



LET US TAKE YOU BEYOND THE CLOUD

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# G-CLOUD

## ALSCIENT'S G-CLOUD SERVICES

SOLVING YOUR PROBLEMS, EMPOWERING YOUR BUSINESS.  
WE USE OUR BUSINESS AND TECHNOLOGY EXPERTISE TO HELP  
YOU GAIN THE ADVANTAGE, BOOST REVENUES, REDUCE COSTS  
AND ACHIEVE CUSTOMER SUCCESS.

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## 1 Service Overview

### 1.1 Alscient Overview

We are focused on delivering the right solution to each and every problem.

We believe in delivering value-driven solutions through our experienced and capable teams, who focus on effective results while keenly managing costs. Our goal of correct pricing allows us to deliver competitive solutions without compromising quality.

Our teams are well balanced, well managed and drive value and quality from the initial discussion to final delivery. As a result our customers respect our contribution and therefore maintain long-term, trusted relationships with us.

Our strategy is simple. Deliver value, meet challenges, build respect and everything else will follow.

We are ISO 9001, ISO 27001, ISO 20000-1:2011 and Cyber Essentials Std accredited.

### 1.2 Service Summary

This document contains our catalogue of services. The optional range of resources and skills that we can provide to supplement and support their suite of products is considerable.

Please note that the service descriptions in this document are merely designed to provide a high-level overview and provide you with initial context.

Our other complementary services include:

- Enterprise Architecture
- Technical Architecture
- Solution Design
- Development
- Testing
- Project Management
- Project Governance
- Service Management

Please see Appendix 1 for our full range of services.

## 2 Enterprise Architecture

Our Enterprise Architecture (EA) service is based on the The Open Group Architecture Framework (TOGAF) high-level approach to design and is typically modelled at four levels: Business, Application, Data, and Technology. Our service follows the TOGAF principles of interrelated architecture domains (areas of specialisation). These domains are:

- **Business Architecture** (strategic objectives, initiatives and projects, business processes, business services, organisation units, governance etc.).
- **Information Systems Architectures:**
  - Applications Architecture (applications, interactions between systems, relationships to the core business processes of the organisation, security etc.)
  - Data Architecture (data, logical and physical)
- **Technology Architecture** (hardware, software, IT infrastructure, networking, systems etc.)

Our experienced TOGAF-accredited architects offer a comprehensive service that is tailored to your specific needs.

## 3 Technical Architecture

Our Technical Architecture service will help you identify the hardware, software and network infrastructure needed to support your deployment of core, mission-critical applications.

Our service to develop the target technology architecture will generally adhere to the following steps (the order of which will be adapted to the particular situation).

- Create a baseline description in the preferred format
- Consider different architecture reference models, viewpoints, and tools
- Create an architectural model of building blocks
- Select the services portfolio required per building block
- Confirm that the business goals and objectives are met
- Determine criteria for specification selection
- Complete the architecture definition
- Conduct a gap analysis

## 4 Programme Management

Our Programme Management service provides you with access to a pool of experienced programme managers who, following the principles for managing successful programmes (MSP), will assist you in delivering your objectives through a coordinated programme of work.

A programme is made up of a specific set of related projects and change management activities identified by you that together will deliver a defined objective, or set of objectives. The objectives, or goals, of the programme are typically at a strategic level so that you can achieve benefits and improvements in business operations.

Programmes are concerned with delivering a capability to change and are often referred to as a group of related projects managed in a coordinated manner to obtain benefits and control that are not available from managing those projects individually. The concept of a programme therefore is that it should deliver more than the 'sum of its parts'.

Programme management is the coordinated management of projects and change management activities to achieve beneficial change. Applying a flexible approach dependent on the engagement and your needs, the core programme management processes applied by our programme managers are:

- **Project Coordination:** identifying, initiating, accelerating, decelerating, redefining and terminating projects within the programme. Managing interdependencies between projects, and between projects and business-as-usual activities;
- **Transformation:** taking project outputs and managing change within business-as-usual so that outputs deliver outcomes;
- **Benefits Management:** defining, quantifying, measuring and monitoring benefits;
- **Stakeholder Management and Communications:** ensuring that relationships are developed and maintained, thus enabling productive, two-way communication with all key stakeholders.

