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Service Definition - RM1557.15

Modern Workspace Services

G-CLOUD 15



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Service Definition - Modern Workspace Services

1.0 Service Definition

1.1 Introduction

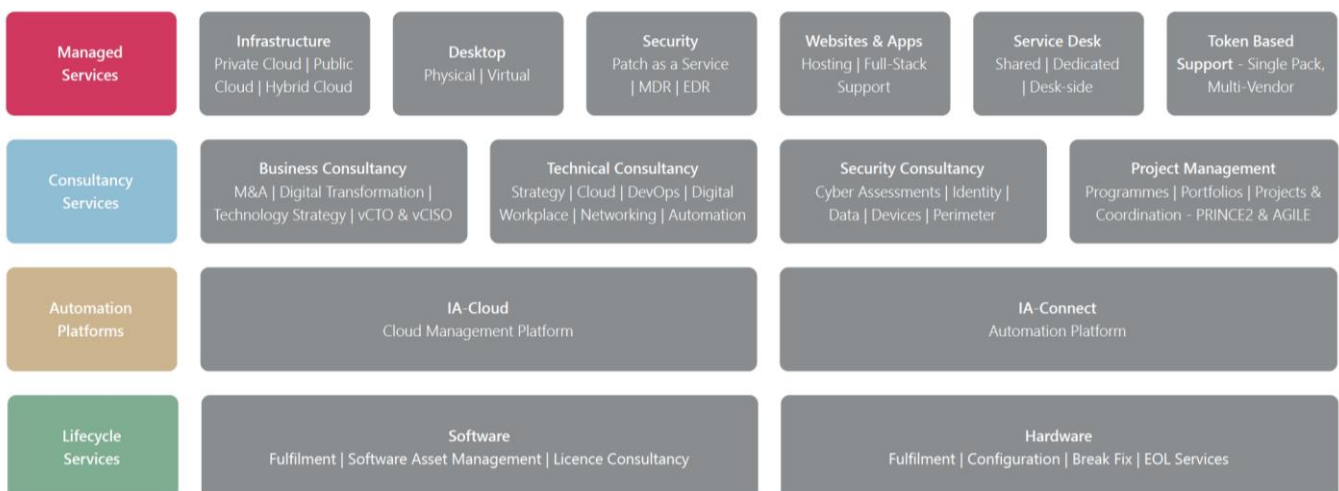
It's rare to find a public sector organisation whose success isn't inextricably linked to the execution of its IT strategy. They are no longer an assortment of standalone services, residing on a static environment. Instead they have evolved into complex, multi-faceted entities, which require a blend 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 have known for some time that by building an attractive cultural, technological and physical working environment, one that places employee experience at the heart of the workspace strategy, they can attract the best talent and increase productivity. Unfortunately, achieving this panacea has been a perennial challenge, with forecasters and research groups giving a damning indictment on everything from employee engagement and innovation, to employee retention and satisfaction. With the emergence of flexible ways of working, backed by cloud-based productivity, management and security solutions, this focus has never been more important.

- Organisations want staff to have devices that are secure, fast, quick to deploy, easy to maintain and evergreen, and they want to pay using cloud-based models and receive cloud-like experiences.
- Modern working practices have turned the organisational chart on its head, empowering the end user and embracing their wide-ranging requirements. Dealing with this change can be a challenge, with organisations slow to react.
- Productivity is often described as being a measure of the efficiency of a person, machine, factory or system, in terms of the rate of output, per unit of input. When put into every day terms, the IT systems that employees use to do their jobs, have a direct impact on how productive they can be, which can affect the company's bottom line and strategic goals.
- Despite the plethora of IT-related issues being experienced across an organisation at any one time, support teams tend to only get involved when they have become severe enough and employees have nowhere else to turn. In many cases, IT do not even know that users are experiencing widespread disruption until it starts to impact productivity.
- With a significant proportion of the global workforce expecting to remain remote or peripatetic, organisations are faced with delivering unprecedented levels of mobility and flexibility, without impinging on security and compliance mandates
- 75% of hybrid workers say expectations for flexible working has increased and 40% risk leaving if forced to return to the office. Is your workspace strategy geared up to support this and what will be the impact in a post-pandemic work?
- As a result of the pandemic and the shift to remote working, 51% organisations are considering some form of formal DaaS as an upcoming IT project in 2022 compared with less than 5% in 2020, yet many are unsure where to begin.
- Partly driven by a new, tech-savvy workforce where consumer devices, collaborative working practices and publicly available, non-corporate applications are becoming commonplace, organisations are inevitably becoming exposed to unmanaged applications, access methods and devices.
- As users find workarounds for restrictive and locked down corporate IT policies - often introducing Shadow IT - there is a need for cloud-based solutions to secure and manage devices, whilst users are mobile and therefore outside IT's traditional sphere of influence.

