



Crown
Commercial
Service
Supplier

Service Definition - RM1557.15

Resource as a Service

G-CLOUD 15

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1.0 Service Definition

1.1 Introduction

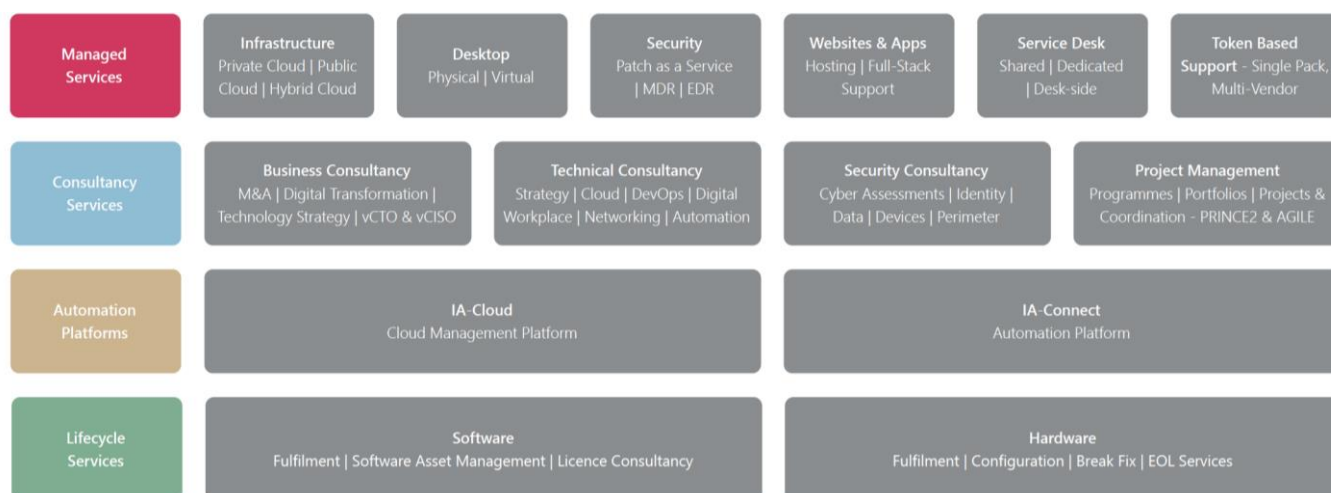
It's rare to find a public sector organisation whose success isn't inextricably linked to the execution of its IT strategy. They are no longer an assortment of standalone services, residing on a static environment. Instead they have evolved into complex, multi-faceted entities, which require a blend of support to meet the demands posed by an increasingly disparate and tech-savvy workforce, brokering services which reside both on-premise and in the public sphere.

Since 1990, Ultima has developed into one of the UK's leading intelligent infrastructure, cloud, security and automation companies, focused on the provision of tailored IT solutions and services, including the design and delivery of industry-leading technologies, backed by the best in 24x7 support. No matter where you are on your IT journey, we make technology a positive asset, aligned with the goals of your organisation. Whether that be mitigating risks associated with changes in regulatory compliance, modernising legacy systems to take advantages of the cloud, or automating complex processes, we deliver better business outcomes at a commercial, strategic, operational and technical level.

We take a holistic approach to delivering IT services, providing multiple entry points to clients who are looking to manage IT more effectively. As an end-to-end IT solution provider, we maintain relationships with a range of strategic vendors, providing everything from independent and impartial best practice advice to managed, bespoke solutions. From our family of Intelligent Remote Infrastructure Support (IRIS) services, complete with integrated analytics for diagnosing potentially service impacting threats and trends, to our Intelligent Service Desk with built in robotic process automation (RPA) and self-service orchestration, we provide a modern take on a very traditional set of business challenges.

As outlined below, we provide a range of different services, across four primary areas, Managed Services, Consultancy Services, Automation Platforms and Lifecycle Services. This allows our customers to benefit from our holistic delivery model and maintain fewer partners to deliver the same end result. Unlike other organisations who may focus on a particular niche or specialise in a single area or genre of IT, our strengths lie in the breadth of services we provide and the close partnerships we maintain with leading vendors.