## 5 Project Management

We manage projects in line with PRINCE2 and ITIL best practice methodologies with the process being reviewed and signed off at agreed intervals, so that we ensure continual alignment with your goals.

Our flexible approach allows us to engage at any phase of the project delivery life cycle, tailoring our methods to suit your needs. Our extensive experience of managing IT projects ensures that they are completed on time and within budget, whilst maintaining and adhering to the highest quality of service.

We follow the Issue and Risk Management techniques within PRINCE2 to proactively manage issues as they occur and the exposure to risk during each stage of the project, developing mitigation strategies, fall back plans and using our skills and expertise to minimise the occurrence of risk.

Visibility of key issues and risks is communicated through regular reporting ensuring that the appropriate level of focus is maintained. Our communications plan, quality control and change control processes serve to ensure that everyone involved in the project understands their role and each other's roles while participating towards the overall success of the project.

Our approach is always collaborative and we focus on delivering the maximum business benefit to our clients from any project engagement.

## 6 Discovery Workshop

A Discovery Workshop is an event that brings together our consultants and experts with your business and IT sponsors to define the high-level business needs, drivers and implementation process for any potential solution. During the workshop we will review your business goals, roles, resources and examples of successful deployments as well as discussing the industry best practices that we are familiar with to help identify and resolve issues specific to your organisation.

The Discovery Workshop provides us with an initial opportunity to gather your requirements in more detail and at the end of the session we can then document our thoughts in a proposal. This will give you a summary of our key findings which will be useful for stakeholder analysis and decision making.

Discovery Workshops are free of charge to qualified organisations. Your investment is your people's time but experience over many years has shown that this will be returned in long-term cost and time savings.



## 7 Solution Design

Our Solution Design service provides a range of key capabilities focused on delivering effective information systems and business solutions. We cover the broad spectrum of business, people, information and technology ensuring that the delivery meets the business needs and supports the delivery of business objectives.

Your organisation will benefit from:

- Solutions that meet defined objectives and requirements with full traceability
- Customers and stakeholders fully engaged in the solution development lifecycle
- Proven best practice design approaches
- Appropriate use of emerging technologies with benefit and risk assessment
- Solution designs that are flexible to future business change
- Predictable, achievable and measurable plans and delivery objectives
- Traceability between business requirements and solution design elements
- Security, performance, scalability and supportability clearly defined and delivered
- Effective modelling to ensure understanding by customers and stakeholders
- Experienced solution designers: cross sector experience and proven track record
- Experienced consultants, who take the lead focusing on your delivery

## 8 Design and Development

Our Design and Development service offers full end-to-end support of the design and development of cloud applications and infrastructure. We offer qualified support throughout the entire development lifecycle using a broad range of methodologies. Our consultants provide management, design, development and support of information systems. They bring experience of developing, designing and supporting relevant systems, along with a customer-oriented approach.

Our consultants are certified and have expertise in a wide range of technologies and services, including (but not restricted to):

- Salesforce
- AWS
- Vonage

## 9 Testing, Test Management and Test Strategy

Our Testing service provides test management, automation testing, and performance testing.

We provide qualified support throughout the entire development lifecycle using a broad range of methodologies. Our consultants have responsibility for designing, developing and executing manual and automated tests throughout the project life cycle.

We can deliver:

- Preparation and execution of test plans and test scripts
- Requirement mapping
- Proof of concept
- Performance scenarios and scripts
- Interface design
- Test identification, preparation and coverage analysis
- Test strategy implementation
- Test incident management

## 10 Service Management

The Service Management solution we offer is comprised of two phases, the transition phase (to set up the Support Desk) and the in-life phase (to cover the provision of the support desk and inclusive hours per period of the cover). The scope of the service includes system administration support, configuration, customisation, fixes and minor enhancements requested and driven by you or by our continuous improvement programme.

### Transition Phase

The transition phase will provide a service framework describing in detail how we will work with you.

