

EXTERNAL

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Crown
Commercial
Service
Supplier

Service Definition - RM1557.15

IRIS - Mission Critical Support

G-CLOUD 15



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Service Definition - IRIS Mission Critical Support

Introduction

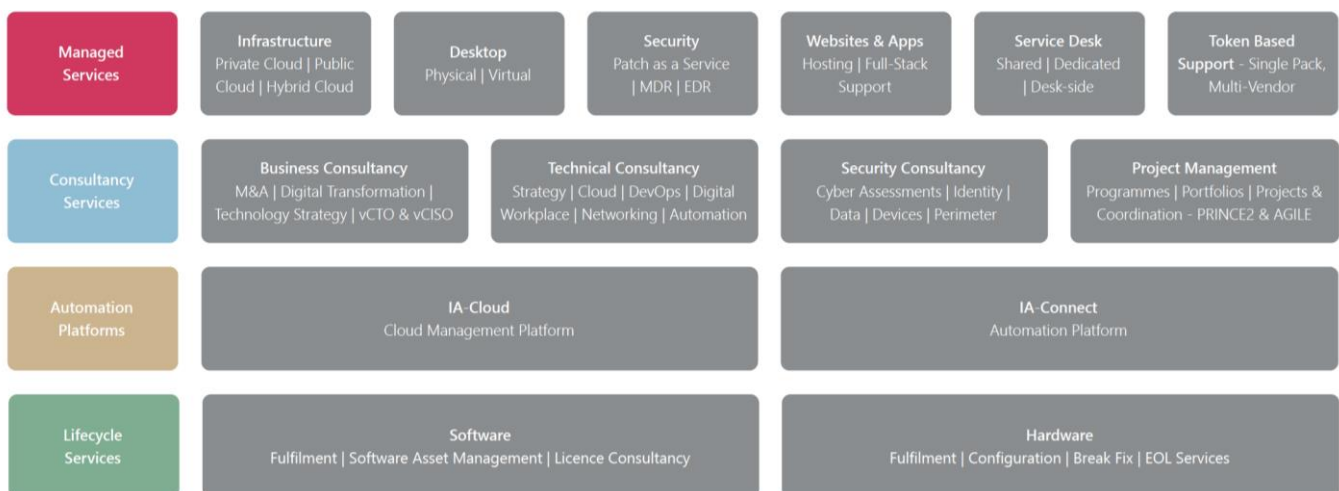
It's rare to find a public sector organisation whose success isn't inextricably linked to the execution of its IT strategy. They are no longer an assortment of standalone services, residing on a static environment. Instead, they have evolved into complex, multi-faceted entities, which require a blend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



The Challenge

IT strategies can be affected in a range of different ways, including a shift in customer expectation, regulatory changes and digital disruption, often leading to a loss in productivity and focus. Transformational change is unfolding at such a relentless pace, that many organisations are unprepared for the impact that emergent technologies and cultural trends can have on operational readiness.

Public Sector teams can often feel as if they are continually playing catch-up, trying to stay ahead of the demands of their workforce, sector and consumer / customer expectations. With many organisations seemingly in a permanent state of flux, managing day-to-day operations can sometimes take a back seat, in favour of trying to establish a way forward. Alternatively, teams find themselves unable to defocus on 'business as usual' long enough in order to embrace new technologies and ways of working, which in turn affects operational agility. Pinned down by rising costs, technical debt, a lack of round-the-clock support and the ever-present threat of experienced employees walking out the door, IT leaders can often feel as if they are fighting an uphill battle.

Service Overview

As organisations evolve and become more complex, so does the technology that supports them. By selecting Mission Critical Support as part of Ultima's Intelligent Remote Infrastructure Support (IRIS) family of services, you are able to keep pace with change, safe in the knowledge that your infrastructure, applications and workloads - whether they reside on-premise or in the cloud - are supported and to the highest levels. Through outsourcing aspects of your IT estate, the responsibility for standardisation, continual service improvement, compliance, customer services, training and resourcing falls to the Managed Service Provider (MSP), who can be held accountable through stringent service levels and measurable key performance indicators, allowing existing IT teams to execute the organisation's IT strategy, without having to worry about keeping the lights on.

Operating at the intersection of BAU and project activities, we provide ITIL-based service management and accountability for the outsourced technology stack. With over 20 years' experience in 24x7 IT support services, we use our considerable talent pool, alongside enterprise tools and common standards to deliver predictable costs, efficiency gains and greater IT value. By providing a stable foundation to build from, organisations using our service become more agile, focusing instead on investments which promote growth, competitive advantage and drive innovation across every facet of your organisation.