1.3 Service Overview

1.3.1 Advise - Workspace Advisory

It's rare to find an organisation whose success isn't inextricably linked to the execution of its workspace strategy. Businesses 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.

- Delivered by our experienced Solution Architects, our Workspace Advisory Services describe a logical and cost effective move away from your Current Operating Model (COM) to a replacement Target Operating Model (TOM).
- We start out by determining your workspace requirements, before conducting a maturity assessment of your existing EUC stack, in order to define what degree of modernisation, rationalisation or optimisation is required.
- We deliver efficiencies through the consolidation of technologies, alongside the business benefit brought about through the introduction of modern management, security, mobility and productivity techniques.
- By focusing on aspects such as platform, app delivery, data, security, identity and access, mobility and productivity, we can advance long-term strategic aims, backed by a well-defined, measurable and achievable investment roadmap.
- By pinpointing inefficiencies and highlighting opportunities for improvement at an early stage, we can suggest solutions which help reduce total cost of ownership, while improving service levels and employee productivity.
- Ultima are a 14 x Microsoft Gold Partner and Licensing Solutions Provider with skills in App Development, Cloud Productivity, Collaboration and Content, Communications, Enterprise Mobility, Messaging, and Windows Devices and Data Analytics.
- As the UK's first Citrix Platinum Plus Solutions Advisor in Workspace, App Delivery and Security, we provide solutions around mobility, BYOD, security and compliance, work shifting, desktop virtualisation, cloud, networking and application delivery.

In addition to bespoke consultancy, architectural and project management services, we provide access to the following packages.

- **Workspace Advisory Service** - Following a straightforward four stage process - Analyse, Review, Define and Present - we develop a workspace strategy that addresses the complexities of evaluating, rationalising, optimising or transforming your end user computing environment.

1.3.2 Design and Plan - Deployment Planning Services

As the world has become more interconnected, so has the requirement to communicate and collaborate on a global scale and within a unified and frictionless environment. By blending complementing technologies together, we can help customers create scalable and dynamic EUC solutions, solving complex mixed-platform problems like security and mobility, whilst empowering end users and giving IT greater control. Furthermore, we can dramatically increase productivity by de-coupling the end user from their workplace, eradicating organisational boundaries, whilst protecting corporate data, irrespective of where it is located.

- As a Microsoft 365 Fasttrack partner, we assist customers in deploying and driving the adoption of Microsoft 365 solutions in terms of planning, on-boarding, and ensuring readiness with an adoption plan and training.
- Aimed at CIO, IT Managers, Architects and Microsoft specialists, we deliver a range of Microsoft-funded Cloud Accelerators, providing targeted workshops covering how your business can speed up its adoption of cloud-based services.
- As a Microsoft Azure Migration and Modernisation Program (AMMP) partner, we can jump-start Windows Virtual Desktop cloud adoption through a combination of best practice guidance, free migration tools, training and expert support.
- As a Microsoft Windows Virtual Desktop advanced specialization partner, we can help you accelerate the design and implementation of your WVD infrastructure on Azure, including help teams move on-premise Citrix and VMware-based VDI platforms into Azure Virtual Desktop.