During the transition phase we will work with you to undertake the following activities:

- Creation of an email account for reporting related incidents
- Application training for identified service resources
- Agreement of enhancement and development definition
- Configuration of internal incident management tools
- Creation of service management framework (this documents key processes, aligned to your internal procedures)
- Agree procedures for obtaining authorisation for implementing fixes or workarounds, change control, software release etc.
- Agree contact details between you, us and any relevant third parties

Typically the transition phase tasks would incur one to two days of service management to set up.

## In-Life

We will ensure that the service is covered by trained and experienced service technicians backed by a service management team. We will also make a recommendation to the amount of hours per month that is appropriate to support your solution. In addition, we will maintain an ongoing training plan to secure continuity of cover removing the reliance on any one individual.

During the In-life phase of the service we will undertake:

- 2nd and 3rd line support (problem identification and resolution)
- Liaison and engagement with third parties (if necessary)
- Incident management
- Problem management
- Change management (based on your change management processes)
- Impact assessments
- Configuration management of any application software modified by us
- Ongoing application configurations and enhancements
- Administration support
- Interface support
- Provision of technical knowledge and guidance for future requirements
- Creation and maintenance of knowledge management for the service scope
- Maintenance of system documentation
- Service reporting, monthly reporting and service review meetings

## 11 Service Design

Our Service Design service will assist you with designing new IT services or implementing changes and improvements to existing services.

The process may focus on the entire service or a single 'touchpoint' and the goal is to create a connected service experience for the user that meets their needs over time.

Features:

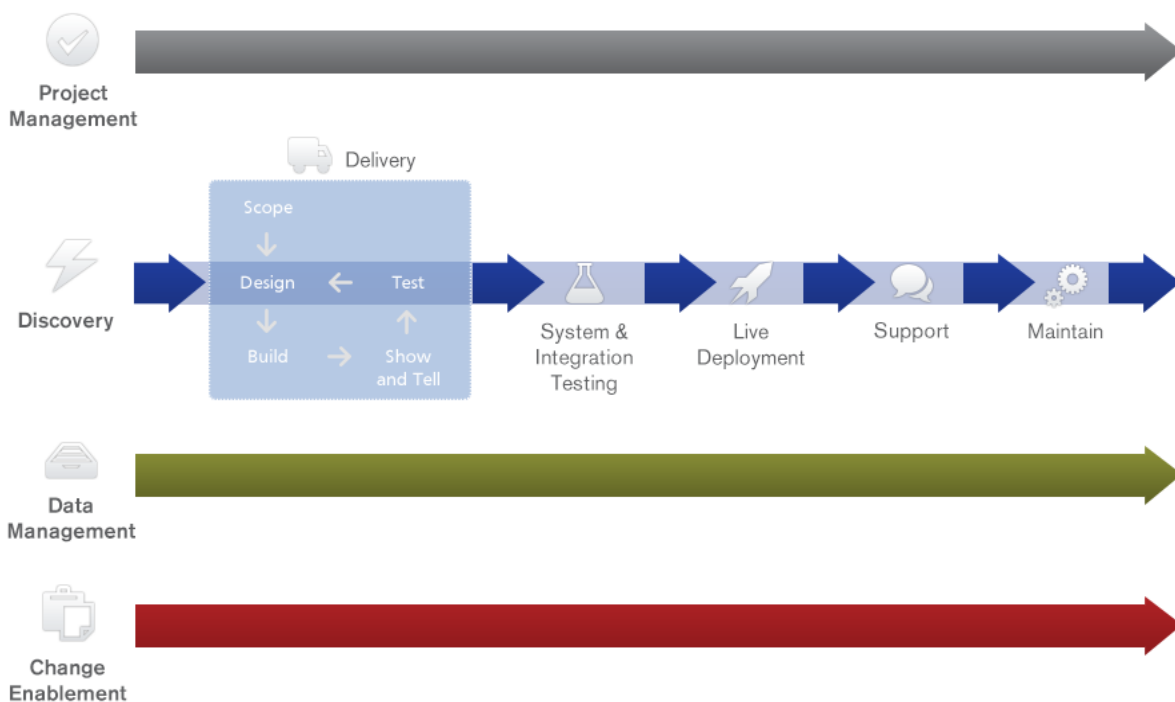
- Includes multiple channels including digital, physical space and call centres
- Considers a service across long periods of time
- Service blueprints to map existing and new services
- Experience prototyping to design and test services before delivery
- Co-creation to involve the people involved in delivering services

