prince 2, Waterfall, Scrum, Agile or ITIL - ensuring fluency with preferred styles of working.

We have worked with many clients across the public sectors throughout our 20-year history, enabling us to develop a thorough understanding of the varying challenges faced across public sector departments and the range of perceived service objectives or end goals of relevant stakeholder groups.

We work with our clients and their leaders to drive the greatest value across our infrastructure solutions, platforms and services, specifically tailoring delivery strategy in line with desired outcomes and timescales. As a leading provider of Cloud solutions, we have developed extensive expertise across the public sector, with expertise meeting Cloud requirements within:

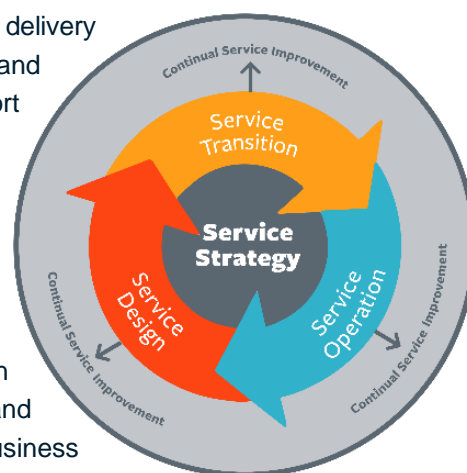
- |                                |                       |
|--------------------------------|-----------------------|
| ▪ Central and Local Government | ▪ Aerospace           |
| ▪ Military                     | ▪ Financial Services  |
| ▪ Health                       | ▪ Charities           |
| ▪ NHS                          | ▪ AI                  |
| ▪ Education                    | ▪ Robotics            |
| ▪ Housing                      | ▪ Information Systems |



Our Cloud services and solutions bring together specialists across multiple technology disciplines - maximising our ability to assemble multi-skilled teams very quickly to serve as either a fully integrated part of client departments or on a project basis to support specific project or programme requirements which may fall outside of client internal capability.

Across our operations we apply the full ITIL framework to guide our delivery methodologies, adopting Lean Six Sigma principals to provide governance and service rigor. Our dedicated delivery teams ensure that Cloud Support Services and Cloud Support Solutions are designed in alignment with client specific objectives and delivered to meet organisational needs in line with our stringent quality assurance strategy.

We work closely to support our clients in their ramp up, stabilisation and reduction phases - continuously improving and adapting our delivery models to provide a flexible project approach. Furthermore, we can accommodate different commercial models, offering further flexibility and agility to support our clients in both defining and achieving desired business outcomes and goals.

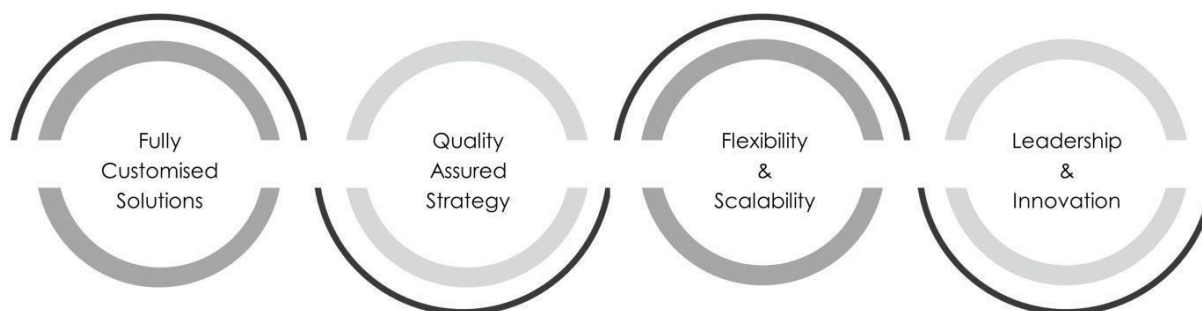


## DELIVERY CAPABILITY

We pride ourselves on delivering the highest calibre of IT and Technical talent to client organisations - equipping businesses with the requisite level of resource capacity and capability to effectively meet business critical Cloud requirements.

We offer fully flexible, tailored solutions to supplement existing client infrastructure and specialist resourcing demands, from fully managed projects from conception to delivery, through to large scale, long term managed service or fully outsourced provisions. Our Cloud solutions are typically delivered across four service streams:

- **Consulting** - Providing the expertise and competency to immediately support Cloud requirements.
- **Project Solutions** - Supporting full project development and delivery.
- **IT Managed Services** - Supporting specific project elements based on commitments to deliverables.
- **Fully Outsourced Project** - Providing a multi-skilled team in a consultancy capacity or to work as an integrated extension of a client's project or service function.



Our organisation is structured to enable access to the IT resource and specialist capability required to accelerate organisational productivity and efficiency by integrating our Cloud delivery experts with client teams. We bring

significant value to our client contracts through our unrivalled visibility of the IT market, coupled with our local and global perspectives and proven capabilities.