This end-to-end approach allows clients to receive support with scoping and product fulfilment, implementation and project support, through to 24x7 care. To tackle the challenges presented by a dramatic increase in IT consumption, we have devised offerings that enable you to be selective over the support you require. Having delivered 24x7 managed services since 1998, we know what it takes to foster an environment which promotes innovation, encourages service excellence and embraces emerging business cultures. Finally, in order to fulfil our obligation as a tier one MSP, we operate dedicated ISO 27001 compliant Technical Service Centres, home to first to third line specialists and service managers, each intensely passionate about the support they provide and hand-picked for their ability to act as an extension to your team.



1.2 The Challenge

Organisations are having to pay higher salaries to attract and retain talent in areas such as cloud and security. When it comes to non-strategic hires and fixed term engagements, this level of inflation is a barrier to entry for businesses in the market for an increasingly limited pool of resources. While generalists can still be found, the competitive nature of the market means that niche skills are either unavailable or at such a high mark-up, that it forces companies to downscale plans or defer investment.

- 76% of decision makers in 2021 faced critical skills gaps in their IT departments an increase of 145% since 2016 - Global Knowledge
- 38% of leaders said the growing skills gap was causing a chain reaction, affecting digital transformation initiatives - TechRepublic
- 80% of leaders stated that post-pandemic priorities among employees have made staff retention even more difficult - ITPro
- 48% of respondents said that projects had been put on hold due to existing skills gaps in their teams - Udacity and Ipsos
- 51% of organisations have been forced to hire people who do not have the skills they need for certain roles - Udacity and Ipsos
- 75% of hybrid workers say expectations for flexible working increased and 40% risk leaving if forced to return to the office - Gartner

Not all organisations can afford to employ qualified IT staff to cater for every eventuality, only to have them sit on the bench between projects or periods of change. Similarly, no business wants to go through the rigmarole of recruitment, just to fulfil roles that have a limited shelf life. Furthermore, many IT managers are struggling to attract the right kind of talent, due to availability, cost, skills, experience and location, which can stall projects and hinder strategic endeavours.

In order to meet these challenges, Ultima developed Resource as a Service (RaaS). Comprised of three different tiers (Essentials, Advanced and Ultimate), with increasing levels of ownership and accountability, RaaS is perfect for customers who are looking to fulfil short to long term engagements, without the usual overheads. Our flexible service allows you to bring in experienced and highly skilled, often multi-disciplined resources on a fractional basis, each of whom have been vetted and interviewed by our Solution Architects, for both tactical periods (e.g. a 6 month project, with an option to extend) or on an annual retainer, which can be cancelled at any time.

RaaS provides you with access to a wide variety of IT roles, from Engineers and Architects, to Project Managers and virtual C-level staff. Delivered in conjunction with our trusted recruitment partners, we are able to provide English-speaking - and in many cases bilingual resources - across most territories and metropolitan areas, each of whom hold appropriate vendor certifications that identify them as experts in their chosen field. Depending on the tier and options taken, we provide everything from holiday and long term sickness cover, backfill, contractual and legal coverage (including IR35), performance management, monthly reporting, on-boarding and induction planning, all for a fixed monthly charge, over a term that suits you.

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1.3 Service Overview

Ultima's RAAS provides the opportunity to take additional “fractional” support, without the long-term commitment, management overheads or on-going employment costs. Available in three service tiers - each based on monthly consumption and with increasing levels of accountability - customers can plug everything from a short term skills gap to a temporary backfill or semi-permanent secondment. We are able to provide highly skilled and experienced consultants, engineers, solution architects and c-level staff, without the fees normally associated with bringing on full time employees and without the risk of using unproven or unmanaged resources.