Benefits:

- Services that are connected across multiple 'touchpoints'
- Services centred around user needs rather than organisational silos
- Solutions that consider both the user experience and the people and 'backstage' processes required to deliver it

## 12 Our Approach

Our usual approach is based on a semi-agile approach as outlined in the diagram below. This ensures we gather feedback throughout the process and gives you confidence that the delivery meets the business requirements. This process is tailored specifically for each engagement to ensure the process matches your timelines, approach to governance, processes and culture.



### 12.1 Our People

We have a wide range of consultants that provide excellent service across a number of domains, industries and technologies. Our consultants are certified in appropriate methodologies and technologies to ensure a quality delivery.

- Managing Successful Programmes (MSP)
- PRINCE2
- Agile Scrum Master
- The Open Group Architecture Framework (TOGAF)
- Information Technology Infrastructure Library (ITIL)

Our consultants have expertise in a wide range of industries, including (but not restricted to):

- Public Sector
- Telecoms
- Finance
- Banking
- Insurance
- Retail
- Manufacturing
- Transport
- Leisure
- Healthcare

Our consultants also have expertise in a wide range of solutions, including (but not restricted to):

- Communities
- Business Intelligence
- CRM
- Collaboration
- System Integration
- Application Development
- Data Migration
- Platform Migration
- Platform Resiliency

## 13 Information Assurance

Each individual service deployed would require an assessment during the analysis stage to determine the risks involved and therefore the appropriate Impact Level to be sought for accreditation.

## 14 Backup/Restore and Disaster Recovery

The backup and restore plan will be determined by the non-functional requirements of the target solution.

We aim to deliver highly resilient, industrialised solutions and lean towards distributed architectures with no single point of failure. The solution that we propose will be determined by the non-functional requirements of the target solution.



## 15 On-boarding and Off-boarding Processes and Scope

### 15.1 On-boarding

The scope of activities will vary depending on the final solution.

A full on-boarding plan will be defined, approved and submitted for acceptance and will include:

- user training
- service implementation plans to include data and system integrations
- definition and delivery of a custom security policy
- ITIL Service Management solution to include incident, problem and change management, service desk, continual improvement plan, service monitoring and performance reviews, SLAs and service reporting packs.
- account and service plans and schedule of meetings
- an off-boarding process and plan

### 15.2 Off-boarding

A process and plan to allow a timely and secure handover to another party will be delivered during the on-boarding exercise.

This will include tasks, key milestones, technical and management resources (including an exit manager), service risks with mitigation, legal instruments including dependant licences, sub-contracts, and other assets.

## 16 Pricing

Pricing is covered in a separate document.

## 17 Service Management Details

All relevant service management details will be included in line with the agreed requirements and scope of the service.

## 18 Service Constraints

All relevant service constraints will be clarified with you before a service is supplied. The constraints will be defined in terms of the agreed requirements and scope of the service.

## 19 Service Levels

A full service management arrangement will be produced within which all service levels for the service agreement will be defined and detailed.

## 20 Financial Recompense Model

Where applicable, conditions for financial recompense will be defined in the contractual terms and conditions.

## 21 Training

Effective end user training will be delivered using a variety of methods to be agreed during discussions. This may include:

- Paper based or online training materials
- Classroom or one-to-one training
- Online community support portals

The principal of delivering simple, easy to use systems that align with key usability standards and goals will be undertaken.

## 22 Ordering and Invoicing Process

All orders will be managed via a dedicated Alscient Account Manager.

We will invoice you monthly in arrears. Each invoice shall specify the time spent by each consultant and any expenses. Payment shall be due thirty (30) days following receipt by you of a valid VAT invoice.

If an Alscient Account Manager has not been assigned, this can be arranged by contacting [info@alscient.com](mailto:info@alscient.com).