Through our Cloud services and solutions, we deliver:

- A range of Cloud services/ infrastructure solutions to rapidly increase productivity and cost efficiency
- Proven expertise successfully delivering Cloud services and solutions across the public sector
- Bespoke cloud and infrastructure services designed to evolve and adapt
- Innovative and effective solutions that enhance performance and achieve operational excellence
- A global community of specialists - deploying talented professionals to help organisations thrive
- Skilled teams focused on delivering a multi-disciplined perspective to problem-solving
- Significant market and industry knowledge and cross industry expertise
- A deep understanding of key IT and public sector challenges and proven strategies to overcome them
- Cross- domain thinking to unlock true innovation
- Access to Centres of Excellence and Delivery Centres, a campus for collaboration and innovation
- Smarter connections in markets and industries across the world
- High quality outcomes on time and in partnership - your challenge is our challenge
- Exploration and seizing of opportunities to provide best value for the UK Taxpayer

## PROCESS METHODOLOGY

Utilising recognised industry standards, we work with our clients to fully understand organisational drivers, tailoring project plans accordingly. We place a strong emphasis on understanding organisational risk appetite in order to make the most appropriate suggestions.

We know that the security and integrity of client data is important. Our business analysts are trained to dive deep into business processes - working with project and transition teams to deliver desired outcomes, utilising both PRINCE2 and Agile PM methodologies as appropriate.

### Setup and Migration

We engage at a high level with stakeholder groups, establishing a clear and transparent communication schedule to guide and shape our delivery models whilst enabling us to establish a partnership approach from day one.

We conduct detailed cloud readiness assessments with clients in the first instance to ascertain business, technology and user requirements. Through our robust communication programme, we partner our delivery teams with client stakeholders whose job it is to execute our implementation and delivery programmes, supporting ongoing innovation throughout the processes to develop a bespoke roadmap that guides delivery throughout the project or programme lifecycle. Whilst we have a clear methodology for doing this, roadmaps are developed in consultation with client stakeholders to ensure our Cloud provisions are fully aligned to requirements and organisational objectives.

Our project or programme roadmap enables us to define a stringent project implementation plan with fully defined, streamlined processes to facilitate all Cloud activities at each stage of delivery. We recognise when implementing and delivering a new contract, that as key deliverables become the norm, we must continue to challenge the status quo, working in partnership with our clients to ensure that the service does not plateau.

To ensure our service is effectively managed from the outset, we align our subject matter experts with individual workstreams, working with stakeholders during update sessions and meetings to formally agree strategy and managing any issues by exception. Our delivery personnel manage regular internal checkpoints, focused on tracking the progress of each of the work stream areas of focus.

## Continuous Improvement

We understand the importance of delivering a programme of continuous improvement and innovation. It is this understanding that has led us to focus on enhancing and optimising delivery and service excellence in the short, medium and long-term for our clients.

In order to ensure the success of our contracts we understand that they must incorporate lessons learnt at each stage of the contract period. Akkodis recognise the need to provide clear and documented action where room for improvement is identified.

We understand the importance of both quantitative and qualitative feedback when gauging our performance. Expected performance levels in areas where key metrics can be recorded are discussed and refined following contract award and established as Key Performance Indicators (KPI's). These KPI's will be included in our jointly agreed SLA. In this way expected performance will be driven from the outset.

Performance on all agreed metrics will be measured continually and a detailed Management Information report formally presented as part of the agenda for formal service reviews and update sessions.

Across each of our Cloud projects and programmes, we work in partnership with clients to monitor and measure the quality of our service, augmenting our delivery structure as required to ensure continuous improvement is consistently achieved.

## Security Testing

Certified CREST Security Testers, Akkodis consultants deliver our services in line with BS7858:2012 standards. Furthermore, our staff are security cleared up to Developed Vetting (DV) level.

Security Service types supported include:

- |                            |                    |                           |
|----------------------------|--------------------|---------------------------|
| ▪ Security strategy        | ▪ Cyber security   | ▪ Security incident       |
| ▪ Security risk management | ▪ consultancy      | management                |
| ▪ Security design          | ▪ Security testing | ▪ Security audit services |

## Business Continuity

Across Akkodis and the wider Adecco Group, we have an overall Business Continuity Management System (BCMS). Tested annually, our BCMS incorporates all group structures and procedures and sets out the method for reacting to a given crisis or incident. We have a defined process that is swiftly enacted in the event of a disaster and executed by our Group Crisis Management Team (CMT). The role of the CMT is to manage and communicate overall strategic direction and response to a crisis.



Our robust Business Continuity Plan (BCP) details the steps to be taken if continuity of business is under threat, for whatever reason. We work in conjunction with client designated teams to ensure that in the event of a natural disaster, fire, pandemic or emergency incident impact to day-to-day operations are minimised.