	Essentials	Advanced	Ultimate
Holiday and Long Term Sickness Cover	✓	✓	✓
Ultimate Associate and Consultant Resource Pool	✓	✓	✓
Vetted Curriculum Vitae (CV)	✓	✓	✓
Candidates Interviewed by Associate Managers	✓	✓	✓
Monthly Reporting - Utilisation, Productivity RAG	Monthly	Monthly	Monthly
Contractual and Legal Coverage	✓	✓	✓
Continuous Review of Associate Performance	Biannual	Biannual	Biannual
Technical Interview by Ultima Solution Architect	-	✓	✓
Access to Emergency Resource Pool	-	✓	✓
Resource Escalation via Governance Manager	-	✓	✓
Coordinator to On-Board, Manage and Review	-	-	✓
Induction Plans	-	-	✓
Usage and Quality Review	-	-	Quarterly
Summary of Resources, Costs, Usage and Activities	-	-	Annual

1.3.1 Holiday and Long Term Sickness Cover

Our team is responsible for managing each of the resources seconded to work across your organisation, in all regions and locals, including providing backfill or replacement cover in the case of long-term sickness, planned holidays and periods such as maternity / paternity leave. With access to a community of over 1,000 second and third line specialists working across a wide range of disciplines, we can help ensure that your organisation does not suffer from resource shortages across critical programmes and BAU functions.

1.3.2 Ultimate Associate and Consultant Resource Pool

With Ultima RaaS, you benefit from our internal resource pool across our Modern Workspace, Data Centre, Security and Cloud practices, as well as our ecosystem of associates and resourcing partners, who are able to provide access to engineers, project managers and consultant-grade resources, practically anywhere in the world. Once we have captured your requirement, together with the skills and experience needed, we can search our database of pre-qualified candidate resources, or work with our supply chain to identify fractional resources who are looking to work on an interim basis, saving you the time and effort.

1.3.3 Candidates Interviewed by Associate Managers

Once a perspective candidate has been identified, we conduct an initial interview to ensure they are suitable for the role (and vice versa), prior to a more formal technical interview being undertaken. This initial step helps narrow down the search quickly, prior to an offer being made.

1.3.4 Vetted Curriculum Vitae (CV)

Our Solution Architects will undertake formal vetting of candidate resume's, ensuring they meet the job specification for which they are either applying or have been earmarked for consideration. This process includes considering aspects such as skills, experience, relevant certifications, location / time zone, security clearance and availability, prior to an interview being undertaken for each position to ensure that unsuitable applicants are not taken forward.

1.3.5 Monthly Reporting - Utilisation, Productivity RAG

Delivered by your Ultima resource coordinator, we provide a monthly report covering various aspects of the RaaS we are delivering. This includes metrics such as active personnel by location, region and skill-set, start and end dates for currently assigned personnel, outstanding positions and fulfilment status, resource utilisation, sickness, productivity and a RAG status against each role. We also report against billing for that period.

1.3.6 Contractual and Legal Coverage

It is our responsibility to ensure that the candidate resources across our supply chain are eligible to work in-region / country (e.g. hold the relevant work visa, employment status). Ultima will satisfy its legal duties as an employer (e.g. IR35 in the UK), ensuring that aspects such as income tax and national insurance contributions, alongside any other statutory deductions / contributions are applied, irrespective of where the resources are being supplied from (e.g. direct, third party).

1.3.7 Continuous Review of Associate Performance

One of the benefits of taking our RaaS service is that you do not need to worry about measuring the on-going performance of our associates. Delivered in conjunction with your Ultima resource coordinator and their practice lead, we conduct biannual reviews to keep staff operating effectively and ensure they remain on-task. This helps ensure that any issues raised are managed in accordance with a formal process.

1.3.8 Technical Interview by Ultima Solution Architect

Candidates undergo a remote technical interview by one of our subject matter experts to ensure that they are a good fit for the position and are able to commit to the secondment. This will include following up on their CV in more detail, asking scenario based questions around their area of expertise, to confirm that their experience and skills are commensurate with the tasks outlined in the job specification or work breakdown.

1.3.9 Access to Emergency Resource Pool

Should the worst happen and an associate need to take an unplanned leave of absence or no longer wish to provide their services during the contracted period, we will provide access to an emergency remote resource from a UK-based pool within 2 business days. Depending on the nature of the emergency, backfill resources may not initially be available in the required time-zone or region, however we will use reasonable endeavours to formally re-supply that role within 2 weeks.