- Delivered from our UK-based ISO 27001 certified 24x7 Technical Service Centre
- Access to three different service tiers; Essentials, Advanced and Ultimate
- Delegate responsibility for just your mission critical infrastructure or outsource the entire stack
- Contract with us on a per-device, service or application basis
- Eliminate uncontrolled change through standardisation and configuration management

➤ Service Definition - IRIS Mission Critical Support

Separation of Responsibility

We recognise that placing critical IT services in the custody of a MSP is a key decision, one that requires an organisation to consider reputation, completeness of vision and ability to execute. With the drivers behind right-sourcing affected by everything from market forces, commercial constraints and skills shortages, to technical debt and the desire for IT to scale and become more relevant, it's important to select a partner who can successfully marry transformational IT services with 24x7 managed and security services.

IRIS Mission Critical Support is designed to give you choice. With it, you can delegate responsibility for just your core infrastructure (e.g. network, storage, servers and virtualisation layers), or elect to outsource the entire stack, with Ultima managing everything from your applications and data, to the underlying operating systems. Furthermore, using our service tiers - Essentials, Advanced and Ultimate - you can treat production and development systems differently.

We use a suite of enterprise management tools to proactively guard against system degradation and failure. With four priority levels, we use machine learning to ensure that the right resolver group is engaged, to qualify, triage, resolve and perform root cause analysis against issues related to supported systems. Our hierarchical management structure puts customer service and technical excellence at the heart of our 24x7 operation. In order to act as an extension of your IT team, we have built out a multi-disciplined service delivery function, allowing us to provide everything from management over a subset of your infrastructure, through to a full outsource, where we are responsible for delivering an enriched IT service.

INFRASTRUCTURE	PLATFORM	SERVICE
Applications	Applications	Applications
Data	Data	Data
Runtime	Runtime	Runtime
Middleware	Middleware	Middleware
Operating System	Operating System	Operating System
Virtualisation	Virtualisation	Virtualisation
Server	Server	Server
Storage	Storage	Storage
Network	Network	Network

Service Definition - IRIS Mission Critical Support

Features

- Delivered from our UK-based ISO27001 certified 24x7 Technical Service Centre
- Access to three different service tiers; Essentials, Advanced and Ultimate
- Delegate responsibility for critical infrastructure or outsource the entire stack
- Contract with us on a per-device, workload or application basis
- Flexibility to modify supported assets and upgrade / downgrade support
- Accredited 24x7 third line support for multiple Tier 1 vendors
- Specialists in Microsoft, VMware, Cisco, Citrix, HPE, Check Point and Dell EMC
- Deep analytics, providing insights into your IT infrastructure and workloads
- Powered by LogicMonitor and ServiceNow, providing automated cloud-based monitoring
- Simple 10 step transition process, to get you on-boarded faster

Benefits

- Eliminate uncontrolled change through standardisation and configuration management
- CSIP programme, improving efficiency and effectiveness, through incremental service development
- Four priority levels, helping to reduce impact on business operations
- Ultima remain accountable through measurable SLAs and key performance indicators
- A resolution-first approach, reducing organisational impact should the worst happen
- Predictable pricing and monthly adjustments to cater for organic changes
- 24x7 SPOC for all of your technical issues and escalations
- We scale through automation, helping to reducing management costs
- ITIL aligned, reducing risk and guaranteeing consistent business outcomes

Scope

Service Plans

Organisations often have a range of requirements, with some wishing to retain capabilities in-house. We provide access to three different Service Plans, each providing an increased level of ownership and accountability. By selecting only the service levels required, you benefit from an optimised outsource, with our teams providing a blend of reactive and proactive support.

- Essentials - Provides 24x7 incident analysis, resolution and essential checks, coupled with basic event, availability and capacity management. Benefit from our integrated automation platform, as well as our monitoring and alerting expertise, this low-cost option is perfect for non-critical infrastructure, where you may not wish us to manage the entire platform.
- Advanced - Designed to provide guaranteed availability SLAs, alongside access to our knowledge base and CMDB, we are accountable for the health and performance of the infrastructure under support. This tier includes access to our third level teams, who perform advanced maintenance in order to keep your systems operating effectively.
- Ultimate - For our top tier service, customers benefit from guaranteed resolution SLAs and access to a broader set of products and services, including root cause analysis for P1 events and major incident management. Ultimate is designed for customers who are typically looking for an MSP to retain accountability of the technology under contract.