» Service Definition - Modern Workspace Services

- When it comes to CSP agreements, you can access our dedicated licensing team with over 20+ years experience for all product queries and programme restrictions as well as our 24x7 CSP reactive support team, with access to a Cloud Solutions Specialist.
- Our specialists are able to blend complementing technologies in order to create scalable and highly dynamic VDI, Server Based Computing, DaaS and Managed Desktop solutions, solving complex mixed-platform problems like security, mobility and availability, whilst empowering end users, partners and customers, and giving IT greater control.

In addition to bespoke consultancy, architectural and project management services, we provide access to the following packages.

- **Microsoft FastTrack for Microsoft 365** - We help customers deploy Microsoft 365 (Office 365, Windows 10/11, and Enterprise Mobility + Security) cloud solutions and drive user adoption. Customers with eligible subscriptions can use FastTrack at no additional cost for the life of their subscription.
- **Citrix Cloud Success Program** - As a Citrix Platinum Plus Solutions Advisor, we'll assign a Cloud Success Manager who will help shorten your time-to-value with Citrix Cloud, including outlining business objectives, cloud goals, implementation phases, and key milestones and metrics.
- **Citrix Transition and Trade Up with Hybrid Rights** - We can help you move your current on-premise licenses to Citrix Cloud and exchange these for a new, higher product edition, enabling you to benefit from better business continuity through hybrid cloud flexibility.

1.3.3 Deliver - Deployment Services

As consumerisation continues to penetrate the workplace, organisations are being forced to review the way in which they provide end user computing services. This disruption is being driven by a tech-savvy and dynamic workforce, where consumer devices, collaborative working and publicly accessible, non-corporate cloud based applications are commonplace. Furthermore, with mobile working practices becoming the norm, remote collaboration has become the default position for diverse teams and peripatetic employees. Similarly, as users move outside IT's sphere of influence and connect via public networks and the Internet, the question becomes how to secure their personal information and company data, without impacting their user experience or ability to be productive. Similarly as the balance shifts from company-provisioned assets towards a blend of corporate and unregulated personal devices, ensuring employees continue to comply with device, content and application-based security policies, prior to accessing corporate data and services is paramount.

- With the increased prevalence of remote or offsite working, cloud-based services such as Microsoft 365 and Azure Virtual Desktop becomes a key enabler, ensuring employees can access the apps, data and services they need from anywhere
- Through the adoption Microsoft 365 and Citrix Virtual Apps, we can usher in modern techniques that allow IT to manage all 4 corners of their estate regardless of location, with zero touch provisioning, OS servicing, software distribution and security.
- We deliver modern workspace solutions that help diverse and disparate teams collaborate towards shared objectives, often working in challenging environments across divisions, time-zones, languages and transcending technical and social barriers, to achieve something greater than themselves.
- It doesn't matter whether you are looking at implementing traditional corporate, BYOD or VDI users, we treat device, identity, application and data security with equal importance, delivering solutions that meet the rigorous demands of organisations at the forefront of the workplace revolution
- We integrate the industries most effective security products - with Microsoft's EMS at its core - developed from the ground up to protect your data, workforce and emerging business cultures
- By deploying analytics tools like Aternity, we can provide insight into the health of your endpoints, apps and productivity of your workforce, using telemetry data to provide the intelligence needed to remediate the entire employee experience.

Service Definition - Modern Workspace Services

In addition to bespoke consultancy, architectural and project management services, we provide access to the following packages.

- **Azure Virtual Desktop (QuickStart)** - We can take you from zero to a fully managed environment in a little as 5 days, meeting the demands of a remote, peripatetic workforce, while maintaining the traditional local performance, user experience and productivity, and keeping corporate data highly secure.
- **Windows 365 (QuickStart)** - Through this pilot, find out how to securely stream your Windows experience, including your personalized apps, content and settings from the Microsoft cloud to any device with a Windows 365 Cloud PC.
- **Windows 11 (QuickStart)** - We will deliver a readiness assessment on your existing Windows 10 devices for Windows 11 followed by a pilot deployment of Windows 11 on up to 50 devices
- **Endpoint Management Health Check** - A health check of Microsoft Endpoint Configuration Manager (MECM) and Microsoft Intune, providing an analysis identifying the configuration of key components with recommended actions to achieve best practice or to remediate issues found.

