

Your IT partner in a changing world

Application Packaging Service

G-Cloud | Service Definition and pricing Document



Crown
Commercial
Service
Supplier

Microsoft
Partner

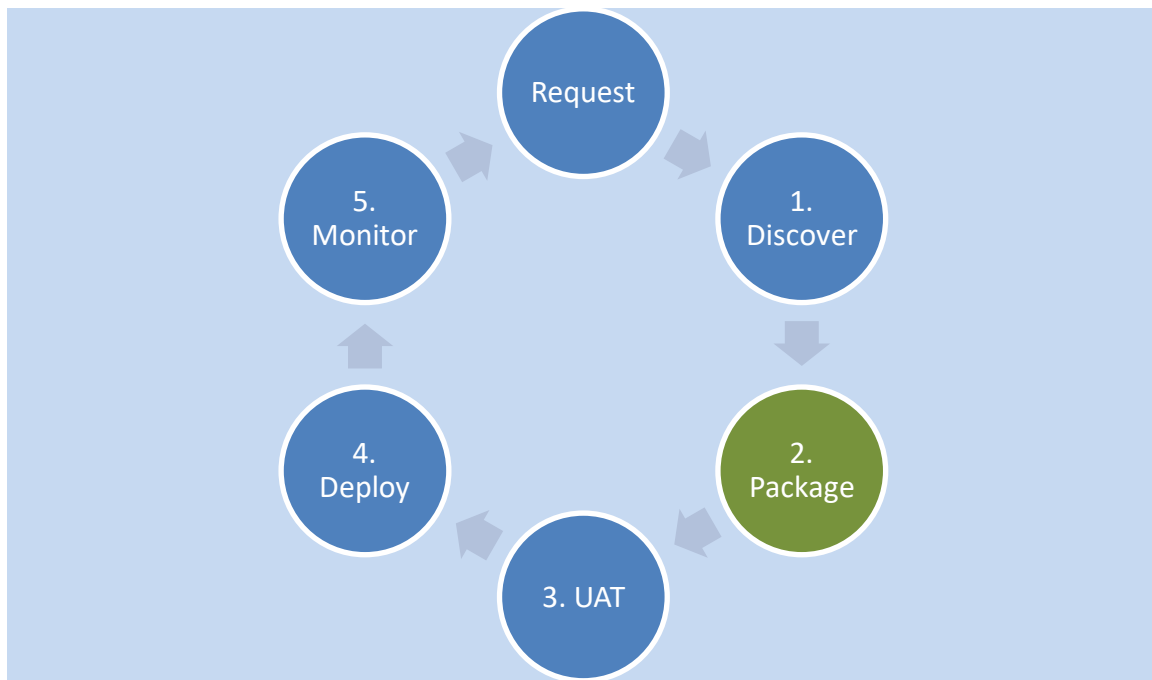

Gold Windows and Devices
Gold Cloud Platform
Silver Application Development



Service Overview

Our remote packaging service supports your internal team whenever required. Our application packages match your standards, within an agreed time, complete with warranty and for a single unit cost, regardless of complexity.

End to End solution where you choose which components to engage and which you will keep in house. Pick and choose at any time to suit your needs.



Features

- Pricing is based on a single price per package
- Packages usually returned within just 3 days
- Online tracking portal
- Based in the UK
- +98% right first time scorecard
- Automated monitoring for updates available

Benefits

- Always ready service - flexibility to cope with real time demands
- Simple pricing removes complexity for project scoping

- You control the priority of applications via the online portal
- We're in the UK so an extension of your team and your data stays onshore
- Cope with real demand with an always ready service. Gives you instant capacity for projects, holidays and major releases

1. Discovery Service

1. You notify us that an application needs to be packaged ready for deployment
2. We undertake a technical discovery that includes;
 - a. Core functionality
 - b. Dependencies on other applications
 - c. Licencing information
 - d. Locate/download installation media
 - e. Arrange and capture technical UAT test criteria with your sponsor
 - f. Screenshot each stage
3. Upload to SFTP

2. Packaging Service

1. We undertake a mobilisation workshop to align your processes with the latest best practices. This creates a common set of working rules to ensure repeatable quality across teams.
2. We'll acknowledge receipt and commence packaging
3. Unless we identify packaging issues, we will complete the package and undertake an internal quality review
4. You will be notified the application is ready
5. You download the application and test before deployment
6. Your package is covered by warranty so in the case of defects, will be repackaged immediately

3. UAT Service (User Acceptance Testing)

1. Schedule UAT session with your application Sponsor
2. Pre-load virtual device with package ready to test
3. Undertake package test walkthrough
4. Sponsor signs off application ready for deployment
 - a. Or returned to packaging in case of failure

4. Deployment Service

1. Upload from our FTP securely into your deployment toolset (SCCM / Intune etc.)
2. Confirm upload
3. Notify deployment team

5. Monitoring Service (Cyber Essentials Compliance)

1. Our monitoring service enables Cyber Essentials 14 day compliance on selected applications.
2. We monitor application every 2 business days for updates so you don't need to
3. We Triage updates as

Identifier	Recognised By	Default Action
Critical	• <i>Patches security vulnerability</i> • <i>Impacted by a dependant package</i> • <i>May include updates to improve operability or user experience</i>	1. Automatically Repackaged and tested 2. Ready for deployment within 14 business days 3. Client Informed
Important	• <i>Major feature update to improve operability or user experience</i> • <i>Does <u>not</u> include security vulnerability patch</i>	1. Client Informed 2. Client makes decision whether to package

Pricing

Stage	Unit Cost Up to 50	Unit Cost 51 to 200	Unit Cost 201 to 500	Unit Cost 501+
1. Discovery	£235 /application	£215 /application	£175 /application	£165 /application
2. Package Creation	£495 /package	£460 /package	£420 /package	£410 /package
3. UAT	£235 /application	£215 /application	£175 /application	£175 /application
4. Deploy	£180 /package	£160 /package	£140 /package	£140 /package
5. Monitor for updates	£10 /month (package)	£10 /month (package)	£10 /month (package)	£10 /month (package)

- Unit cost varies based on committed throughput over a 12 month period
- Pricing is fixed regardless of complexity
- Utilise any service at any time

Exit Costs

Provided that the services terminate at the end of an agreed term, in line with the terms and conditions, there are no specific exit costs.

Contact Details

Questions related to minimum order values, design and implementation costs and other technical questions related to the Service should be addressed to:

xxxxxxx@apptechology.co.uk

Or alternatively contact Martin Sweeney at: 28th Floor, the Gherkin 30 St Mary Axe City of London EC3A 8BF Tel: +44 207 469 4053

About APPtechnology

APPtechnology is a leader in digital transformation services, covering project and BAU delivery for large organisations in the UK, Europe and Globally.

We supply flexible teams specialising in Modern Workspace delivery, covering Endpoint Management, Security, Data protection, End User Experience management and technology migrations. We also provide and support delivery of technology solutions covering Legacy application management, and Compliance automation for NIS, ISO, CIMA, DORA and HIPPA Frameworks.



Entirely managed from the UK, we bring experienced governance to all statement of work based delivery, incorporating measurable performance metrics and results analysis in our regular reporting. Where qualified resource supply only is requested we provide models for inside and outside of IR35 payroll, as appropriate to the role and delivery method.

We supply G-Cloud services to the largest (96,000 users) and the smallest local and central government departments and NHS accounts.

