



# **CAE Assure**

CAE Technology Services Ltd.

**G-Cloud 14**

Service Definition Document

# INTRODUCTION

This is a service definition document for our G-Cloud CAE Assure service. Below you will find information about how to use this document and what the document contains. It is important you read this introduction section to get the best experience from this document and ensure you find the information you need quickly and easily.

## DOCUMENT SECTIONS

This document has the following sections:

**Section 1** - [Service Information](#) contains essential information about our services and its functionality, security, and brief aspects of pricing.

**Section 2** - [G-Cloud Alignment](#) Information details how our service and company aligns with the G-Cloud buying process and provides typical information to help you understand how to buy, configure and consume our services, and how to leave our services should the need arise.

**Section 3** - [About Our Company and Our Services](#) provides information specific to our company and how we can solve the problems faced by customers in the public sector.

**Section 4** - [Appendices](#) provide supplementary service information that explain some of our processes in greater detail.

## HOW TO USE THIS DOCUMENT

This service definition document is an active document which means you can click on the links we provide to move around the document viewing only those specific sections you are interested in during the different phases of your G-Cloud buying process. There are also links to enable you to return to this section to speed up the reviewing process.

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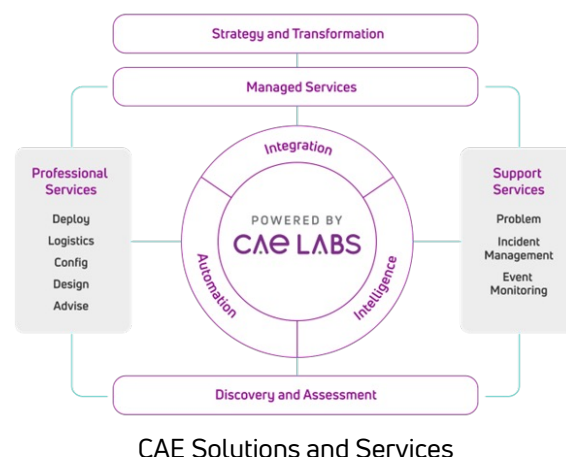
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# 1 - SERVICE INFORMATION

## 1.1 - SECTION INTRODUCTION

In this section we describe our technology service, and you will find information about our service functionality, key features and benefits, security, and brief aspects of pricing.

CAE is a leading IT infrastructure solutions provider. Our role is to enable the adoption of relevant technology. We believe that delivering the best customer experience is a combination of technology, process, and people.

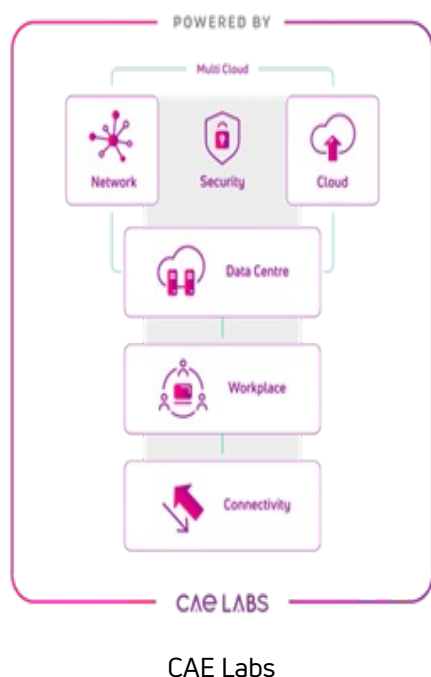


### We deliver Technology on Point

We take proven, dependable solutions, combine them with our passion and enthusiasm for creating more good days, and tailor them to your needs, making life more straightforward, productive, and enjoyable for you and your users.

We help businesses transform through technology and provide value-added support to deliver more good days. We do this by listening to your needs and understanding them, so you achieve the outcomes you need.

Enabling flexibility in organisations and driving increased productivity requires more than modern hardware and technology. Businesses need access to specialist skills to deliver effective user experiences and tools through fast deployment programmes. That is why we provide IT infrastructure that connects, secures, and transforms your business, improving the way you work and enabling future growth.



## 1.2 - CAE ASSURE - OVERVIEW AND ASSURANCE

### Introduction

With the explosion in adoption and consumption of cloud services, it's no surprise that cloud-based networking services are becoming increasingly mainstream.

Cloud-based networking services, such as Cisco Meraki technology, require a service assurance layer just as any other cloud service does. Cloud service providers often rely upon third-party services to backup or restore in the event of a major failure – or indeed a malicious attack. Cloud-based networking is no different, and if deployed at scale this can represent a high-impacting business risk.



Governed by cloud service assurance best practice, CAE developed several service solutions produced through CAE Labs. These include data backup and restoration services, to mitigate all associated business risk and achieving the best possible recovery time objective.

Rebuilding deleted devices, networks and configuration templates requires significant manual intervention, all contribute to potential business impact resulting from service outage. If we then consider the ramifications of such activity where multiple networks and devices are affected, along with the increased likelihood of incorrectly configuring or omitting of key parameters further extend the period of impact. These challenges are resolved with the Assure subscription.

A leading UK retailer rebuild would take circa 90 minutes to restore per site, but via the Assure solution, this is reduced to under 1 minute.

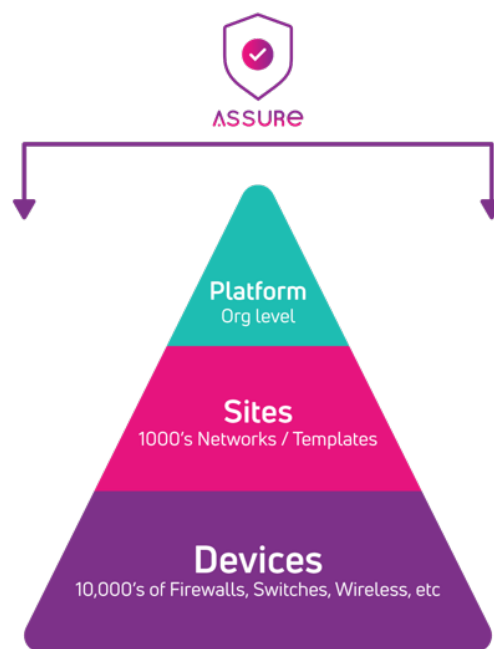
### Our Solution

As part of our growing service assurance and business resilience portfolio, the team at CAE developed a simple, yet reassuring, service that complements the Cisco Meraki cloud platform and provides customers with peace of mind.

#### We call this Assure.

Our Assure service focuses on:

- » **Increasing uptime and reducing business restoration downtime** - from days and weeks to hours and minutes;
- » **Never missing an operational change** - by securely capturing them as and when they happen, in real-time;
- » **Proving the restoration process with your IT team** - by providing biannual business resilience sandbox testing and exercising;
- » **Mitigating against future outages** - through ongoing real-time service intelligence to provide additional risk removal;
- » **Increasing control level** - for potentially better cyber insurance coverage and help with minimising insurance costs;
- » **Providing 24/7 access** - UK based expertise available around the clock.