Microsoft 365 Deployment Accelerators

Ultima Deployment Accelerators are tailored to your specific requirements and to the level of assistance you require from Ultima. Each Accelerator Service is inclusive of Assessment, Design, Build and Deployment stages and when combined with our Project Management and Adoption and Change Management Services they provide an efficient and timely introduction of any new Microsoft 365 service. Our deployment Accelerators cover the following Microsoft 365 areas: -

- Identity and Authentication, including Azure AD, ADFS, Passwordless Authentication, MFA and Defender for Identity
- Security and Compliance, including Information Protection, Governance and Insider Risk Management
- Endpoint Management, including Microsoft Endpoint Manager, Azure Virtual Desktop, Microsoft Defender for Endpoint and Always On VPN
- Application Management, including Microsoft 365 Apps, Win32 Applications, Mobile Apps, Azure AD Application Proxy and Microsoft Defender for Cloud Apps
- Microsoft RPA, including Ultima IA-Cloud, Microsoft PowerApps and Power Automate

Migration Services

Ultima provide migration services supporting a number of business change scenarios such as mergers and acquisitions and modern workspace transitions. Our migration services include:-

- **Microsoft Tenant to Tenant** - Whether it be as a result of a merger, acquisition, divestiture or other scenario, we can help you migrate an existing Microsoft 365 tenant to a new, via a single event, a phased approach or split.
- **Microsoft Mailbox** - Our messaging specialists can help move your on-premise mailboxes from legacy Exchange or other IMAP-enabled mail system to Exchange Online, including providing all the tools need to conduct this quickly and efficiently.
- **Microsoft SharePoint and File** - Have lots of structured and unstructured data spread across various on-premise systems? We can help you define a data strategy within SharePoint, before moving your files to a more secure, scalable service.
- **Microsoft ADFS to Azure AD** - Active Directory Federation Services used to be the only way of providing single-sign-on for on-premises identities with Microsoft Azure / Office 365. Now, we can move you to Azure AD, delivering cloud-based identity and access management services, helping employees access resources in Office 365, Azure and thousands of SaaS applications.
- **Citrix Cloud** - We can reduce your time-to-value by migrating your on-premise production environment to the Virtual Apps and Desktop service in as little as 5 days, enabling you to start using Citrix Cloud without disruption to users.

Citrix

- **Citrix DaaS Assessment** - For existing Desktop as a Service (DaaS) deployments, our structured assessment process reviews your environment against leading practices to ensure you are providing a best-in-class user experience and leveraging all the capabilities DaaS has to offer. Get tailored insights to boost productivity and reduce IT costs based on our experience in supporting remote work and flexible workstyles.
- **Citrix DaaS Security Assessment** - Many environments have scaled significantly and new requirements for flexible working have been on-boarded. Our DaaS Security assessment reviews your environment to ensure that leading security practices are followed to protect your remote access solution, from product configuration, to workloads and operational processes.
- **Citrix ADC Assessment** - Citrix ADC manages access and availability for critical applications in your business. Ensuring that leading practices are followed can simplify support, operations and performance. Our structured assessment reviews your Citrix ADC deployment to ensure that any threats to performance, availability or support are identified and can be addressed.
- **Citrix ADC Security Assessment** - Citrix ADC acts as a front-door for many organisations, ensuring that the front-door is “locked” is a great first step in any security strategy. We provide a structured assessment of your Citrix ADC deployment to ensure that leading security practices are implemented correctly and to provide guidance on improving your security posture.