All processes are logged and recorded by our internal quality and business process team in accordance with our ISO 9001 certification. These are made available to all new account staff, including details of their specific role and how it functions in the wider service delivery. Training manuals internal systems and programs are published on our intranet for staff use and a central IT function maintains all usernames and password changes.

Our internal teams regularly audit the document and knowledge retention in place across accounts to make sure it supports adequate disaster recovery. If shortcomings are found, resolution actions are immediately put in place. By continuously auditing our readiness, we ensure that service is not impacted in event of a disaster.

Physical backup, operations and process manuals all form part of our business continuity plans. Additionally, we develop business contingencies with each customer detailing how we ensure service remains in place even with partial or complete removal of a business site, e.g. re-routable systems and communications and mobile working policies (supported by remote offices). We currently provide robust disaster recovery plans for onsite facilities, as well as national communications disaster recovery plans to several of our clients.

## SERVICE SUPPORT

Akkodis provide ongoing support for our clients in the areas of buyer hosting or software and software provided by a third-party organisation. We provide access to 1st-3rd line support via dedicated service desks. This can be delivered through standard 09.00-17.30 hours or 24/7. All operators are UK based and have been vetted to appropriate levels relevant to client requirements.

Email or online ticketing support can be provided at extra cost. Depending on the priority of the ticket, our response time will vary between 1/8/24 hours excluding bank holidays. This is dependent on individual client requirements.

<b>Online ticketing support accessibility</b>	WCAG 2.1 AAA
<b>Phone support is available:</b>	9 to 5 (UK time), Monday to Friday as standard. 24/7 support can be provided negotiated on an individual basis
<b>Web chat support is available</b>	24 hours, 7 days a week
<b>Web chat support accessibility standard</b>	WCAG 2.1 AAA
<b>Web chat accessibility testing</b>	All Akkodis software is tested for accessibility in line with our group equality and diversity global requirements. This includes additional functionality for sight/hearing impaired users for example.



We offer several packages to support provisions to meet varying levels of requirement in line with client demands, including:

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**Premium Service 24/7**

- P1 - 30 mins response time, 1 hour resolution target
  - P2 - 30 mins response time, 4-hour resolution target
  - P3 - 30 mins response time, 8-hour resolution target
  - P4 - 30 mins response time, 3-day resolution target
- 

## Service Levels

We apply a strategic approach to service level development, identifying target performance levels and timescales and refining these targets against measurable service metrics to provide transparency throughout the end-to-end service experience.

Targets in areas where key metrics can be recorded will be established as Key Performance Indicators (KPIs). These KPI's are then included in any final agreed SLA ensuring expected performance standards are driven from the outset. As well as agreeing specific delivery based KPIs we also set strategic goals and targets aligned to client procurement motivations, driving contract improvements and efficiencies throughout the project or programme lifecycle.

## Training and Support

We work with client organisations to produce a tailored knowledge transfer plan to ensure all information and training is effectively provided to internal teams. Training can be delivered directly by us via our dedicated in-house subject matter experts or delivered directly by internal client trainers as required. At the end of each contract period our delivery teams provide a thorough and detailed handover to client technical teams.

We can work with client stakeholders to provide formal training through webinars or coordinated classroom training. Should on- the-job and floor walking (user) activity training be required, we have the capability and capacity to support this provision.

## Ongoing Support

Akkodis utilise robust, industry standard ITIL service management strategy to guide and shape our delivery function for each client engagement, ensuring the quality of our services and solutions are rigorously maintained.

We allocate dedicated service delivery managers to support our clients, with a dedicated delivery lead allocated as a single point of contact throughout the service period. Our delivery lead acts as the first point of escalation for any queries or challenges that arise throughout the contract, as well as working closely with stakeholders to monitor success against service levels and project timescales to ensure delivery remains on task.

Our expert teams are actively available to support client operations prior to go-live, and ongoing throughout the duration of the contract, proactively resolving faults should they arise. Our teams can be available as required to address non-categorised service faults or irregular failures once an environment is live.

### Contract Termination

Akkodis work with our clients to develop our standard terms and conditions around the individual needs of client organisations. Our terms and conditions are typically tailored to suit the nature of the specific project or service engagement to ensure complete adaptability in line with client service objectives. Specific terms relating to contract termination clauses would be negotiated and agreed following contract award.

### Pricing

Akkodis are not a reseller and do not offer discounts to educational organisations.

## CONTACT US

Should you be interested in learning more about how Akkodis can support your cloud requirements, please email [services@modisinternational.co.uk](mailto:services@modisinternational.co.uk), or contact one of our solutions sales representatives below, who will be happy to offer advice on the most appropriate solution to meet your needs.

**David Bond**  
UK Public Sector & ICT Director  
- Consulting and Solutions

**Dave Harwood,**  
Board Director & Head of Technical  
Direction - Consulting and Solutions

### \* Akkodis UK Flagship Offices

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