

EXTERNAL

ultima



Crown
Commercial
Service
Supplier

Service Definition - RM1557.15 Managed Workspace

G-CLOUD 15



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1.0 Service Definition

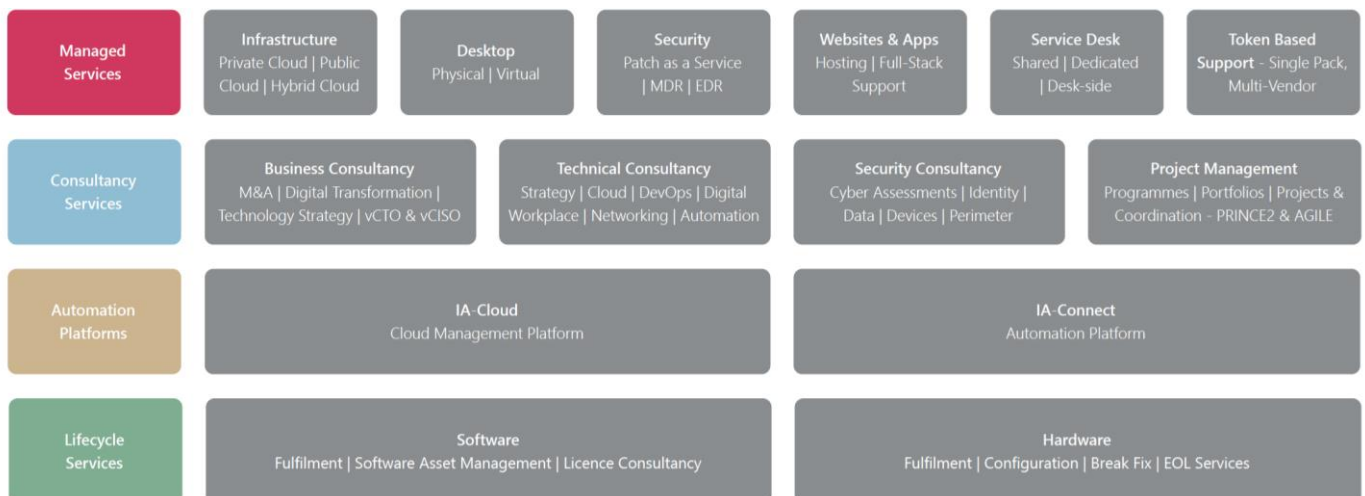
It's rare to find a public sector organisation whose success isn't inextricably linked to the execution of its IT strategy. They are no longer an assortment of standalone services, residing on a static environment. Instead they have evolved into complex, multi-faceted entities, which require a blend 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.



1.1 The Challenge

Organisations have known for some time that by building an attractive cultural, technological and physical working environment, one that places importance on the employee experience, they can attract and retain the best talent. 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.

As hybrid working continues to penetrate the workplace, organisations are forced to review the way in which they provide end user computing services. Traditionally, IT has always been tightly controlled, constrained to the business need, yet modern working practices have turned the organisational chart on its head, empowering staff and embracing their needs.

This disruption is being driven by a tech-savvy and highly dynamic workforce, where consumer devices, collaborative working and publicly accessible, non-corporate cloud-based applications are commonplace. Furthermore, with the introduction of mobile working practices, 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.

As the balance shifts from company-provisioned assets towards a blend of corporate and unregulated personal devices, ensuring that employees continue to comply with device, content and application-based security policies, prior to accessing corporate data and services is paramount. Furthermore, providing users with the ability to work from anywhere, on devices that are appropriate to their role can significantly increase productivity.

This is where Ultima's Managed Workspace comes in, providing a frictionless, collaborative, mobile and highly secure experience, wrapped into a simple monthly subscription. By removing the complexity traditionally associated with managing a modern EUC environment, you no longer have to worry about the device lifecycle, OS updates, security, app delivery, endpoint provisioning and 24x7 support. Powered by Microsoft 365, Aternity and ServiceNow, we bring this all of this together, delivering a solution that empowers both IT and employees.

1.2 Service Overview

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 everyday terms, the IT systems that employees use to do their jobs, have a direct impact on how productive they can be, which in turn can affect the company's strategic objectives or bottom line. Working in diverse or disparate teams, staff collaborate towards shared goals, often working in challenging environments, across divisions, time zones, languages and transcending technical and social barriers, to achieve something greater than themselves. Organisations want staff to be able to have devices that are secured, fast, quick to deploy, easy to maintain and evergreen. They want to pay using cloud-based models and get cloud-like experiences.