Service Definition - IRIS Mission Critical Support

Activity	Essentials	Advanced	Ultimate
Service Reporting	Portal	Enhanced	Enhanced
24x7 Incident Investigation and Resolution	✓	✓	✓
Advanced Event Monitoring	✓	✓	✓
Proactive Event Correlation and Alerting	✓	✓	✓
Contact via Portal, Email, IM and Phone	Portal Only	✓	✓
Service Delivery Management	-	✓	✓
Guaranteed Availability SLAs	-	✓	✓
Capacity Trend Analysis and Recommendations	-	✓	✓
Change Analysis and Implementation - Per Device	-	2 Per Month	5 Per Month
Configuration Management Database	-	✓	✓
Knowledge Management	-	✓	✓
Vendor Escalation - Utilising Customer UCs	-	✓	✓
Automated Windows Security Patching	-	✓	✓
Administrative Account Review - Quarterly	-	T&M	✓
Proactive Problem Trending and Investigation	-	-	✓
Operational Resilience Testing - Biannual	-	-	✓
DR Fail-over Testing - Annual	-	-	✓
Tech Roadmap - Planning and Recommendations	-	-	✓
P1 - Incident Root Cause Analysis	-	-	✓
Firmware and Service Packs	-	-	7am - 7pm
Guaranteed Resolution SLAs	-	-	
Request Fulfilment	-	✓	
Major Incident Management	-	✓	
Health Check Report - Annual	-	✓	
Vendor Management and Reporting	-	✓	
CAB Attendance and Chairmanship	-	✓	

Service Transition

On-Boarding

We believe that the key to a successful managed service take-on is a precise interpretation of your requirement, together with a comprehensive understanding of the environment under consideration and the adoption of a structured transition approach. With a successful track record in migrating Public Sector clients to IaaS, SaaS and PaaS platforms, as well as the on-boarding of independent and often complex services to our 24x7 Technical Service Centre, each engagement is delivered by a team of transition specialists, leveraging PRINCE2 and ITIL techniques.

Our logical and intuitive stage-based approach considers all of the tasks needed to bring the existing or new environment into support, alongside a series of gates to prevent the omission of key steps, which if not picked up would adversely affect our ability to support your environment and end users.

- Step 1 - Service Discovery - At the outset, we discover, baseline and validate the proposed service with key stakeholders, prior to the drawing up of appropriate schedules, which describe the overall service being delivered
- Step 2 - Service Initiation - Kick-off meetings are then scheduled, helping to develop the various materials needed to govern the end-to-end service
- Step 3 - Resourcing - After defining the support requirements and performing a gap analysis against our existing capacity, we draw up a resourcing plan, identifying the additional team needed to deliver the service to the required SLAs
- Step 4 - Connectivity - We set up a VPN connection to your environment and use role-based access control to provide secure access to the relevant infrastructure and applications under support
- Step 5 - Knowledge Transfer - Our team create operational runbooks and populate our ServiceNow knowledge base with information around vendor support, third party resolver groups, SLAs, OLAs and key performance indicators
- Step 6 - Health Checks - Next, we conduct technical familiarisation and automated health checks, performing remedial action or providing recommendations for non-compliant systems which the Customer can conduct themselves
- Step 7 - Tool Setup - Configure Logic Monitor and optimise and base-line alerting thresholds, alongside the creation of agreed reporting and dashboards
- Step 8 - Service Management - Create operational handbook and the service catalogue. At this point, we also define call handling and escalation procedures, CAB processes and service owners
- Step 9 - Service Activation - Following a successful operational readiness review, the service is activated and incidents and requests are routed to your Ultima team for processing
- Step 10 - Service Review - Post transition, we conduct the first monthly service review. Any deficiencies are captured and actioned in line with our continual service improvement obligations

Service Definition - IRIS Mission Critical Support

Off-Boarding

- Should you no longer require a particular tier of service, you should let us know in writing, so we can amend your contract accordingly and confirm any cost changes that may be applicable.
- Ultima will provide you with an updated version of an exit plan on at least an annual basis. The purpose of this is to ensure business continuity by the smooth and uninterrupted transfer of services upon termination of the agreement or specific services from Ultima to the customer or a replacement supplier. This plan typically contains detailed and specific provisions to cover the following issues: specific aims and objectives relating to the services and assets, Ultima and Customer obligations, governance, the transfer of knowledge, assets and data.