## Business Risk Mitigation

The Assure service will recover critical operational data in minutes and in doing so, reduce significant risk and impact. This will mitigate:

- » Operational disruption / risk;
- » Loss of sales;
- » Brand and reputational damage;
- » Contractual breaches;
- » Employee wellbeing;
- » Customer attrition;
- » Regulatory / compliance issues;
- » Loss in shareholder value;
- » Environment Security.

## Appropriate Problems / User Journeys Type

As part of our growing service assurance and business resilience portfolio, the team at CAE Labs has developed a simple, yet reassuring, service that complements the Cisco Networking Cloud (CNC) platform and provides customers with peace of mind.

Our Assure service delivers on:

- » **Significantly reducing service restoration time to minimise operational losses** – from days and weeks to hours and minutes;
- » **Never missing an operational change** – continuous protection of critical operational data, ensuring the latest recovery point is always available from an immutable backup;
- » **Design authority governance** – ongoing configuration compliance and drift checking;

- » **Proving the Disaster Recovery process with the Business' IT team** – by providing biannual testing and tabletop exercising (a key ongoing component of this Cloud BC/DR service offering);
- » **Built-in preventative service outage intelligence** - mitigating risk against future downtime through continuous real-time service intelligence to provide additional risk removal;
- » **Increasing control level** – removing a barrier to achieve better cyber insurance coverage and help with minimizing insurance costs;
- » **Providing 24/7 access** – Disaster Recovery expertise available for full restoration support.

## Outcome

We provide you with a fully managed service – including all cloud networking configuration backups and all restoration services in the event of a platform failure, human error, or malicious attack.

Activation and enablement of our mitigation features will avoid downtime. But if required, knowing that the service provides you with the best possible recovery time objective. We understand that downtime translates linearly to lost revenue and reputational damage, therefore our aim is to minimise that from ever happening. The service is orchestrated and delivered via our network operations centre experts ensuring that you're in very safe and capable hands.

Bolstering the service assurance layer around your cloud networking platform mitigates significant risk and impact to a vital service that is key to the operation of your business.

- » **How long would it take you to recover today?**
- » **What would be the cost and impact of a service outage?**
- » **What is your business risk of doing nothing?**

For more information on our services, please visit our website at [www.thisiscae.com](http://www.thisiscae.com)



## 1.3 - SECURITY

### CAE Security Policy

CAE maintains a policy that addresses information security, Data Protection and Privacy.

CAE has established a Data Security Policy to promote information security and compliance with relevant legislation, including the Data Protection Act. CAE regards any breach of information security requirements as a serious matter, with our ISO 27001 certification providing the backbone to our processes. Compliance with this policy forms part of any contract with a third party that may involve access to network or computer systems or data.

Our Data Protection and Privacy policies comply with all relevant legislation including but not limited to:

- » The Computer Misuse Act (1990);
- » The Data Protection Act (2018);
- » The Regulation of Investigatory Powers Act (2000);
- » The Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations (2000);
- » The Freedom of Information Act (2000);
- » The Special Educational Needs and Disability Act (2001);
- » The General Data Protection Regulation (GDPR);
- » Customer Data Privacy - <https://www.thisiscae.com/customer-data-privacy-policy/>.

CAE is always working on ways to strengthen our data protection policies, to bring them in line with the latest data protection legislation and align them with the new data protection legislation bill, along with the General Data Protection Regulation (GDPR).

All policy and regulatory changes are reviewed and maintained at board level.

### Data Protection

Data at rest and in transit is encrypted with AES 128-bit encryption method to avoid "man in the middle" attacks. For CAE end users, access rights and authorisation controls are implemented to allow each duly authorised person to access the data.

Data accuracy is regularly reviewed for ongoing business activities. Information for dormant customer accounts is removed from our systems.

CAE follows the UK GDPR which allow to transfer and receive personal data from the UK and EEA.

In terms of data transfer the TLS (Transport Layer Security) protocol is used to provide communications security over a computer network. This protocol uses AES 128-bit keys encryption to cypher the data across the network.

## CAE Security Accreditations

CAE places a high importance on information security, and we already comply with a number of standards that also focus on information data security, including ISO27001.

CAE will be complying with the GDPR as a processor and controller of data, and we are engaged in a programme of works which will deliver what is required by the legislation. This will involve working with our suppliers and partner organisations to ensure they can meet these obligations.

CAE has developed and implemented an ISO27001:2013 compliant Information Security Management System (ISMS), accredited by Lloyd's Register LRQA, which covers the provision of IT services and IT Solutions managed from the UK for a wide range of industry sectors. It ensures that the provision of services to all clients will be achieved under the specific control of a robust management system which allows effective and continual provision of information security–;



Cyber Essentials Plus is a UK government-backed cyber security standard that identifies the necessary security controls an organisation should have in place within their IT systems. CAE's Cyber Essentials Plus certification offers customers the assurance that systems tests have been carried out of CAE's implemented controls by an authorised third-party certifying body;



CAE is a Cisco Gold Partner and holds the Advanced Security Architecture Specialization competency.

## 1.4 - SERVICE PRICING

SERVICE	SERVICE DESCRIPTION	COST (FROM)	COST (TO)	INFORMATION
CAE Assure	As part of our growing service assurance and business resilience portfolio, the team at CAE Labs developed a simple, yet reassuring, service that complements the Cisco Meraki cloud platform and provides customers with peace of mind. We call this CAE Assure.	£550	£1,250	Per unit per day