Citrix Workspace Services

- **Citrix Cloud DaaS Migration** - With as-a-service being the delivery model of choice for many organisations, migrating an on-premises Citrix Virtual Apps and Desktops solution to Citrix Cloud can be a easy win for IT to simplify operations while maintaining the same excellent user experience. But where to start? Ultima can deliver a simplified migration engagement to quickly migrate your delivery infrastructure to Citrix Cloud. With funding options available as part of our Citrix Success programme (subject to qualification) we can accelerate your time-to-value using our migration service.
- **Citrix DaaS in Azure (QuickStart)** - The ability to provide a highly scalable virtual desktop platform using public cloud resources has caught the attention of many. For use cases including low-cost DR, flexible contractor workloads or burst capacity, Microsoft Azure has the ability to provide tangible value. Ultima can help you identify the best approach to leverage Citrix DaaS in Microsoft Azure. Benefit from our extensive experience in Cost Management, Automation, Security and Optimization to make sure you take the right first-steps for your Cloud workloads.
- **Citrix Virtual Apps and Desktops Upgrade** - Many organisations maintain on-premises Citrix Solution, and ensuring you maintain a supported platform is essential to provide confidence in the environment. Whether using Current or Long Term Service Release, Ultima can upgrade your on-premises Citrix Virtual Apps and Desktops environment to ensure you receive the best experience.

1.3.4 Manage - Managed Workspace and JML

Most IT teams are reactionary, set up to respond to incidents as and when they occur. Despite the plethora of IT related issues being experienced across an organisation at any one time, support teams tend to only get involved when they have become severe enough and employees have nowhere else to turn. In many cases, IT do not even know that users are experiencing widespread disruption or a slow-down in performance until it starts to impact productivity. With customer satisfaction and employee engagement at stake, having a handle on all aspects of your workspace lifecycle is vital.

- Organisations often have a wide range of requirements, with some wishing to outsource everything, and others looking to retain some residual capabilities in-house.
- Ultima's Managed Workspace provides access to a core pack - providing a base level of service - with modules that provide an increased level of ownership and accountability
- Our suite of lifecycle services brings together the latest devices, applications, data and security services, delivering a modern, evergreen workspace solution that empowers employees to do their best work, in a way that suits them.

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- By selecting the components you need, you benefit from an tailored service, with our teams providing support where it's needed
- Powered by Microsoft 365, Aternity and ServiceNow, we bring this together into a simple monthly subscription-based service, empowering both IT and employees, providing a frictionless, collaborative, mobile and highly secure end user experience.
- And through the use of Aternity to gather endpoint and application-related health metrics, operational teams finally have the visibility and intelligence they need to act on, engage with and remediate the entire employee experience.
- Embrace the workforce evolution and free your business from the barren wasteland of unproductivity.

Additionally, as employees move through their lifecycle, your organisation's concern evolves from enabling productivity to protection of your company's data. A poorly defined and executed Joiner, Mover and Leaver (JML) process, means employees not only take longer to reach their potential value but are also more likely to be disenfranchised with your business due to poor user experience.

- Through our patented SaaS platform, IA-Connect: JML Edition, in conjunction with Microsoft Power Automate, we make it easy to build and manage your employee on/off-boarding processes.
- With IA-Connect, you can give employees access to the right systems from day one, to not only improve end-user experience, but increase productivity.
- It helps to increase your organisation's security posture by eliminating errors in critical business processes, ensuring that user rights are assigned correctly and revocation of access is actioned promptly, reducing your exposure to data leakage.
- IA-Connect JML Edition includes over 600 pre-built actions to quickly and easily build your automated JML processes, reducing the workload on internal teams and eliminating mundane tasks.

In addition to bespoke consultancy, architectural and project management services, we provide access to the following packages.

- **Ultima Managed Workspace** - By removing the complexity traditionally associated with EUC environments, we manage the device lifecycle, OS updates, security, application delivery, productivity, endpoint provisioning and 24x7 support, all under a simple monthly subscription,.
- **Ultima IA Connect JML Edition** - IA-Connect: JML Edition is available to try out, free of charge for 30 days. As the JML Edition is powered by Microsoft Power Automate it requires access to a licensed or trial version of Power Automate.

1.4 Scope

To be agreed as part of a formal Schedule of Engagement or Statement of Work. The sections below cover the type of architectural, consultancy and project management services that can be taken, which may form part of the scope.