Managed Workspace provides employees with a reliable, modern and highly performant end user device, which is right for their role. As part of this service, endpoints are supported and maintained by our consulting and managed services team. Combining device as a service, Managed Workspace and Microsoft licensing, we are able to provide all of your EUC needs.

1.2.1 Windows As A Service

Since the advent of Windows, organisations have been going through a broad cycle of upgrades and service packs, usually every three to five years. Every time a new version was released, IT teams would re-enter the upgrade cycle, developing images, testing apps and hardware, and preparing the deployment infrastructure, months before the first PC was even issued.

With the arrival of Windows 10 in 2015 and 11 in 2021, traditional upgrades were replaced by a servicing model, allowing Microsoft to take a more agile approach to software development. In fact, Windows 11 has the potential of being the last major upgrade that IT professionals will need to consider. And while anyone can deploy it once, as soon as that project is complete, the task of supporting and updating it begins. By moving to a higher release cadence - specifically monthly incremental quality and biannual feature updates - teams need to adopt a maintenance approach to managing the Windows lifecycle, smoothing out the deployment curve.

Using in-place upgrade techniques built into Microsoft 365 and Ultima's Managed Workspace service, we roll the task of keeping endpoints secure, functional and performant, into a simple monthly subscription, backed by stringent SLAs and granular reporting. As a Microsoft Gold partner and a member of their early adopter programme, we maintain visibility of upcoming core, security, management and productivity developments, so we can validate apps and infrastructure ahead of the next release, before proactively deploying these across your estate.

1.2.2 Security

With a significant proportion of the global workforce expecting to remain remote or peripatetic, our service provides unprecedented levels of mobility and flexibility, without impinging on security and compliance mandates. It doesn't matter whether you are looking to support traditional Corporate or VDI users, we treat device, identity, application and corporate data security with equal importance. To meet the demands of organisations at the forefront of the workplace evolution, we have integrated the industries most effective security products, with Microsoft's Enterprise Mobility and Security (EMS) at its core. Our platform has been developed from the ground up to protect your data, workforce and emerging business cultures, empowering people to work and collaborate in exiting and innovative new ways.

- Microsoft Defender delivers protection, post-breach detection, automated investigation and response for endpoints and identity
- Our platform provides conditional access to corporate data and systems on any device, using Azure Multi-Factor Authentication
- Uses Microsoft's cloud-based Enterprise Mobility Management platform to secure both devices and applications
- MDR and EDR - We can provide access to a fully managed Endpoint Detection and Response service, via their global SOC

In addition to the native security included within Microsoft EMS, we turned to EDR and MDR specialists Kroll, to provide our both Endpoint and Managed Detection and Incident Response service. With over 400 SIEM deployments to their name, they help reduce Mean Time to Detect (MTTD) and lower the average time it takes to respond and ultimately resolve security incidents.

Depending on their locale and type of business, organisations have an obligation to remain compliant with regulations such as PCI DSS and GDPR. Whether you are responsible for securing payment card data or storing personally identifiable information, we can monitor employee access, promote security awareness, detect vulnerabilities, as well as identify unauthorised access to data and its transmission. Since it is highly likely that the next security breach will come from a legitimate user, on your network it is down to Managed Detection and Response solutions to proactively notify system owners of a potential malicious individual or a compromised account, so action can be taken.

From proactive threat detection to incident response, Kroll are always on the hunt for cyber-threats emanating from inside and outside your organisation. This extends to illicit data exfiltration from C2, cloud storage, mobile, web apps, email forwarding and lateral movement, as well as poor IoT security. While its important to cast a security net across as much of your enterprise as possible, if you are unable to interpret the data, any tool quickly becomes ineffective, leaving you open to breaches in compliance, data exfiltration and insider threats.

Through Kroll, we are able to provide;

- Access to a 24x7 UK-based C-SOC for threat monitoring, analysis, notification and hunting
- Integrated security analytics technology platform
- Global threat intelligence
- Full remediation support from incident notification through to remediation guidance and resolution with Ultima
- Support for cloud, applications, network, endpoint, and identity and access management environments

1.2.3 User Experience Monitoring

Most IT teams are wholly 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.

We solve this problem by building in an End User Experience service into our Managed Workspace service. Powered by Aternity, it uses telemetry data to measure, monitor and improve overall app experience, providing a score for performance and health, based on crashes, hangs, errors, page load and wait time. It automatically drives the collection and aggregation of real time information from endpoints, and facilitates remediation that scales to thousands of devices, providing metrics for instant visibility and continuous service improvement.