## 2 - G-CLOUD ALIGNMENT INFORMATION

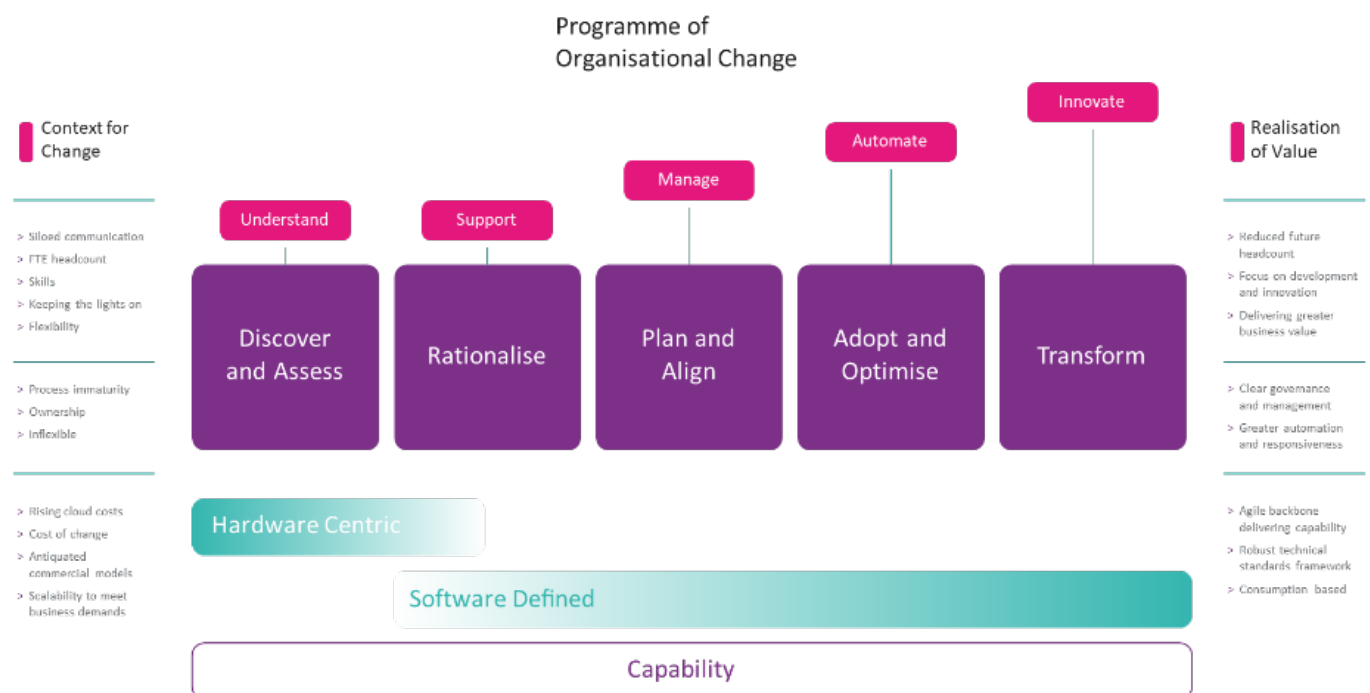
### 2.1 - ON-BOARDING AND OFF-BOARDING PROCESSES

#### 2.1.1 - ON-BOARDING

##### CAE Customer Journey

Our CAE Customer Journey is a collaborative one; transparent by nature and built around five distinct strategic phases that give the best opportunity for joined up thinking and an agile approach to serving our customer and ultimately, their customers better; closely aligned to the customer's own values.

Throughout these stages, we will apply our inhouse developed CAE Labs (Intelligence, Automation and Integration tools) which have been designed to support transformation projects.



##### » **Phase 1: Discover & Assess**

At this stage, we seek to Understand further, to ensure we have sufficient insight and understanding of the existing infrastructure and operational models, current business objectives and end goals. As well as establishing potential risks and issues unique to Customer, that could impact the success of the service.

##### » **Phase 2: Rationalise**

Rationalise is an interim, but still critical step, to enable prioritised delivery of any optimisation or remediation activity identified within the existing environment. This allows us to put forward quick-value opportunities in terms of both operational efficiencies and cost savings, to provide initial Support for Customer. Any recommendations made will be underpinned by the key

principle of requiring minimal additional investment to achieve value for money aligned with the desired Business Outcomes.

### » **Phase 3: Plan & Align**

Plan & Align focuses on developing the strategic Service and Technology roadmap for Customer, underpinned by the captured baseline to Manage delivery. Facilitated by our Solution and Service Architects, strategy workshops will be held with key stakeholders from Customer. These workshops are designed to explore solutions and approaches identified by our team and their integration within your organisation. Working closely with you, the cultural, business and people impact of the proposals will also be explored, ensuring all aspects are considered and relevant viewpoints gathered.

On conclusion of the workshops, an agreed roadmap will be reached, coupled with a full impact assessment. This will then be converted into a fully costed business case, sequenced in line with your requirements and with outcomes at each stage documented for implementation.

### » **Phase 4: Optimise**

Optimise will focus on execution of the agreed business plan over its defined period. Drawing together our Transformation approach is our Customer Success and Transformation Practice. Using a People, Process, and Technology approach, the Customer Success Manager will work closely with the Project Management team and Customer stakeholders to identify the overarching Business Outcome requirements of the agreed delivery plan.

### » **Phase 5: Transform**

Upon achievement of the initial desired Business Outcomes, the Customer Success Manager will bring together key stakeholders to collaborate and update the CSP to include recommended further innovative solutions to allow the transformation of existing business practices in support of the Customer strategy. At this point, the benefits realised in the management, automation and innovation domains will begin to accelerate and Optimisation continues.

## **2.1.2 - OFF-BOARDING**

CAE will contractually commit to customers with robust step in rights and full corporation in the event of exit. We will be agreeable to including an exit plan in the contract which will provide granular detail on topics such as transfer of information, cooperation with new suppliers and asset inventory.

The provision of a detailed exit plan that we regularly review in line with any changes during the overall lifecycle of a contract, is key. The Exit Plan forces consideration and factoring for the long-term maturity and governance for the overall managed service.

The Exit Plan will contain the following elements, which is detailed further in [Appendix 1](#).

- » Governance
- » Pre-requisites
- » Agreements
- » Service Closure

## 2.2 - BACKUP/RESTORE AND DISASTER RECOVERY PROVISION

CAE's Business Continuity Management Process and Disaster Recovery Plan are considered commercially sensitive and are not distributed outside of the organisation. However, our process includes the following key points:

- » **Office locations** - CAE operates from multiple offices across the UK, and all staff can work from any of these sites or from any location where internet connectivity is available. Off-site working is possible using the company's remote working solutions for both voice and data. Therefore, in the event of any CAE office being inaccessible for any period, staff can continue their roles working at another CAE site or from home. The only exception to this is the CAE warehouse and pre-staging facilities at the Hemel Hempstead head office.
- » **Service desk redundancy** - All service desk features and functions are hosted externally. Therefore, the service desk functionality will remain uninterrupted if either facility becomes unavailable for any reason. All systems that this service is dependent on are hosted externally to CAE.
- » **Data recovery** - A portion of company data is held on a SAN solution with backups and snapshots taken at regular intervals throughout the day. These backups are replicated to our DR site. CAE has solutions in place that allows for the replication of key systems from head office to our designated DR site. This, in conjunction with contracts in place for the provision of replacement server and SAN hardware in the event of the head office systems being damaged in a disaster scenario, means that minimal data loss would be suffered, and full systems could be online within hours of an "event".
- » **Telecommunications** - CAE's IP telephony solution has been configured to allow failover the main office number to another site if they are to become unavailable for any reason, whether related to an isolated telecoms fault or a more serious event resulting in the loss of an office or site. Individual DDIs can be diverted in a prolonged outage.
- » **Network Devices** - CAE utilises LogicMonitor to provide the last known good, complete, configuration of network devices. The integrity of the backups is maintained through automated processes within LogicMonitor that actively compares the latest backup with the previous one. All configs are stored within LogicMonitor securely, accessible only by authorised users with a named account and a fully auditable log kept of access to those configs.

When working with subcontractors, as part of the onboarding criteria to become a preferred supplier, a compliant and robust Business Continuity and Disaster Recovery Plan will be put in place within the business operations.

## Testing

To ensure resiliency is built into CAE's operational environment, and hence the IT services we provide to our members, our IT Operations Manager ensures the Service Continuity Plan is tested regularly for each service offering CAE has deployed for its members. Additionally, an internal audit is carried out annually by CAE's Quality Manager to ensure this service has been tested.