1.4.1 Architectural Services

The principle goal of our architectural team is to help you maximise your ROI and solve real business challenges using IT, support business imperatives and become a trusted technology advisor. By fostering an understanding of business drivers and strategic direction, we facilitate the decision-making process through evidence-based assessments, stakeholder engagement, outcome analysis and market and technology insights. As business leaders demand more holistic views of their enterprises, presented in ways that promote insight and facilitate decision-making, we can bridge the gap between information overload on the one hand and innumerable strategies on the other, helping to drive business transformation effectively including solution evaluation, strategic planning, design, integration, execution and operations.

- **Leadership** - More than evangelists, our solution architects are hand-picked for their innate ability to equate business goals with a supported IT strategy
- **Comparison Analysis** - We are able to deliver a range of evidence-based technology option reviews, evaluating and comparing category-specific solutions
- **Strategy, Planning and Design** - Present a clear and independent approach to delivering business objectives, that promotes insight and facilitates decision-making
- **Envisioning** - We add significant value to strategic planning engagements; influencing and inspiring discussion across a wide range of disciplines
- **Transformation and Optimisation** - Our consultative approach increases the value of IT investments, by pinpointing inefficiencies and highlighting opportunities for change
- **Market and Trend Analysis** - Our industry awareness, helps you maintain a competitive edge, providing greater ROI through the adoption of a specific strategy

1.4.2 Consultancy Services

Ultima's in-house technical Consultancy team are able to provide the experience and processes necessary to deliver an extensive range of on-trend solutions and cloud services, transforming your organisation's IT infrastructure and delivering efficiencies and cost savings across the board, so that your company can realise its full potential. Our consultants hold top tier partner accreditations and can demonstrate extensive design and deployment experience, helping to both expedite and de-risk delivery. Throughout our Workspace, Data Centre Security and Cloud practices, we ensure that our consultants have the necessary support and are on the most appropriate certification tracks to become experts in their field. Working independently or under the guidance of a Solution Architect - either from Ultima or from your own team - they can assist business transformation through the delivery of resilient, secure, performant, scalable and cost effective solutions.

- Define architectural blueprints that deliver the required functional and non-functional requirements
- Deliver pre-packaged tactical services e.g. health checks and proof of concepts
- Assist clients with the deployment of new IT infrastructure and systems, either on premise or in the cloud
- Conduct systems upgrades as well as application, workload and data migrations
- Provide additional technical capacity to enable organisations rapidly grow or divest
- Help facilitate decision making through technical forums and workshops
- Up-skill existing team members through training, shadowing and other forms of knowledge transfer
- We provide flexible engagement models (skills, frequency and duration) at competitive rates
- Gain access to extensive technical IP, including vendor and Ultima best practice and project collateral
- Vendor certified, so that you can be sure have passed the relevant exams to be proficient in their chosen field

1.4.3 Project Governance Services

While technology and the way it is implemented may have evolved over the years, the governance and control required in order to bring about change and deliver tangible business benefits is very much the same. Challenged with maintaining control over an increasingly complex landscape of applications, services, workloads and infrastructure, being able to adhere to the triple constraints of time, cost and scope is paramount.

Acting as a centre of excellence, our PMO provides everything from practice management, training and skills development, to maintaining control over time, cost and quality constraints, ensuring that each project is delivered efficiently and effectively. With a track record in delivering a wide range of engagements, from the introduction of cloud managed EUC support services to complex data centre consolidations and cloud transformations, we work in a flexible and dynamic way, integrating into your business and the way you operate. As a result, customers can focus on the benefits of technical, organisation and operational change, safe in the knowledge that the governance is managed to the highest standard.

- **Programme Management** - On complex programmes of change, it may be appropriate to appoint a Programme Manager to deliver effective leadership over a group of related projects. We can provide ownership and control across the entire engagement, ensuring that business benefits are derived from the whole, rather than from its constituent parts.
- **Project Management** - Ultima's experienced PM team exploit structured project methods and controls to deliver a broad range of infrastructure, cloud and support services, bringing about significant transformational change. Typically reporting to a customer PM or Project Board, they facilitate the day to day monitoring, progression and management of each engagement.
- **Project Coordination** - For less complex engagements or where a project has entered a certain phase, it may be prudent to bring in a coordinator to deliver the remaining services in line with your requirements. Since many of the processes will have already been defined in earlier stages, PMs can delegate control, safe in the knowledge they will be followed.

