



G-Cloud 14 Service Definition Digital Transformation



Digital Transformation



Jumar's highly experienced Digital Transformation Consultants shape, plan, deliver and drive the adoption of your cloud journey.

This includes conducting a feasibility assessment, to devise the business case and ultimately develop the roadmap.

Our vast experience working with government organisations ensures we can offer a deep understanding of Digital Transformation approaches.

A high level of governance is maintained, driving consistent programme and stakeholder management, and de-risking delivery.

Additional services include training, adoption and ongoing managed innovation.

The result is a transformation in customer experience, a higher level of employee engagement, increased operational efficiencies and an easier route to new, innovative products and services.

Technologies include:

- Microsoft 365
- Social Media
- Cloud
- AI
- IoT
- Machine Learning
- Analytics

Digital Transformation – Features and Benefits



Features

- Extensive experience in public sector delivery and adherence to GDS Service Standards and best practices
- Shaping and visioning the transformation
- Feasibility assessment, planning, business case and roadmap development
- Technology and business proof of concepts
- Transformation governance – programme and stakeholder management
- System architecture and integration services
- Business architecture, analysis and requirements management
- Cloud migration and application modernisation
- Training, adoption and ongoing managed innovation
- Delivers proven Agile reporting
- Experienced team, certified in Agile/Scrum framework

Benefits

- Facilitates innovation and the identification of prioritised transformational initiatives
- Provides benefit, feasibility, and business case – governed initiation
- Proof of concepts – “fail fast” mindset and methodology
- Architecture and design – sustainable solutions
- Programme management and governance which proactively de-risks delivery
- Focus on adoption helps ensure benefits are realised
- Modernisation facilitates reuse and reduces costs and risk
- Our people centric approach ensures we are continually focused on users, clients, employees, and stakeholders.

Additional Service Information



Backup, Restore and Disaster Recovery

- Jumar has a robust DR plan, tested six-monthly (further details on request). Though we would look to use shared repositories when executing work with the client, any repositories which are within our domain will be subject to these disaster recovery and backup plans. The majority of repositories and tooling are typically cloud based and so benefit from the associated assurance of continuity of service.

Onboarding/Offboarding

- As part of the service design phase, the onboarding requirements would be carefully scoped and planned. Typically, this would be sensitive to the impact of business change and underlying technology and services.

Implementation Plan

- Jumar has a general four phase implementation plan that looks to pragmatically onboard, measure and continually improve services. Further information is available on request, but the phases are summarised as:

| | Overview | Milestone |
|---------|-----------------------|-------------------------|
| Phase 1 | Scoping and Planning | Agree Plan |
| Phase 2 | Initial Setup | Agree SLAs, KPIs |
| Phase 3 | Transition | Service Sign Off |
| Phase 4 | Continual Improvement | Monthly service reviews |

Pricing overview

- Due to the nature of the services being provided, the pricing is reflected in the SFIA model, referenced in the Pricing Document within the G-Cloud Service Description on Digital Marketplace.

Additional Service Information



Service constraints

There are no specific service constraints.

Service levels for support hours

Support is available by email/ticketing, phone and web – and is available 24/7/365. Extra charges may apply.

Service levels

These are typically on a project-by-project basis, but mechanisms for remedy include the use of service credits for example.

The process

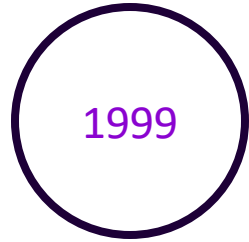
Ordering, invoicing and cancellation are as per the G-Cloud process.

After-sales support

After-sales support for the cloud related services provided under G-Cloud is typically 9am-5pm and available by phone and email.

Jumar also operates an ITIL-aligned, SLA driven support function which can provide 24/7 support as part of a specific offering. Our governance wrapper extends to the use of third-party support providers to deliver scalability.

About the Jumar Group



Jumar established over
20 years ago



True technology partner



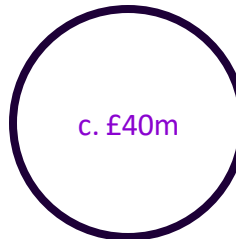
More than 125
permanent employees



Clients on 5
continents



Innovative engagement
models



Group turnover



Near-shore and off-shore
development partners



Access to more than
1000 associates

Why Jumar?



Secure, Agile Cloud Development

We execute cloud projects using Agile DevSecOps



Driving ROI

We help clients drive out improving ROIs, by upwards of 20%



UK-led

Our customer engagement, execution and design governance teams reside in the UK



Industry Experience

We have a proven track record of successful delivery within the Public Sector



Scalable Offering

We are able to respond rapidly to emerging resourcing needs and scale up and down at pace



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