CAE's Service Continuity Plan outlines the procedures and instructions to follow in case of a disaster, for example, a cyber-attack or significant power outage. The plan is audited every six months in accordance with our ISO27001:2013 accreditation (for our Information Security Management System) by our external auditor (LRQA).

By sharing our Service Continuity Plan with our members, we show that their services will be protected, and the recovery measures in place that will be used in case of disaster. This provides assurance that we can continue to provide their service without any interruption, allowing them to focus on their core activities.

CAE's continuity tests include:

- » Weekly health checks of device configuration backups to ensure availability to restore to last known good configuration;
- » Monthly service reporting against the change management database (CMDB) and spares stock to ensure availability of swap-out kit;
- » Annual service continuity testing of CAE's services, including our 24x7 Network Operations centre, Service Desk, and operational toolsets (e.g. our cloud-based infrastructure monitoring platform and IT service management tool).

CAE's risk management process is fully compliant with ISO 31000 and executed in line with customer policies and tolerances - throughout the project lifecycle and consists of:

1. Identification: through workshops and meetings - we will identify any potential risks that may prevent the Buyers from achieving their project objectives;
2. Analysis: understanding the sources & causes of the identified risks;
3. Evaluation: comparing risk analysis results with risk criteria to determine whether the residual risk is tolerable;
4. Treatment: changing the magnitude and likelihood of consequences, both positive backup restore and negative, to achieve a net increase in benefit.

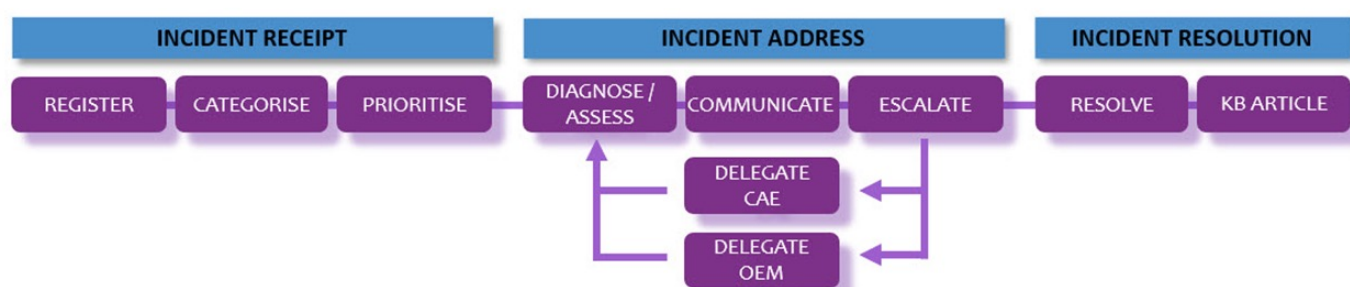
In practice, each risk is reviewed to determine the potential impact, scale of probability, severity impact and countermeasures in place.

## 2.3 - SERVICE MANAGEMENT DETAILS

### 2.3.1 - SERVICE LEVELS

CAE will contractually stand behind our service as a quality offering, and to commit to (at a minimum) Good Industry Practices and other appropriate regulatory standards.

In the unlikely event of persistence shortfalls in Service/SLAs, CAE would have no objections to the customer intending a right to terminate, which would be covered under our joint Master Services Agreement.



CAE Incident Response Process

Service level management provides end-to-end visibility of CAE's services to the customer by:

- » Establishing a shared view of the services and the service levels with the customer;
- » Ensuring CAE delivers the agreed service levels through the collection, analysis and reporting of the agreed service metrics and KPIs for the in-scope services;
- » Performing regular service reviews at a frequency agreed with the customer to ensure the current services provided by CAE continue to meet the business needs of the customer; and
- » Capturing and reporting on any service issues, including CAE's performance against agreed service levels.

As well as service level management, service delivery management includes other CAE service management processes including overseeing problem and change management, overseeing incident escalation, escalation management customer communications, customer satisfaction surveys, customer complaint management etc.

For customers who require additional customer-specific service levels and key performance indicators that they wish CAE to measure and report on, CAE can discuss these requirements further with the customer and investigate how they can be addressed.

## Telephone Response Times:

SERVICE	CAE SERVICE TARGET	MEASURE	SCOPE
Call Abandon Rate	< 5%	90%	24x7
Telephone Answer Target (average speed to answer)	30 seconds	90%	24x7

## Telephone Response Times:

SERVICE	CAE SERVICE TARGET	MEASURE	SCOPE
Priority One (P1)	30 minutes	95%	24x7
Priority Two (P2)	1 hour	95%	24x7
Priority Three (P3)	2 hours	95%	Business Hours
Priority Four (P4)	4 hours	95%	Business Hours
Service Request (P5)	24 hours	95%	Business Hours

Where feasible, customers should ensure all hardware and software they require CAE to support is still supported by the relevant vendor or manufacturer as appropriate. This means a supported item has not been retired, or reached its end-of-life date, end-of-maintenance date and/or end-of-support date and it is still possible to purchase vendor and manufacturer underpinning support and maintenance (including software updates where applicable).

Vendor and manufacturer underpinning support and maintenance may be purchased through CAE to run alongside CAE support services (e.g. Cisco Partner Support Service) or purchased by the customer themselves (e.g. Cisco Smart Net Total Care, Dell ProSupport, etc.). For hardware, software and systems that are no longer supported by the vendor or manufacturer, CAE will provide support on a 'reasonable endeavours' basis only, and the above service levels will not apply.



## 2.3.2 - SERVICE CONSTRAINTS

Service levels for Assure, including Operational Level Agreements (OLAs) and Service Level Agreements (SLAs), are predefined and detailed in the Assure Handbook. This service is supported by our 24/7 UK-based Network Operations Centre (NOC).

Our 24/7 service desk, staffed by highly qualified engineers, ensures that expert assistance is always available. This in-house, UK-based managed support service is designed to respond swiftly in case of unexpected events. Response times are determined by the severity of the issue and are governed by the terms of the support or managed service contract in place.

## 2.3.3 - SERVICE/GENERAL SUPPORT DETAILS

CAE's Service Centre consists of its 24x7 operational Service Desk and Network Operations Centre (NOC) located at our UK headquarters in Hemel Hempstead, Hertfordshire. Our Service Centre is 3-star accredited with the Service Desk Institute (SDI), and we are finalists in the IT Service and Support Awards 2019.



The Service Desk at CAE is set up as a distinct function within our Service Centre. While it is closely aligned with our technical second and third-line Network Operations Centre (NOC) and Infrastructure Team, in accordance with ITIL principles its principal focus is on providing support for 'people and business' rather than just fixing issues with malfunctioning technology, thus offering an enhanced end-user experience.