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 and where applicable, a designated Service Delivery 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.

Service Constraints

- IRIS Mission Critical Support is a 24x7 remote service only, delivered from Ultima's Technical Service Centre.
- Support will be provided against the infrastructure, applications, services and workloads under support, against the activities within the Service Tier procured (e.g. Essentials, Advanced or Ultimate). It should be noted that some of the products may be subject to different terms and conditions, SLAs and levels of support, based on how they are provisioned.
- A change to the number of units supported will result in an increase / decrease to the service charges, adjusted in arrears
- We consider support to include products which are currently supported by the vendor, with new releases being on-boarded at the earliest opportunity. Should the version you maintain fall outside this list, then our support will default to reasonable endeavours, which may affect our SLAs to you. In this case, will recommend an immediate upgrade to remove the risk of residing on an unsupported version, which our team will be able to assist with as a post-transition activity.

Supported Technologies

Ultima are able to provide product support across a wide range of vendors and technologies. It should be noted that some of the products may be subject to different terms and conditions, SLAs and levels of support, based on how they are provisioned. We consider support to include products which are currently supported by the vendor, with new releases being on-boarded at the earliest opportunity. Should the version you currently maintain fall outside this list, then our support will default to reasonable endeavours, which may affect our SLAs to you.

The service can also cover hardware break-fix support to certain infrastructures listed below. This includes the provision of an SLA up to 24x7 4 hour part and engineer on site repair. This ensures customers are covered for failed hardware components and ensure the hardware is back into an operational state.

Where this is the case, we will recommend undertaking an immediate upgrade or migration, to remove the risk of residing on an unsupported version, which our team will be able to assist with as a post-transition activity. Products not listed below are subject to Technical Review Board approval and subsequent on-boarding, or can be potentially provided in conjunction with one of our managed service partners. For further clarification, please contact your Ultima account manager, who will be happy to put you in contact with one of our specialists in order to discuss your requirement.

Service Definition - IRIS Mission Critical Support

The supported solution list below is accurate as of May 2022 and is subject to change over the life of this G-Cloud 13 service.

Vendor	Solution
AppSense	DesktopNow
Aruba	Central, Core Switch, Edge Switch, Wireless Access Point
Avepoint	Backup for Office 365
Check Point	Blades (AntiBot, Antispam, Antivirus, App Control & URL Filtering, DLP, Email Security, Identity / Content Awareness, IPS, Mobile Access, Threat Emulation, Threat Extraction, Threat Prevention, VPN / Remote Access), Capsule Cloud, Cloudguard IaaS (Azure, VMWare), Cloudguard SaaS, Firewall Suite, Management Platform (Provider-1 and Smartcenter), SmartEvent Appliance, ThreatCloud MSS
Cisco	ACS / ISE, ASA Firepower, ASA Firewall, Cloudlock, Core Switching, Edge Switching, Umbrella, CiscoVPN / Remote Access
Citrix	Desktop Delivery Controllers, Desktop Studio, Director, MCS / PVS, NetScaler, StoreFront, Workspace Cloud, XenApp, XenDesktop, XenMobile
Dell EMC	Compellent, EqualLogic, Servers and Blades, VNX, VRTX
FSLogix	Office 365
HPE	3PAR, Core Switching (Procurve), MSA, Left Hand Networks, Nimble, Servers and Blades, StoreVirtual
IBM	Brocade Switches, Servers, v7000
Ivanti	Patch, Xtraction
Kaspersky	Antivirus Server and Workstation, Endpoint Security, Removable Media / Local Drive Encryption
Meraki	Firewalls, Switching, Wireless Access Points
Microsoft	Active Directory, Azure SSO, ADFS, Azure (Active Directory, Cloud Backup, Information Protection, MFA, Privileged Identity Management, RemoteApp, Resource Manager, Rights Management, Site Recovery Manager, SQL, SSO, Traffic Manager), Bitlocker, Certificate Authority, Direct Access, DNS Server, Enterprise Mobility Suite (Intune), Exchange, Hyper V, File Server, Licencing Server, MDT, WDS, Office 365 (ATP, DLP, Exchange Online, OneDrive for Business, Portal, Skype for Business, Teams), Print Server, RDS, SQL, StorSimple, SCCM, SCEP, Windows Server, WSUS, WDS
NetApp	Storage
Proofpoint	Email Security
SecureEnvoy	Multifactor Authentication
Sophos	InterceptX, Central Console, Safeguard
Symantec	Backup Exec, Enterprise Vault
Trend Micro	Deep Security
Varonis	DatAdvantage
Veeam	Backup, One, Management Pack
VMware	vSAN, Airwatch, ESXi, Vcenter and Vsphere