It doesn't matter where your users reside or what device they use, Aternity collects hundreds of data points, processing and aggregating them in real time. Our Service Desk team then use dashboards to establish the overall health of your endpoint environment. Where further interrogation is required, they use powerful visualisation techniques and queries, to drill down into issues that may be plaguing a particular operating system, application, user, team, site, region or asset class. Common issues can then be solved with a single-click, including executing remote actions on any device. The data harvested provides our operational team with the visibility and intelligence they need to act on, engage with and remediate the entire employee experience. And we can create, modify and expand your library of built-in automation scripts to automatically resolve the most common device or user issues.

Finally, we are able to establish a baseline of business performance, in order to compare the end user experience before and after a change is made, in order to demonstrate improvements in service. Pilot and test prior to full scale deployment, to identify and resolve any incompatibilities, performance degradation or stability issues. Analyse trends in application adoption across the enterprise to track the effectiveness of strategic initiatives.

1.2.4 Device Lifecycle Management

When it comes to managing end user devices, there is a lot to think about. From form factor, capability and performance, to less obvious considerations such as inventory and complex after-care agreements, IT teams have to contend with a seemingly endless list of challenges. Our Managed Workspace platform, can help simplify the traditional device lifecycle, and wrap it into subscription-based service, by linking aspects such as sourcing, shipping, provisioning, management, maintenance, support and end of life services into a single agreement.

- On-boarding - As part of the initial setup, we work with you to define your requirement and determine how best to integrate our Managed Workspace platform into your environment.
- Sourcing - Select from a wide variety of tablet, notebook, desktop and specialised devices from HP, Microsoft, Dell and Lenovo. Lease assets directly from a catalogue, e.g. on a 2 to 5 year term.
- Delivery - Once selected, your chosen endpoints are shipped directly to site, to your employees preferred location ready to be connected to your corporate network and automatically provisioned.

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- Enrolment - No build rooms or worrying about migrating apps and data. Managed Desktop leverages Autopilot, Intune and Azure AD to provision newly Microsoft 365-enrolled devices.
- Fleet Management - Benefit from centralised unified device management, backed by deep analytics. Evergreen maintenance of Windows 11 is included too, with security, quality and feature updates.
- Support - Access 24x7 technical third line and end user support for devices and the Microsoft 365 platform, including Windows 11, and EM+S, to keep your operation on-track
- Maintenance - Supported plans can include next business day multi-vendor break / fix support on site, should the worst happen and you find yourself with a broken device.
- Renewals - When it's time to select a new device, we'll notify you in advance, giving teams plenty of time to pick out a modern and responsive replacement, which can then be provisioned in the same way
- Recovery - With your new devices delivered, simply return the legacy assets to us or we can arrange for collection. Our service includes secure and environmentally responsible WEEE-compliant disposal

1.2.5 Features

- Access to HP, Dell, Lenovo and Microsoft devices, automatically provisioned for a fixed monthly fee, over a term that suits you
- Powered by Autopilot, devices are built, configured and secured without IT intervention, reducing load on existing teams
- Hardware enabled security that leverages modern forms of encryption and biometrics as well as out-of-band management
- Includes monthly quality and annual feature updates, tested and deployed in an automated and phased manner
- LOB apps and software components delivered on-demand, by policy and in accordance with roles and group permissions
- We use telemetry and user sentiment data to improve EUX across aspects such as apps, productivity and security
- As a subscription service, we provide access to billing, consumption, reporting, self-service procurement and licensing support

1.2.6 Benefits

- Build an attractive cultural, technological and physical working environment
- No more expensive and time-consuming desktop upgrade projects
- Single monthly fee, providing hardware, software and support services
- Optional Microsoft 365 licensing, based on Government CSP pricing
- Keep Windows 10 and Microsoft 365 on the recommended release cadence
- Improve the digital end user experience and over CSAT scores

1.3 Scope

1.3.1 Core Pack

In the Core pack, we provide initial platform on-boarding and enrolment services, effectively extending the management of your existing Microsoft-365 based environment to Ultima. We provide the features that most organisations would expect to find out of the box, including full-volume encryption with BitLocker, the ability to let users securely synchronize user and app settings to the cloud, so that they receive the same UX, no matter which Windows device they log into, and password-less access via Windows Hello, providing a personal and secure way to get access using fingerprint, facial recognition or PIN.