CAE's Service Desk achieves this by supporting non-technical users in managing and resolving incidents and requests efficiently and effectively. The CAE Service Desk, therefore, places a premium on delivering a high First Contact Resolution (FCR) or First-Line Fix (FLF) to end-users - we believe this to be the foundation in providing an excellent customer experience on every contact.

CAE possesses diverse expertise across renowned vendors such as Cisco, Cisco Meraki, Microsoft, and Del. Our managed services are built upon six key IT service management practices:

- » 24x7 Incident Management and Escalation;
- » 24x7 Monitoring and Event Management;
- » Patch Management;
- » Service Delivery Management;
- » Service Request Management;
- » Change Control and Management.

## 2.4 - TRAINING

Training is a fundamental part of the Agility Project Methodology, so we incorporate training and knowledge transfer from the Implement phase of the project onwards. During the Design phase, CAE will work with the customer to build a training plan for all hardware to be implemented. The training and handover plan will be appropriate to deliver full knowledge transfer to the customer organisation.

In line with CAE Quality Standards, training is always delivered by appropriately qualified subject matter experts including CAE staff, to vendors and external training providers.

Types of training include:

- » Shadowing - CAE encourage customer's technical teams to shadow qualified CAE engineers during hardware deployment.
- » Knowledge Transfer - At CLOSE, CAE will completely handover all Project Documents and associated hardware collateral to the customer incl. templates and configuration rules.
- » Vendor Certified Training - External Training delivered by vendor or approved training providers.
- » CAE Classroom Training - CAE facilitate classroom training for new deployed hardware for both ICT teams and end users. Sessions can be catered to support a 'train the trainer' approach.
- » CAE Onsite End User Training - CAE can provide onsite fully certified consultants to assist end users to understand how to use new hardware, including unboxing. This type of training can be catered to support a 'train the trainer' approach.
- » CAE Training Materials - CAE can create bespoke training collateral and end-user manuals to help train both current and incoming staff to understand the new hardware.
- » E-Learning and Online Training Tools - CAE training tools supplemented with vendor online content and e-learning tools.

## 2.5 - INVOICING PROCESS

### Ordering Services

CAE have an experienced Accounts Payable & Receivable Manager who manages the customer invoicing and supplier payments.

Payment of our supply chain (suppliers and subcontractors) is in accordance with the agreed terms agreed at the outset of the contract. Our standard payment terms are 45 days; however, we have negotiated standard payment terms of between 14 and 90 days (though very few).

### Invoicing

All of our invoices are sent via email and will be in-line with the contractual agreement we have with the customer.

As standard, our processes release an invoice for hardware and software upon signed delivery. Any professional services are typically invoiced 50% upfront and 50% upon signed completion (however for larger projects, this may follow a more detailed payment plan with acceptance criteria, which would be agreed with the customer).

Maintenance contracts are invoiced upon signed completion.

Where invoices are time-sensitive (for example at the end of the financial year), we retain the ability to be flexible and provide invoicing in a manner that suits the customer. This is achieved through a variety of methods, but most commonly by securely bonding stock in our warehousing facility, should the customer not have capacity to accept a large delivery.

Should any invoices be queried, they would be dealt with by a member of our Finance team and the customer.

## 2.6 - TERMINATION TERMS

CAE will contractually commit to the customer with robust step in rights and full corporation in the event of exit. We will be agreeable to including an exit plan in the contract which will provide granular detail on topics such as transfer of information, cooperation with new suppliers and asset inventory.

In [Appendix 2](#), we detail our Pre-Project Internal Kick-Off process, ensuring that our sales successfully handover the requirement to our project team. There will also be described how we implement PRINCE2 methodology in our project management.

## 3 - ABOUT OUR COMPANY AND OUR SERVICES

### 3.1 - ABOUT US CAE TECHNOLOGY SERVICES LTD.

#### ABOUT CAE?

##### A Trusted Advisor

CAE is a leading IT infrastructure solutions provider. Our role is to enable the adoption of relevant technology. We believe that delivering the best customer experience is a combination of technology, process, and people.

Established in 1992, CAE has almost three decades of experience delivering IT solutions for customers across various sectors. We build long-term relationships with our customers and are dedicated to understanding their needs. Our unique, service-led approach provides a commercially flexible process, and we deliver outcomes that exceed expectations and continuously provide our customers with cost efficiencies.



We passionately believe that infrastructure technology, adopted effectively, delivers a fundamentally better experience for the way that everybody lives, improves, and achieves. To achieve this, we provide:

- » Partnership with the world's leading manufacturers - we continue to bring together a portfolio of technologies, which combined can meet complete customer requirements. Significant investment will continue so that we are at the leading edge of established technologies.
- » Vendor independent - we are vendor-independent as we believe that there is not a single answer to every question and that a decision-making process is more rigorous if competitive options are evaluated. We have top-level partnerships with a wide range of vendors and can offer an alternative in every part of a solution.
- » New technology - we have an outstanding track record of identifying and integrating new technology into the existing solution portfolio. In the past, this includes the adoption of virtualisation and integration of data, voice, and video networks. Examples of this are that we have strategically engaged in areas such as big data, through a partnership with Splunk, and innovative storage solutions such as Strongbox that could augment core infrastructure in the future.
- » New technology and business models - the emergence of cloud-based computing cannot be ignored. However, our approach is not to re-market the company or completely change business models, but it is to embrace the new models and understand how they can positively affect core infrastructure. We believe that solutions will be a mix of on and off-premise for the foreseeable future and that the crucial element is the management layer that will ensure seamless deployment and operation.

## Our Culture

More than words dreamt up in a boardroom, our mission, purpose and values are something for the organisation to live by.

## Mission

Our mission is a clear statement of identity so that we can be confident of who we are and what we fundamentally do. We know that IT infrastructure is massively relevant to how organisations operate and that keeping this focus means we build the right skills and do not get distracted by chasing the latest trend in search of short-term gains.

Our mission recognises that we need to be chosen by customers and partners and the reasons for doing so are at the core of building long-term partnerships. Sharing these goals means that we also share the criteria by which the success of our relationship will be measured, which is more than financial.

## Purpose

***“To transform people’s experiences and people’s lives through technology”***

One of the challenges for any IT organisation, is how to move the technology conversation out of the server room and network cabinet and into a business. Our purpose at CAE exists to recognise and promote understanding of the consequences of what we do. Sometimes these can be indirect, but when we can take understanding and apply it to a solution or incident the service delivered to an end-user is transformed.



As well as helping link technology projects to business goals, there is an emphasis on the impact on every individual user so that we focus on every interaction someone may have with CAE and the experience that is delivered.

## Values

Our values are constantly reinforced in the business, including being built into a personal development review process. They were set on the premise that we want everyone who has contact with CAE to love what we do and how we do it - like isn't enough, we want there to be a stronger belief and feeling.

This allows us to attract and retain talent, without which we could not deliver our service with the level of consistency that builds customer with customers. Furthermore, by thinking of how we do things and how this adds up into the collective service we deliver, it ensures that our approach to delivery and the resolution of issues stands out to our customers.