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Implementation Approach

Not applicable

Technical Requirements

- In order for this service to operate, Ultima will establish a secure IPSEC VPN into your organisation's network, so that we have remote visibility of the required devices and services under support.
- Alternatively, connectivity may be provided by a private circuit or Azure Express Route
- Role-based access to supported systems will need to be provided by your IT team, so that we can install and configure the appropriate monitoring and management tools (e.g. LogicMonitor), as well as access them remotely during periods of maintenance, diagnostics and troubleshooting.

Customer Obligations

The customer will refer to the associated Outsourcing 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.

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.

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.

Service Rates

Please see the associated Pricing Document for an overview of our service costs.

Ordering and Invoicing Process

Service Definition - IRIS Mission Critical Support

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.
- Invoicing frequency will be agreed at contract stage. Depending on your requirement, you will be billed monthly, quarterly or annually in advance, for the support consumed over the period, with service adjustments made in arrears. Where any aspect of the contracted service increases or decreases by more than 20% of the initial contract value, a commercial review will be triggered, which may result in a change in costs.
- 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.

Termination Terms

- Ultima's Outsourcing Terms and Conditions have been provided alongside this Service Definition. An abridged version of the termination clauses have been included below for reference.
- Either party may immediately terminate the agreement without payment of compensation or other damages caused to the other party solely by such termination, by giving notice in writing to the other party if the other party is in material breach of this agreement and such a breach is not remedied within 30 days of a written request, or they are not capable of remedy or an insolvency event affects the other party.
- The Customer may terminate this agreement or any part thereof for convenience on such period as specified in writing and shall be obliged to pay termination compensation to Ultima, which as a minimum are fees due for the balance of the term. Compensation shall be full and final settlement of all liabilities of the customer, arising out of termination for convenience.
- Ultima may terminate this agreement by giving the customer written notice in the event that they fail to pay any undisputed amount on the due date for payment and such failure continues for 30 days from submission of a notice of non-payment. Furthermore, we may remedy a breach of any applicable law or acceptable use policy (or Ultima has reasonable grounds to believe such breach has been committed by the customer) within a period of 30 days from receipt of a notice to the customer to remedy such breach.

Service Levels

Without a framework for establishing priority, it is difficult to meet service levels and trigger incident escalations appropriately. If priority becomes a subjective process, incidents cannot be resolved in an efficient and logical way. To that end, we use the following matrix to help prioritise our response to incidents and problems. We use enterprise management tools to proactively guard against system degradation and failure, and with four priority levels, we use machine learning to ensure that the right resolver group is engaged, to qualify, triage, resolve and perform root cause analysis against issues related to supported systems.

Priority	High	Med	Low	Impact	Urgency
High	P1	P2	P3	Organisation-wide, multiple segments	Event underway, core service
Med	P2	P3	P4	Multiple users, moderate impact	Event flexible, supporting service
Low	P3	P4	P4	Single user, minimal impact	Non-urgent, not service-affecting

Ultima provide service levels on how quickly we will respond to and resolve incidents and service requests, based on achieving agreed performance targets for 95% of tickets logged during each calendar month. These levels can also be uplifted at an additional charge. You should note that guaranteed resolution SLAs are applicable to our Ultimate tier of service only.

Priority	Response	Resolution
P1	15 Minutes	4 Hours
P2	5 Hours	8 Hours
P3	1 Day	2 Days
P4	2 Days	4 Days

Service Assurance

Ultima is certified to ISO 9001:2015 and ISO 27001:2013. 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.

Supporting Government Organisations

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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 both 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
- 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, Service Desk and Autonomous platforms

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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.



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 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



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 can make technology a positive asset, aligned with the goals of your organisation. Whether that be mitigating the 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.

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

- Blue Prism TAP Partner of the Year for EMEA - 2020
- Worldwide Citrix Partner of the Year - 2019
- UK and Ireland Value Partner of the Year - 2019
- The Best Use of Automation - 2019
- CRN Awards Corporate Reseller of the Year - 2018
- Tech Data Momentum ACES - Innovation Partner - 2018



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