1.3.10 Coordinator to On-Board, Manage and Review

We appreciate how difficult it can be to on-board fractional IT support globally, especially when they are being installed into different time zones, teams or areas of the business, often in remote areas with no local IT or HR support. Ultima RaaS takes care of the enrolment process, engaging with internal company functions and stakeholders to ensure that their first day is a productive one, receiving their induction pack, alongside an introductory call with key staff. This coordination is heavily weighted in the first month, helping to ensure that the individual feels settled in their secondment, understands what is expected of them from the business and has access to everything they need to succeed.

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1.3.11 Resource Escalation via Governance Manager

Our governance manager provides oversight regarding quality and consistency of resources, ensuring changing needs are understood and fed back into the resourcing and talent teams. They ultimately provides escalation support for your current and emerging resourcing needs.

1.3.12 Induction Planning

Alongside the coordination above, we will work with you to define any organisational-specific induction activities, to help streamline the onboarding process and get personnel on task faster. Documented at the outset, the plan and associated activities will be periodically updated by our team to cater for new or amendments to existing tasks e.g. contract sign-off, user account creation, security access / passes, information security briefings, health and safety protocols, access to line of business applications and tools, team / task or project background and any company information which may be pertinent.

1.3.13 Usage and Quality Review

Every three months, we hold a usage and quality review to make certain that the RaaS service is continuing to deliver value to you and your teams. This includes assessing the impact our associates are having in terms of their utilisation and the skills they bring to bare, with the option to increase or decrease days or even add or remove resources (or change skill-sets), as the business need evolves over time. With this information, we can tweak the existing service provided, or plug in additional fractional resources on a quarterly basis.

1.3.14 Summary of Resources, Costs, Usage and Activities

At the end of the contracted period or service anniversary (whichever is sooner), we provide an all-up summary, covering aspects such as resources / days consumed, total costs over the contracted period, alongside dates and budget remaining and activities performed to date. This report will coincide with a service review, where adjustments can be made if required.

1.3.15 Benefits

Many organisations are either looking at initiating or have already started complex programmes of change. Where they do not have the capacity or the specific technical experience to take on these challenges, or need to backfill existing positions, they look to service providers like Ultima to provide additional resources, strategic direction and technical leadership. Resource as a Service provides the opportunity to take additional “fractional” support, without the long-term commitment, management overheads or on-going employment costs typically associated with new hires. This modern, flexible approach is perfect for tactical appointments and temporary secondments, where the business case for employing full time equivalents does not exist or the appointment is linked to a project with a finite time-line.

- **Delivery Projects Faster** - Enables growth and expansion without being tied to constraints (e.g. time and skills) within existing teams
- **De-Risk Engagements** - By allowing recognised technology experts to provide on-going guidance, support and vendor best practice
- **Flexible** - Access to vetted resources on a fractional basis, without the long-term commitment, overheads or employment costs
- **Better Outcomes** - Gain access to our proven architectural standards, best practice technical designs and project collateral / IP
- **Project Governance** - Consume PRINCE2 and Agile Programme, Project Management and Coordination on a per-project basis
- **Resources Managed** - Secondees are managed by full time resource coordinators, matching skilled individuals with client needs
- **Grow Incrementally** - Fulfil BAU and project-based demand without building and maintaining an expensive “bench” of staff
- **Staff Augmentation** - Plug in specialist skills or extend existing capacity on a fractional basis (e.g. 2 days per week for 6 months)
- **Consistency of Resource** - Integrate staff who are able to build relationships over time, at a pace that suits you and your business
- **Service Tiers** - Available in 3 flavours based on monthly consumption, with increasing levels of ownership and accountability

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1.3.16 Use Cases

With Ultima RaaS, you can plug in some of the best fractional talent in the industry, while experiencing none of the drawbacks associated with full time recruitment. Once your requirement is understood, we can set our team of HR specialists to task on identifying suitable candidates from across our portfolio. The following section highlights the types of roles available through this service, with each of them able to be taken on a part time basis (e.g. 3 days per week or over a fixed duration) or combined to create a temporary team that are able to backfill existing BAU functions or scale out project capacity.