We are passionate about our mission, purpose and values and always welcome feedback from customers on how they have impacted our relationship and how we can continue to adapt them, so we develop in partnership together.



## 3.2 - WHY CHOOSE US?

### Assure Case Study

A large Retailer with over 2,600 locations used to take well over an hour to restore each store, but through our Assure from CAE Labs managed service, this has been reduced to under 30 seconds and would save them upwards of an estimated \$850M in lost revenue – all by significantly reducing downtime and the restoration process from weeks to minutes.



Through our partnership and implementation of Assure, the leading retail chain now has reliable and secure IT solutions that protect and restore operational data, enabling them to manage the Cisco Meraki systems with complete peace of mind. This free's up time to focus on core business operations and if there ever was an issue, it would be recoverable within minutes.

## 3.3 - WHY CHOOSE OUR SERVICES?

### Leading the Industry

Through CAE's Committed, Agile and Energetic approach around continuous improvement and service excellence, we will provide an exceptional, award-winning experience that your business can have complete customer with the confidence that G-Cloud 14 is a priority through to executive level.

As a result of our business acumen and strategy, we can offer the following advantages of:

- » Vendor Independent approach to customers, offering a wide range of solutions and vendors, with top-level Partnerships including:
  - » Cisco Gold;
  - » Dell Technologies Titanium and;
  - » Microsoft Solutions Partner;
- » Tailor made Project Management and Service Management services to industry recognised standards (ITIL, PRINCE2);
- » Premium Account Management, with staff that are experienced with the customer and the market the organisation operates in, while providing understanding and accountability to customers' needs;
- » Flexible commercial and delivery models that work for your business;

- » Accreditations, across all our UK locations, with:
  - » ISO9001:2015 - Quality certification;
  - » ISO27001:2013 - Security certification;
  - » Cyber Essentials Plus (CE+) - Security certification.

## Vendor Partnership

### ***Our Cisco Relationship***

CAE's Cisco Gold Partner status and advanced Cisco specialisations are based on our capability and qualifications to support our customers in the design, delivery, and ongoing support of Cisco solutions.



CAE has been a Cisco Gold partner for many years, meaning that all our engineers and consultants are trained to the highest standard for the services they deliver. The level of qualifications of our field services team and our consultancy teams are regularly audited by Cisco to ensure we meet the exacting standards of their Gold Certification.

CAE expertise has been recognised in attaining top level Cisco Master certification and have earned a place in the elite circle of Cisco Master Networking Specialists, making us one of only four partners in the UK to hold the certification.

Cisco Master Networking Specialisation is the highest level of designation for Cisco partners – meaning we had to meet rigorous standards of technical knowledge, customer satisfaction and business performance. The required audit tests all facets of the business, with live assessments demonstrating practical knowledge as well as the wider capabilities of the business. The latest specialisation builds on our Gold partner status, held since 2006, and further demonstrates our ability to design, deploy and manage complex and cutting-edge networking solutions.

### ***Accreditations, Specialisms and Relationship***

Over the last two decades CAE has achieved the highest certifications and accreditations associated with Cisco and Meraki. CAE holds advanced Authorized Technology Provider (ATP) accreditation across the entire Cisco product portfolio. Our expertise and proven track record are recognised in the form of our Cisco Gold Partner certification, for which we hold the following competencies:

- » Environmental Sustainability Specialisation;
- » Full-Stack Observability Solution Specialisation (New from September 2023);
- » Secure Access Service Edge Solution Specialisation (New from September 2023);
- » Extended Detection and Response Solution Specialisation (New from July 2023);
- » Advanced Collaboration Architecture Specialisation;
- » Advanced Customer Experience Specialisation;
- » Advanced Data Centre Architecture Specialisation (being retired by Cisco in July 2024);
- » Master Enterprise Networks Architecture Specialisation;
- » Advanced Security Architecture Specialisation;

- » Cisco Umbrella for MSSPs Specialisation;
- » Cisco Unified Contact Centre Express Specialisation;
- » Collaboration SaaS Specialisation.
- » Cisco IoT Specialisation;
- » Advanced Customer Experience Specialisation;
- » Cisco Unified Contact Centre Express Specialisation;
- » Cisco Webex Calling with Calling Plan;
- » Cisco Umbrella for MSSPs Specialisation;
- » Environmental Sustainability Specialisation;
- » AppDynamics Specialization.

Our approach, innovation and engagement with Cisco have led to CAE receiving four awards at the 2023 Cisco Partner Summit, including:



**UK&I Innovation Partner of the Year 2023**

**UK&I Sustainability Partner of the Year 2023**

**EMEA Sustainability Partner of the Year 2023**

**Global 3rd place in the 2023 Cisco Innovation Challenge 2023**

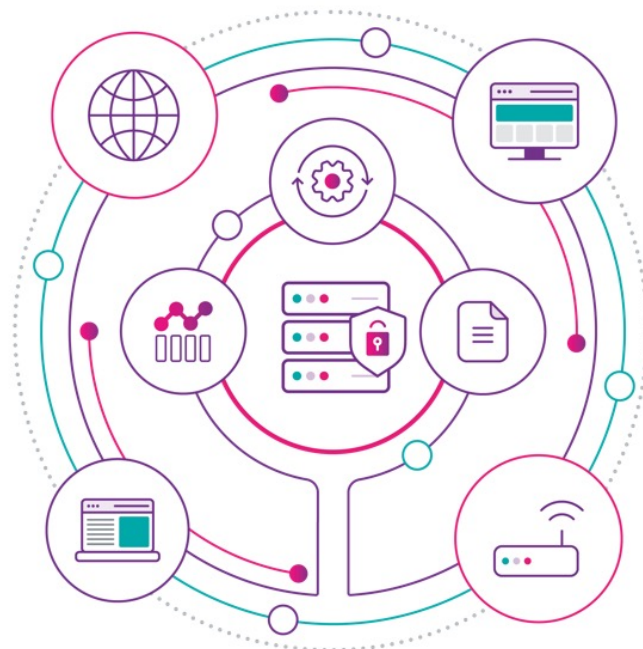
CAE have had great success in this area over the few years allowing us to reinvest in future innovation strategies, these include the ability to power down PoE ports when not required to address carbon reduction and sustainability.