On the administrative side, we bring in Microsoft Endpoint Manager, in order to provide comprehensive cloud-based Windows lifecycle management, including bi-annual feature updates and quality updates that provide security and reliability fixes at least once each month, alongside policy-driven mobile device and mobile application management. Finally we integrate an end user experience service. Powered by Aternity, it uses telemetry data to measure, monitor and improve the overall EUX, providing a score for performance and health, based on metrics such as crashes, hangs and errors.

Component	Service	Task	Included
On-boarding	Device Management Platform	Apply Licenses	✓
On-boarding	Device Management Platform	MEM Platform Setup with Baseline Policies	✓
On-boarding	Device Management Platform	Baseline Intune Autopilot Profile	✓
On-boarding	Device Management Platform	Windows Update Policies	✓
On-boarding	Device Management Platform	Default App Catalogue Provisioned	✓
On-boarding	Device Management Platform	Microsoft Universal Print Base Settings	✓
On-boarding	Device Management Platform	Azure AD Premium P1 Platform Setup	✓
On-boarding	End User Device Monitoring	Procure and Apply Licenses	✓
On-boarding	End User Device Monitoring	Configure Customer Tenant within MSP platform	✓
On-boarding	End User Device Monitoring	Package Aternity Agent for Deployment via Intune	✓
On-boarding	End User Device Monitoring	Setup Customer / TSC User Accounts for Access	✓
On-boarding	End User Device Monitoring	Configure Managed Applications	Up to 100
On-boarding	End User Device Monitoring	Configure Location Mapping	✓
Reporting	Portal based Service Reporting	MEM / Aternity Incident, Change & Request	✓
Reporting	End User Device Asset	HW and SW inventory, Installed Apps, PC Specs	✓
Reporting	End User Device Monitoring	User Experience, EUD Parameters	✓
Reporting	End User Device Monitoring	Audit of Changes - Apps, Infrastructure and EUD	✓
Reporting	End User Device Monitoring	Areas of Improvement - Applications and Devices	✓
Dashboards	End User Device Health & Security	Health, Security and Performance Status	✓
Incident	Remote Incident investigation & Fix	Classify, Triage and Remediation for MEM & Aternity	✓
Event	Managed Applications	Capture Performance Metrics for Specific Apps	Up to 100
Event	End User Device Monitoring	e.g. App and OS crashes, Battery, Disk, RAM, CPU	✓
Remediation	Automated Remediation Scripts	Empty Recycle Bin, Forced User Logoff, Restart PC	✓

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Contact	Portal, Email and Phone	Ultima Portal Access, Email and Phone Number	✓
Service Delivery	Assigned SDM & Review Meeting	Delivery of Scheduled Service Review	9:00 - 17:30, M-F
Change	Device Settings Amendments	Autopilot, Policies, Device, Location, Updates	✓
Change	Application Setting Amendments	Compliance and Configuration Policies	✓
Change	Azure AD Amendments	Conditional Access Policy	✓
Change	Defender for Endpoints	Windows Defender, Disk Encryption, Firewall, EDR	✓
Knowledge	Knowledge Article Maintenance	Creation and Maintenance of Customer Specific KB's	✓
Supplier	Vendor and Third-Party Tickets	Incident / Bug Escalation to Microsoft and Aternity	✓
Security	Administrative Account Review	Audit of Accounts with Access to MEM & Aternity	Quarterly
Proactive Tasks	Planning / Recommendations	Review / Recommend MEM & Aternity Configuration	Annually
Proactive Tasks	Aternity - Platform Maintenance	Review Aternity Agent Installs & Location Mapping	Monthly
Problem	P1 Incident RCA reports	RCA reports for P1 and MIs - MEM and Aternity	✓
SLA	Response & Resolution SLA	Incident Response & Service Restoration within SLA	✓
Request	Request Fulfilment	Updates, Device Enrolment and Association, EOL	✓
Release	Application Deployment	Via Azure and AD Groups	✓
Release	Application Deployment	Public App Store e.g. Google Play, Windows Store	✓
Release	Application Deployment	Public Paid Apps via Apple VPP and Windows SFB	✓
Release	Application Deployment	Windows 10 packages including APPX, MSIX or MSI	✓
Release	Application Deployment	Win32 (MSI), IPA (iOS) or APK (Android) LOB Apps	✓
Incident	Major Incident Management	Assigned MIM for MEM and Aternity P1 / MI	✓
Change	Change Advisory Board	Technical Attendance for MEM / Aternity	7:00 - 19:00, M-F