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. Acting as a centre of excellence, our PMO provides everything from practice management, training and skills development, to maintaining control over time, cost and quality constraints, ensuring that each engagement is delivered efficiently and effectively.

1.5.2 Off-Boarding

For traditional projects, we will confirm completion of deliverables to the satisfaction of the Project Sponsor and communicate final disposition and status to all stakeholders, alongside any recommended follow-on activities. Where agreed in advanced, Ultima will conduct a closedown meeting to ensure that the deliverables of the project are reviewed and any lessons learned captured as part of a formal project closure report.

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 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.

Our traditional eight stage project methodology combines real world experience, alongside appropriate elements of PRINCE2, ITIL and vendor best practice. The scope, stages, governance activities and deliverables will vary between engagements and shall be confirmed within the Statement of Works. For Advisory Services projects, a more streamlined four stage approach is taken, following an Analyse, Review, Define and Present path, with appropriate deliverables across each stage.

1.7 Service Constraints

To be agreed as part of a Schedule of Engagement or Statement of Work.

1.8 Implementation Approach

1.8.1 Advisory Services

When it comes to our Advisory Services, Ultima adopts a simple but effective, four stage process, allowing us to interrogate existing platforms in order to deliver best practice recommendations, and a prioritised list of next steps to remediate issues and define a new transformational strategy which improves the overall maturity of your environment. Once sized to your requirements, a Solutions Architect will provide forensic analysis of your environment and articulate the findings and recommendations, aligned to your business goals.

01 ANALYSE	02 REVIEW	03 DEFINE	04 PRESENT
1.1 - Project Initiation	2.1 - Rationalise Datasets	3.1 - Service Review	4.1 - Develop Presentation
1.2 - Automated Discovery	2.2 - Health Check	3.2 - Gap Analysis	4.2 - Present to Customer
1.3 - Manual Discovery	2.3 - Evaluate and Analyse	3.3 - Create Documentation	4.3 - Confirm Next Steps
1.4 - Questionnaire	2.4 - Identify Changes		4.4 - Close Project

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1.8.2 Traditional Projects

Our eight stage project methodology combines real world experience, alongside the appropriate elements of PRINCE2 and vendor best practice. The scope, stages, governance activities and deliverables will vary between engagements and shall be confirmed within a Statement of Works, once the project has been initiated. An example of our standard project lifecycle is outlined below.



1.9 Technical Requirements

To be captured within the Schedule of Engagement or Statement of Works, depending on the engagement being taken.

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
- Raise all change requests and obtain approval in line with the dates in the project / programme plan
- Ensure that all required hardware, software or services is available, unless being provided by Ultima
- Complete any agreed local site / system preparation prior to the commencement of any planned work
- 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
- Ensure internal resources are available to enable completion of allocated tasks in a timely manner. (Tasks allocated to the Business will need to be communicated and agreed as soon as they are identified throughout the engagement.)
- Provide primary and secondary contacts to which any technical, project or commercial issues may be addressed
- Manage any local site logistics and business communication, e.g. arranging any system downtime
- 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

1.10.1 Further Recommendations

Where applicable, we recommend the business form a project board consisting of an Executive Sponsor, Senior Users, Senior Supplier and the Project Management team. The board's responsibilities will be to:

- Approve the scope, solution, resources, plans and any subsequent changes
- Resolve conflicts and act as a point of escalation
- Maintain an appreciation of resource requirements and facilitate requests for personnel in a timely fashion
- Review and monitor the risk register and mitigating actions associated with the project
- Maintain a holistic view over the engagement and resolve inter-project issues as required
- Approve all major plans and authorise any deviations from agreed stage plans
- Sign off the completion of each stage as well as authorise the start of the next
- Keep a watching brief over change requests and any project variances

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

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 Modern Workspace.

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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Head Office - Gainsborough House,
Manor Park, Basingstoke Road,
Reading, Berkshire, RG2 0NA



Tel: 0333 0158 000
Email: publicsectorbids@ultima.com
Web: ultima.com