## Our Microsoft Relationship

» CSP tier 1 partner with multiple solution designations and advanced specialisation

- > Tier 1 Direct CSP Partner
- > 3\* SDI advanced 24/7 in-house, UK based service Desk
- > Escalation path to Microsoft
- > Licensing Self-Service Portal available 24/7 x 365
- > Monthly newsletter and blog
- > Funded License optimisation health checks - 0365
- > Funded License optimisation health checks - Azure
- > Wrap around offerings
- > Automated Billing



### Microsoft Cloud Solution Provider

**50+**

Microsoft  
Certifications

**30+**

Over 30 technical  
resources



**Tier 1**

Direct CSP Partner

**24x7**

UK Services Centre



**100+**

Active cloud customers



**Microsoft**  
Solutions Partner

- Infrastructure
- Modern Work
- Security

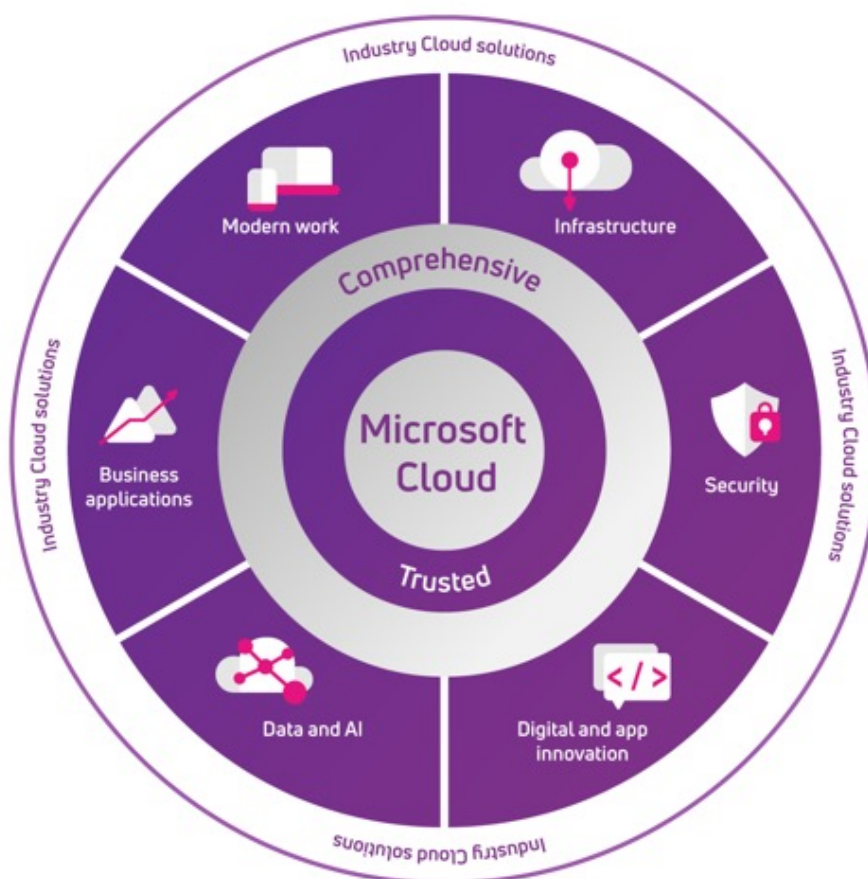
Adv. Specialist

- Adoption & Change Management

Fast Track Partner

CAE has been working with Microsoft since 2003 and is a Gold Partner and Tier One Cloud Service Provider. Our team works closely with Microsoft to help our customers understand and deploy from the portfolio of Microsoft products to support their ongoing operations.

Recently, CAE has officially made the transition to become a Microsoft Solutions Partner specialising in Security and Azure Infrastructure. This new partnership status marks a pivotal step forward in our commitment to providing cutting-edge solutions that address the evolving needs of our customers in today's rapidly changing digital landscape. Our alignment with Microsoft, a recognised leader in cloud services and cybersecurity, ensures we are better positioned to offer an expanded range of services designed to help our customers succeed.



## Benefits of Our Microsoft Solutions Partnership:

- » Expertise: As a Microsoft Solutions Partner, we have gained access to a wealth of technical resources, training, and support directly from Microsoft. This empowers our team to stay at the forefront of industry trends, ensuring we can deliver the highest quality solutions to our customers.
- » Azure Infrastructure: With our new Azure competency, we are recognised for providing comprehensive Azure-based solutions that encompass cloud infrastructure, data management, application development, and more. This enables our customers to harness the full potential of the cloud for their business needs.
- » Security Solutions: Our expertise in Microsoft Security solutions equips us to assist customers in fortifying their digital environments against modern security threats. From identity and access management to threat detection and response, we are well-equipped to enhance our customers' cybersecurity posture.



### **Our Dell Technologies Relationship**

Our expertise and proven track record are recognised in the form of our Dell Technologies Titanium certification, for which we hold the following portfolio and solutions competencies:

- » Core Client;
- » Converged Infrastructure;
- » Data Protection;
- » Networking;
- » Server;
- » Storage;
- » Workstation.



### **Nationwide Coverage**

We operate out of seven locations within the United Kingdom and covers all areas of business, providing nationwide coverage;

- » Bracknell;
- » Brighton;
- » Cardiff;
- » Hamilton;
- » Hemel Hempstead (Head Office);
- » Oxford;
- » Warrington.

Both CAE and our chosen vendors have UK-wide parts and engineers, thereby ensuring SLA compliance.



## **3.4 - HOW TO BUY OUR SERVICES**

For more information about any of our services get in touch via:

**Cloud Connectivity | CAE ([thisiscaes.com](https://www.thisiscaes.com))**

**<https://www.thisiscaes.com/talk-to-us>**

T: 08456 430 033

E: [hello@thisiscaes.com](mailto:hello@thisiscaes.com)

## 4 - APPENDICES

### 4.1 - APPENDIX 1

#### 4.1.1 - CAE OFF-BOARDING EXIT PLAN

The Exit Plan will contain the following elements:

##### » **Governance**

- » Agreeing stakeholders required as part of Exit Plan activities.
- » Agreeing attendees for relevant Exit Plan meetings and agenda, deliverables, and expectations of those meetings.
- » Confirm in-bound supplier attendees.
- » Reviewing exit timescales.
- » Determine personnel required to complete each of the requirements and deliverables for each service area.
- » Specify responsibilities of all identified individuals and expectations in terms of security and compliance, with necessary signatures of conformance acceptance.

##### » **Agreements**

- » Review and acceptance of legal compliance and adherence, including signatures.
- » Detail contractual obligations for outbound supplier.
- » Agreed mechanism/method for measurement and review of performance and adherence to obligations and timescales.
- » Confirm and agree timescales and scope of termination including objectives, obligations and timescales.
- » Customer and outbound provider to sign exit agreement/plan.
- » Agree date and time for outbound supplier to cease providing in-scope services.
- » Agree suspension or relaxing of SLA's with outbound supplier.
- » Highlight all systems, services, applications or tools used by the outbound provider that are covered under Intellectual property rights and not transferable.
- » Agree payment schedule for all exist costs and any outstanding service invoices.

##### » **Pre-requisites**

- » Production of Risk, Issue and Action log and agreement of the tool used to maintain these records.
- » Production of RACI matrix for all identified individuals with reference to the technology, service, application and solutions in terms of alignment from outbound service provider to in-bound provider by named individuals.
- » Provision of processes, procedures, standards, manuals and any other documentation library sets that we use in the delivery of the managed service.