- **VCISO** - Provides board-level sponsorship, helping define a roadmap to improve your security posture, maintain InfoSec standards e.g. ISO 27001, and tackle governance, compliance and reporting
- **VCTO** - Executively responsible for setting the agenda around your organisation's future IT requirements, from solution selection to strategic planning, enabling you to achieve enterprise objectives
- **Governance** - Our PRINCE2 and Agile certified project and programme managers can maintain control over the triple constraints of time, cost and quality, ensuring each engagement is delivered effectively
- **Architects** - Focusing on Business-IT convergence develop strategies and designs that usher in the next generation of IT, influencing, motivating and inspiring discussion across a range of disciplines
- **Subject Matter Experts** - Our network of accredited consultants are able to deliver an extensive range of on-trend technologies, transforming your organisation's IT infrastructure and delivering efficiencies across the board
- **Engineering** - Access to an extensive team of experienced engineers, able to perform a wide range of IMAC-type activities, complementing your own IT teams on projects or to backfill existing positions
- **Business Consulting** - Benefit from experienced individuals who can help chart the course of your business, creating a sustainable IT future that meets emerging workplace culture in a post-pandemic world
- **Service Desk** - Knowledgeable first and second line analysts to assist with the resolution of technical queries in line with predefined SLAs, engaging correct resolver groups to ensure a swift resolution
- **Deskside Support** - From large scale deployments and floor walking to second line, on-site desk-side support, our engineers are available to provide BAU coverage or project-based support on a fractional basis

1.4 Scope

To be agreed as part of a formal Statement of Work.

1.5 Service Transition

1.5.1 On-Boarding

We will work with key stakeholders to capture the scope, deliverables and acceptance criteria within a formal Statement of Work or Schedule of Engagement, before initiating and running the project in accordance with our Advisory Service, Agile or PRINCE2 stage-based methodology. Where Project Management services are taken, additional governance activities will be provided, commensurate with the size, scale and complexity of the engagement.

1.5.2 Off-Boarding

To be agreed as part of a formal Statement of Work.

1.6 Service Management

Accountability for our relationship with you lies with Ultima's Executive Sponsor for the proposed solution or service, together with your Account Manager. These individuals are responsible for providing strategic governance, working closely with your Project Board or Executive team to ensure that the relationship between our two organisations remains strong, the service continues to be fit for purpose and the governance model we adopt is delivering value.

1.7 Service Constraints

To be agreed as part of a Statement of Work.

1.8 Implementation Approach

To be agreed as part of a Statement of Work.

1.9 Technical Requirements

To be agreed as part of a Statement of Work.

1.10 Customer Obligations

The customer will refer to the associated Terms and Conditions for their obligations related but not limited to acceptable use, data protection and information security, intellectual property, confidentiality, termination, anti-bribery and payment terms. As part of this engagement, your responsibilities will include:

- To oversee the overall project work streams or programme, acting as a point of escalation for Ultima
- Provide physical or remote access for Ultima personnel to the location where the work is to be conducted, along with access to a suitable area of work and typical office facilities if the work is being conducted on-site.
- Provide necessary security access and clearance to enable completion of tasks in a timely manner
- Provide primary and secondary contacts to which any technical, project or commercial issues may be addressed
- Make Ultima aware of any company or site-specific requirements e.g. specific standards and procedures
- Escalate to the Ultima Account Manager any such issues or concerns with regard to the quality of services being provided or anything that affects the scope of works or agreed commercial terms

1.11 Delays and Deficiencies

Ultima will not be liable for any delay or deficiency in providing this service if they result from the customer's failure to fulfil the required dependencies and recommended responsibilities. Should a delay to the service result from the customer's failure in relation to the above dependencies or obligations, for example if there is insufficient access to relevant information or key meetings or workshops are cancelled or not attended in full, we shall be entitled to amend the service, schedule and / or the associated charges with no liability and shall be entitled to charge you for any cost incurred as a result.

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1.12 Pricing

Ultima believe that value for money is derived from an aggregation of a number of aspects, including but not limited to product delivery, quality, cost, time, resource investment and effectiveness, confidence in delivery and technical assurance. Throughout this Service Definition and into the delivery phases, Ultima aim to be transparent about our costs, the way in which we deliver services to you and the manner in which we intend to operate and work with your organisation as an integrated team.