## 23 Termination Terms

Terms will be agreed for each engagement or system delivered and will reflect a minimum safe term to ensure service continuity for you.

Agreements may be terminated by either party on giving written notice prior to the agreed termination date. The notice periods will be agreed during commercial discussions.

Agreements can be terminated if either commits a material breach of the Agreement. Opportunity has to be provided to resolve the breach in a window starting after notification of the breach. That window will typically be 30 days but can vary and will be agreed during commercial discussions.

On termination, the off-boarding plans will be executed to ensure a safe and secure winding up to the agreement and smooth handover of control and assets.

## 24 Consumer Responsibilities

You, as the customer, have responsibility for supporting us in delivering proper performance of our duties by:

- Meeting all deliverables, tasks and milestones agreed during the planning stage of the project that will deliver the solution
- Providing timely access to all resources identified as required to secure delivery of the solution
- Providing timely support, feedback and approvals from you key stakeholders and other resources identified during delivery of the solution
- Providing an escalation plan to support the ability to resolve issues and to make priority calls to ensure smooth and successful execution of work

## 25 Technical Requirements

Technical requirements will be relevant and will therefore differ for each solution. These will be clearly defined, communicated to and agreed by you.

## Appendix 1: Alscient Services Overview

### Enterprise Architecture

Enterprise Architecture (often referred to as EA) is a well-defined practice for conducting enterprise analysis, design, planning, and implementation, using a holistic approach, for the successful development and execution of strategy. EA applies architecture principles and practices to guide organisations through the business, information, process, and technology changes necessary to execute their strategies. It is a conceptual blueprint that defines the structure and operation of an organisation and the intent of EA is to determine how an organisation can most effectively achieve its current and future objectives.

### Technical Architecture

Technology architecture describes the hardware, software, and network infrastructure needed to support the deployment of core, mission-critical applications. It describes the structure and interaction of the platform services, along with the logical and physical technology components, that need to be developed in support of an enterprise architecture project.

### Programme Management

Programme management is the co-ordinated management of projects and change management activities to achieve beneficial change. The programme manager has oversight of the purpose and status of the projects in a programme and can use this oversight to support project-level activity to ensure the programme goals are met by providing a decision-making capacity that cannot be achieved at project level.

### Project Management

Project management is the discipline of initiating, planning, executing, controlling, and closing the work of a team to achieve specific goals and meet specific success criteria. The primary challenge of project management is to achieve all of the project goals within the given constraints and this information is usually described in project documentation created at the beginning of the development process.

### Discovery Workshop

A Discovery Workshop is an event to define the high-level business needs, drivers and implementation process for any potential solution. During the workshop we will review your business goals, roles, resources and examples of successful deployments as well as discussing the industry best practices that

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we are familiar with to help identify and resolve issues specific to your organisation. The Discovery Workshop provides us with an initial opportunity to gather your requirements in more detail and at the end of the session we can then document our thoughts in a proposal. This will give you a summary of our key findings which will be useful for stakeholder analysis and decision making.

## **Salesforce**

Our Salesforce certified consultants can help provide everything from simple support, advice and assistance all the way to complex, organisational digital transformation programmes. Here are some areas where we can help.

### **Salesforce Professional Services**

Our Salesforce consultants are experts in delivering solutions across the core platform, including Sales, Service, and Community Cloud. Our people are passionate, dedicated and always focused on customer satisfaction and outcomes. If you want advice and support on an existing Salesforce implementation or a full-scale Salesforce digital transformation with help and support at every stage, we are here to help.

### **Salesforce Solution Architecture Review**

We have developed a process to review your Salesforce platform and assess it against a number of quality metrics. These include business performance, cost optimisation, security and operational excellence. We can deliver a free assessment of your Salesforce organisation and provide you with a report outlining areas of improvement to ensure your business gets the best possible returns on its investment.

### **Digital Transformation**

Salesforce has been able to deliver a complete enterprise wide digital platform for many years now. Our cloud architects will help you shape and deliver a cloud strategy built around your business goals and objectives.