- » Provision of existing projects that are scheduled during the termination period.
  - » Provision of outstanding Incidents, Problems and Changes (IPC's).
  - » Provision of Burberry asset /configuration Items (CI's) list, including any live warranty entitlements, licence expiry dates, maintenance contracts, supplier details.
  - » Provision of third-Party contracts (where applicable), roles and responsibilities including termination dates.
  - » Identification of products, tools or applications used in the delivery of the managed service that will not be transferred as part of the exit plan.
  - » Production of a defined list of accounts, interfaces, and credentials that we use in the delivery of the managed service as the outbound service provider. This is to allow termination of these accounts and interfaces in order to maintain security of the environment.
  - » Defined timescales for the removal of each service must be detailed in the exit plan and accepted by the customer and in-bound supplier.
  - » Provision of aligned service personnel list as part of the managed service operation and identification of their roles and responsibilities as part of any TUPE considerations as appropriate.
  - » Ascertain expectations over demand on outbound service provider resources for review and consideration, with resulting decisions.
  - » Agree date and time of outbound service provider non-transferable personnel are to be removed from site.
  - » Agree mechanism as to removal and/or archiving of customer documents and data held by outbound suppliers.
- » **Service Closure**
- » Execute the Exit Plan.
  - » Transfer of agreed documentation, plans, systems, applications, tools, account credentials and passwords where required for the continuity of service by the inbound provider.
  - » Return any access devices, credentials or controls including any encryption access devices.
  - » Confirmation of removal of access both physically and remotely of outbound supplier personnel.
  - » Full and final settlement of outstanding disputes between the outbound supplier and the customer.
  - » Full and final settlement of outstanding invoices.
  - » Cessation in the provision of service and support.

## 4.2 - APPENDIX 2

### 4.2.1 - PRE-PROJECT INTERNAL KICK-OFF

CAE's Project Gateway 1 represents the handover of the delivery responsibility from sales to projects. Its purpose is to ensure that the professional services project delivery team is provided with the information gathered during the presales process and that it is understood what the members' requirements, objectives and desired timescales are.

An internal handover between technical presales, sales and delivery will take place as a mandatory measure before the commencement of the project. On a large-scale project, it is prudent for the aligned presales consultant/architect to attend the initial kick-off meeting and design workshop to ensure all deliverables are covered and that there are no deviations from the original scope. The Statement of Works will be reviewed by the project team and will be used as the baseline going forward.

The presales architect or consultant will also be on hand during the life cycle of the project to act as overarching technical governance and to assist with any new requirements and deviations or change from the original technical scope.

#### » **Project Kick-Off Meeting**

During the project kick-off meeting, CAE will meet with the customer's team and establish five outcomes:

- » The creation of the Project Board and team, along with the introduction of the project manager.
- » The creation of a Communication Plan, which will include details on expected communication paths and frequency.
- » The creation of a Project RAID Log and Workbook where project risks, actions, issues, decisions and dependencies are recorded.
- » A high-level Project Plan detailing the project approach, key timescales and milestones for the project.
- » Review and agree on the baseline Statement of Works; this is a baseline and will be subject to change following the design workshop.

#### » **Design Workshop**

The objective of this stage is to confirm the design presented by presales is still applicable and meets the business case. This stage is subject to a dedicated change control process and requires sign-off from all parties before moving to the next stage.

As part of this phase, we will gather all technical information and requirements to draw up the design and apply detailed configurations as part of the IMPLEMENT stage. Any additional requirements that are identified during the design workshop will be captured in the Statement of Works and reissued.

## » **Project Running**

This process provides the project team with regular decision points as to whether the project is still viable and should be continued. This process will provide a review meeting between CAE and the customer's team, where they can assess the progress of the project so far and discuss whether the completed stages of the project have been delivered as originally defined.

As a result of these stage boundary meetings, the following actions will be taken:

- » Update the RAID Log;
- » Release Highlight Reports;
- » Revise the Project Plan to show progress and stage completion.

## **4.2.2 - USING PRINCE2 BASED MODEL**

CAE understands that PRINCE2 is a set of guidelines, and it is not always feasible to follow all of its processes. As a result, upon award of a contract, CAE will discuss this with the customer's team and will tailor those areas of PRINCE2 applicable to the upcoming project.

With CAE employing a PRINCE2 approach, our members can rest assured that a project is being run using proven, best practice project management techniques. Using a PRINCE2 methodology, CAE can provide projects with:

- » A controlled and organised start, middle and end.
- » Regular reviews of progress;
- » Flexible decision points.
- » Automatic management control of any deviations from the plan;
- » The involvement of management and stakeholders at the right time and place; and
- » Good, clear communication channels.

## **Lessons Learned**

CAE has recognised that when undertaking projects of this type, size and scope, any lessons learned from previous projects must be taken on board and applied. The Lessons Learned Log could be updated at any time during the project, and the CAE project manager shall record these where applicable. Several crucial lessons have been drawn from past major implementation projects some of which are set out below:

- » The project team tasked with delivering the project must be of sufficient calibre, must possess the required skills and should, if possible, have experience of managing projects of a similar nature and scale to that of the current project.
- » The relationships between the companies and responsibilities of each area must be clearly understood, both within any consortia and without exactly what the roles of the member companies are. Any lack of clarity in this area provides a significant opportunity for confusion and for delivery to be delayed by elements of the project becoming 'lost' between companies with each member of the consortium potentially believing that something for which they are responsible is the responsibility of another consortium member.



- » Working and personal relationships between staff in key leadership roles within the project team must be good. Any lack of communication or customer at this level is likely to impact the successful delivery of the project, as this can mean that issues will not be either raised or dealt with effectively at this level.
- » Senior-level buy-in is crucial to the success of the project.
- » The Project Board members must meet regularly to ensure the project is on time, within budget and achieving the benefits identified.

## Risk Assessment

CAE's risk management procedures follow the PRINCE2 methodology for best practice. The main aim is to identify risks at the earliest time possible and take the appropriate actions to mitigate the possibility of these risks happening.

The project risks and issues will be recorded in a Project RAID Log as soon as they are identified and are assigned an owner and a manager. Risks and issues will be reviewed via scheduled weekly communication.

## Reporting

Weekly project updates will be supplied. Included in this will be a Project Highlight Report, Project RAID Log and updated Project Plan. These reports will be coupled with a weekly conference call to talk through the reports and the plan for the upcoming week(s).

Depending on the frequency of reporting determined in the Communications strategy, it may be necessary to provide a daily highlight report during certain times of the project. Internal updates within the business will be handled via Checkpoint reports to ensure that timelines and governance are adhered to.

## Documentation

In line with PRINCE2 methodology, the following documentation will be produced and maintained by CAE, and once the solution is deployed and tested, handed over to the customer.

- » Project workbook that includes:
  - » Stakeholder details.
  - » Action summary.
  - » Action log.
  - » RAID summary.
  - » Risks.
  - » Issues.
  - » Assumptions.
  - » Dependencies.
  - » Constraints.
  - » Milestone planner.
  - » Communications plan.



- » Change log.
- » Lessons learned.
  
- » Change form.
- » Testing plan.
- » Detailed project plan.
- » Meeting minutes.
- » Project closure document including High Level and Low-Level Designs, configurations, and knowledge transfer materials.