1.3.2 Endpoint Security Pack

Component	Service	Task	Included
OS	Intelligent Security	Microsoft Defender for Endpoint	✓
OS	Intelligent Security	Defender - Automated Investigation & Response	✓
OS	Intelligent Security	Defender - Advanced Hunting	✓
OS	Intelligent Security	Defender -Threat & Vulnerability Management	✓
OS	Secure Internet Access	Cisco Umbrella	✓

1.3.3 Device Pack

Component	Service	Task	Included
Device	Supply and Maintenance	Hardware Supply	✓
Device	Supply and Maintenance	Parts Replacement / Warranty or Care Pack	Optional
Device	Supply and Maintenance	Stock Holding and Shipping	✓
Device	Tracking	ServiceNow CMDB Integration	✓
Device	Tracking	Asset Tagging	✓
Device	On-Boarding	Bulk Device Enrolment	✓
Device	Disposal	WEEE Compliant Disposal	✓

1.4 Service Transition

1.4.1 On-Boarding

Once the Terms and Conditions and the Commercial Agreement have been signed, the on-boarding process begins. Ultima's team will provide you with the on-boarding forms, guides and technical support services to assist in your migration to our Managed Workspace platform. Our transition team will manage the on-boarding process to ensure all service components are enabled. This will include setting up support access, approval mechanisms for subscription and configuration changes, and Microsoft 365 platform, alongside environment management via the Ultima Managed Workspace Service.

1.4.2 Off-Boarding

On termination of the contract for any reason, the customer shall immediately pay to Ultima all outstanding unpaid invoices and interest and, in respect of services supplied but for which no invoice has yet been submitted, Ultima shall submit an invoice, which shall be payable by the customer immediately on receipt. Once termination has been agreed, there is a 30 day period during which time the removal of the services will take place. After this has completed, a transition meeting is scheduled to pass responsibilities onto the relevant parties.

1.5 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.

1.6 Service Constraints

Requires a Microsoft 365 E3 or Microsoft 365 E5 Security licence, depending on the service taken.

1.7 Implementation Approach

During the on-boarding process, customers go through an information gathering exercise, where we provide a questionnaire to be completed, as well as running automated data collection tools that access existing on-premises and cloud resources. That data is then fed back to the Autonomous Workspace platform, which based on the responses and the tier of service being provisioned, defines the solution design as well as the transition approach to be taken. Elements of the transition process are also automated, including but not limited to data migration and device reconfiguration.

1.8 Technical Requirements

Ultima require that business to business connections are made, in order to allow our support staff access to Microsoft 365 systems that are in scope for support. As part of the contract, a full list of supported services will be provided, alongside a list of the actions that will be taken against each.

1.9 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. Furthermore, as part of this specific engagement, your responsibilities will include:

- Completion of the initial Set Up Form
- 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 and software is available on-site (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 any 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, clearance and internal resources 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
- 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 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.

1.11 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.

1.12 Service Rates

Please see the associate Pricing Document for this options surrounding this service.

1.13 Service Levels

A list of our Service Levels can be found in the associated Terms and Conditions document, as part of this G-Cloud 13 service.

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.

- 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 Customer will complete the initial Set Up Form
- At this point a scheduled bill will be created, with invoices generated against monthly consumption
- Ultima shall be entitled to invoice the customer for the charges in accordance with the initial Set up Form or any additional products added via written confirmation of the parties, or where no invoice terms are specified, within 30 days of the services start date and every month thereafter for the duration of the term
- 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
- If the customer terminates the contract before the 2 year initial period has completed, the setup cost discount for the deployment will be repaid by the customer on a pro-rata basis.
- If the Customer wishes to terminate the provision of Services from the initial Set Up Form or that have been added afterwards (with written confirmation), they shall be liable to pay termination compensation (if applicable) to Ultima as stipulated in our Terms and Conditions
- Ultima may terminate the Contract with immediate effect by giving notice to the Customer if you or an end user violates the Acceptable Use Policy as set out in the Contract; or you fail to pay any material amount due under the Contract within 30 days from the payment due date of the invoice

1.16 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 Digital Transformation.

1.17 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
- 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

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1.18 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.

As a 13 times Microsoft Gold Competency Partner (including Enterprise Mobility, Messaging, Data Centre, Devices and Deployment, Volume Licensing, OEM, Cloud Platform, Cloud Productivity, Identity and Access, and Communications), Ultima have developed a strong relationship with Microsoft and maintain a team of licensing, technical and presales specialists. Ultima has a wealth of experience as a Licensing Solutions Provider and a Systems Integrator and via Microsoft's Partner Network Competency Program, our staff are accredited to the highest levels in order to effectively deliver and support the vast majority of Microsoft's solution portfolio.



1.19 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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