### **Salesforce Managed Service**

We provide managed services to customers who want a simple, cost-effective service for managing and developing their Salesforce platform. Our project and service management teams work alongside you to provide the level of service and support you need, allowing you to focus on your business. Our ISO 20000, ITIL based, 24x7 service management function and team provide the backbone to your Salesforce Managed Service.

### **Salesforce Application Solutions**

Our consultants are skilled in modifying, extending and integrating Salesforce to other leading enterprise solutions.

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## Salesforce & Amazon Web Services

Salesforce have partnered with AWS to help ensure customers have the best possible solutions available to them. As an AWS partner of 10 years, our consultants are best placed to support you in this area. As an example, we are an Amazon Connect Launch Partner and are best positioned to help deliver innovative omni-channel contact centres using Salesforce Service Cloud Voice built on the AWS platform. Deliver this on Amazon WorkSpaces and you have secure, agile, low cost Salesforce desktops that ensure a great service for your team and ultimately, your customers.

## Data Services

Our data architects, analysts and scientists, along with industry leading software partners can help you unlock the power of your data and gain the advantage. We can offer a fully-managed service covering all management, architecture, design, support, infrastructure and software to deliver a world-class BI solution. We will work with your business and technical teams to help identify opportunities and frame the questions that need to be asked of the data to ensure you have the reports, dashboards and analytics that move your organisation forward.

## Amazon Web Services

Amazon Web Services (AWS) is cloud computing made simple. AWS delivers flexible, large scale infrastructure services with no upfront investment and, as is the case with all AWS offerings, they are delivered in a low-cost way that allows you to use as much power as you want without the need for large capital outlay or long term costly contracts. We have delivered global solutions that support tens of millions of customers on AWS. Our certified people know how to get the best out of the platform while focusing on value and quality.

## Vonage Contact Centre

Vonage Contact Centre is a cloud contact centre solution, offering a deep, robust integration with Salesforce, rich integration with Vonage Business Communications for back office users and connectivity via Microsoft Teams.

Vonage Contact Centre provides enterprise grade contact centre solution and is ranked in the Gartner magic quadrant for cloud contact centres. The solution specialises in seamless integrations into leading CRMs using a powerful business logic to route requests to the appropriate agent, helping teams create exceptional, emotive conversations with customers. With a true cloud environment, proven platform availability and global coverage, Vonage's contact centre solution ensures complete flexibility, scalability and reliability.

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All bases are covered with the solution offering:

- Standard/intelligent IVR, AI, ML, Bots, ACD, skills-based routing.
- Omni-channel routing.
- API & CRM Integration (Salesforce, ServiceNow, Zendesk, SAP and Dynamics).
- Outbound calling features: click-2-dial, dialler, outcome codes, cadence, Call Recording and speech analytics.
- Real-time and historical reporting.
- Speech Recognition - Virtual agents.
- Workforce Management: scheduling, forecasting, real-time adherence, supervision tools.
- PCI DSS Compliance payment solution.
- Integrations (Google, Office 365, Salesforce, Skype for Business, Microsoft Teams).

## Technical Requirements

Please refer to <https://docs-vcc.atlassian.net/> and the following links for comprehensive technical documentation regarding this service.

- [Technical Prerequisites](#): Understand the requirements of the platform
- [Vonage Contact Centre API Reference](#): Describes APIs to programmatically set up and manage VCC.

## Specialist Cloud Services

On-demand, elastic services allow an organisation to provision the computing resources it needs in a cost efficient way by utilising a pay as you go, spot pricing or a reserved resource model. We use certified resources to deliver Amazon Web Services (AWS) and Microsoft (Azure) solutions to deliver an improved, faster, secure, more resilient service at a much lower cost.

## Service Management

Following the successful implementation of a project we are able to provide a Service Management capability to both support, and enhance, the customer proposition. Service management helps co-ordinate and deliver quality IT services for the business whilst adopting a customer and business oriented approach to delivery. It is key to ensuring that IT Services align to the business requirements, which are actively supported by the service.

## Service Design

The objective of Alscient's Service Design is primarily to design new IT services but also includes designing changes and improvements to existing services. Service Design focuses on the key elements

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of people, processes, products and partners and provides an approach to maintain a balance of cost, time and delivery for the creation of new services.