Ultima are confident that we have created a cost-effective proposition; one that will deliver the required level of quality and detail within each deliverable and will provide the foundation for the on-going delivery of services to your organisation. We will continue to demonstrate our commitment to this programme by assigning a highly experienced and effective team to drive this engagement forward, alongside a proven methodology which will deliver the products outlined herein.

1.13 Service Rates

Please see the associated Pricing Document for an overview of our service costs. When it comes to ad-hoc consultancy, our SFIA rate card is available to the entire UK Public Sector for the deployment of staff in the UK for IT projects on a time and materials and fixed price basis. The rate card is valid for 12 months from the Effective Date of the Framework Agreement.

- **VAT** - Ultima's day rates and service charges are exclusive of VAT at the prevailing rate
- **Validity** - Our rate card and service charges are applicable to internal Ultima resources only. Should third party resource be required, rates will be provided on a case-by-case basis.
- **Consultant's Working Day** - 7.5 hours exclusive of travel and lunch
- **Working Week** - Monday to Friday excluding public and national holidays
- **Office Hours** - From 09:00 to 17:30, Monday to Friday
- **Mileage** - Included in the standard day rate if within the M25. Payable at our standard T&S rates if outside the M25.
- **Professional Indemnity Insurance** - Included in day rate
- **Additional Rate Uplifts** - x 1.5 weekdays outside core business hours and x 2.0 weekends

Level	Strategy and Architecture	Business Change	Development & Implementation	Service Management	Procurement & Mgmt. Support	Client Interface
1	N/A	N/A	N/A	£335 - 385	N/A	N/A
2	N/A	N/A	N/A	£525	N/A	N/A
3	£650	£500	£650	£625	N/A	£650
4	£950	£950	£950	£775	£950	£950
5	£1050	£1050	£1050	£950	£1050	£1050
6	£1250	£1250	£1250	£1050	£1250	£1250
7	£1450	£1450	£1450	£1250	£1450	£1450

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1.14 Ordering and Invoicing Process

Buyers should abide by the Crown Commercial Services procurement guidelines outlined here - <https://www.gov.uk/guidance/g-cloud-buyers-guide>. A summary of the process and any conditions is included for reference below.

- Upon award, the Buyer will be required to generate a Purchase Order (PO) number from your internal ordering system. In some cases this will be what is known as a Scheduled Bill, for support performed in advance / arrears
- Once complete, you should complete the Order Form in conjunction with the Supplier (Ultima), containing information such as contact details, start / expiry dates, service description, quantity of the services required, contract value, service prerequisites and deliverables, liability and insurance, terms and conditions under which we will provide the service.
- The maximum initial length of a contract is 24 months, with the option for 2 additional extensions of 12 months each.
- You must publish details of all completed contracts on Contracts Finder if their value is either over £10k and the buyer is a central Government department, or over £25k, where the buyer is part of the wider public sector or NHS
- Each time you award a contract, the Buyer should submit a Customer Benefits Record. CCS works with organisations across the Public Sector to improve service delivery and ensure commercial relationships provide value for money.

1.15 Termination Terms

Ultima's Terms and Conditions have been provided alongside this Service Definition.

1.16 Service Levels

Ultima's Terms and Conditions have been provided alongside this Service Definition.

1.17 Service Assurance

Ultima is certified to ISO 9001 and ISO 27001. Our certification provides evidence to our prospects, customers and other interested parties that Ultima is a trusted IT business partner with a strong appetite for securing our information assets and those entrusted to us by our customers, and that we meet a standard set of statutory and regulatory requirements related to our products and services. A copy of our certificate are available [here](#).

The Cyber Essentials Scheme is a government-backed standard, which identifies the security controls an organisation must have in place within their IT systems. Ultima's most recent CREST Cyber Essentials certification, confirms that our ICT defences have been technically assessed by an independent body, indicating that we have implemented a baseline of organisational cyber security.

1.18 Supporting Government Organisations

In order to influence current and future design goals, Ultima consider the Government's Digital Service Technology Code of Practice (<https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>) when it comes to helping organisations design, build and buy technology. Our primary considerations include;

- Understanding the organisational goals and end user needs, using Ultima's wide range of public cloud and IaaS, SaaS and PaaS transformational services to deliver the desired outcomes, ensuring the client is using the right platform, at the right scale, all backed by the most appropriate level of support.
- Supporting ICT cloud strategy through the provision of Ultima's family of next generation Autonomous platforms

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- Being guided by the 14 cloud security principles
- Enabling business change through the use of structured PRINCE2 and Agile project methodology and governance, alongside vendor best practice and appropriate architectural standards
- Adopting ITIL for IT Service Management across our IRIS, Cortex and Autonomous platforms

1.19 Strategic Partnerships

Operating in the space between vendors and our clients, Ultima continue to be awarded some of the highest accreditations and partnership levels, providing impartial advice, turn-key and bespoke solutions, all backed by the best in 24x7 support. Through our relationships with the following strategic partners, alongside the years of practical delivery experience across generations of products and solutions, we are able to become a trusted advisor to your organisation.



1.20 Disclaimers

- The information contained within this Service Definition was written for public consumption via the G-Cloud 13 Digital Marketplace, as part of a Client's evaluation process and is valid from the framework start date of 28th September 2022 until the end of the agreement, including any extensions.
- This document contains proprietary information which is confidential between Ultima and the Client. It shall not be reproduced in any form or by any mechanical or electronic means, nor its contents disclosed to a third party without the written consent of Ultima. The Client may use this document for the purpose of evaluating Ultima's proposal only.
- This document does not constitute an offer capable of acceptance by the Client and is subject to agreement of a formal contract. No contractual relationship shall arise until a formal contract has been signed by both parties. Any final agreement is conditional upon due diligence undertaken by Ultima or our business partners, the result of which may impact upon the content of this proposal, including the structure, solution, terms and financial arrangements.
- Orders against this Service Definition are governed by both the CCS framework and Ultima Terms and Conditions
- To the best of our knowledge, the information provided herein is correct at the time of submission. Should any errors or omissions be found in this Service Definition, please notify Danielle Connor, Head of Public Sector, Ultima Business Solutions, Gainsborough House, Manor Park, Reading, Berkshire, RG2 0NA. Tel: 0333 0158670 or email publicsectorbids@ultima.com



➤ Why Ultima?

Formed in 1990, Ultima has developed into one of the UK's leading intelligent infrastructure, cloud and automation companies, focused on the provision of tailored IT solutions and services, including the design, delivery and support of industry-leading technologies, backed by the very best in 24x7 support.

No matter where you are on your IT journey, we make technology a positive asset, aligned with the goals of your business. Whether that be mitigating risks associated with changes in regulatory compliance, optimising infrastructure to improve efficiency, modernising legacy systems in order to take advantages of the cloud, or automating complex processes, we can help deliver better business outcomes at a commercial, strategic, operational and technical level.

At Ultima, we take a holistic approach to delivering IT services, providing multiple entry points to clients who are looking to manage their IT more effectively. As an end-to-end IT solution provider, we maintain relationships with a wide range of strategic and disruptive vendors, providing everything from independent and impartial best practice advice to managed, bespoke solutions.

- Hardware and Software Lifecycle Services
- Technology Steering and Strategic Development
- Business and IT Alignment
- Enterprise Change Management
- Business Risk Management
- Assurance and Compliance
- Business Transformation and Automation Services
- IT Integrations - Mergers and Acquisitions
- Optimisation - Standardise, Rationalise & Consolidate
- 24x7 Managed Services

Ultima are proud to have been recognised by industry and channel partners for our expertise in a range of solution and service areas. For more information, visit ultima.com

- CRN Channel Finalists - 2020 and 2021
- Digital Technology Leaders Awards Winner - 2020
- AI and Machine Learning Awards Winner - 2020
- Blue Prism TAP Partner of the Year for EMEA - 2020
- Thames Valley Tech Awards Finalist - 2020
- HPE UK and Ireland Value Partner of the Year - 2019



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