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## Service Definition - RM1557.15

### Connectivity Services

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G-CLOUD 15



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## 1.0 Service Definition

### 1.1 Introduction

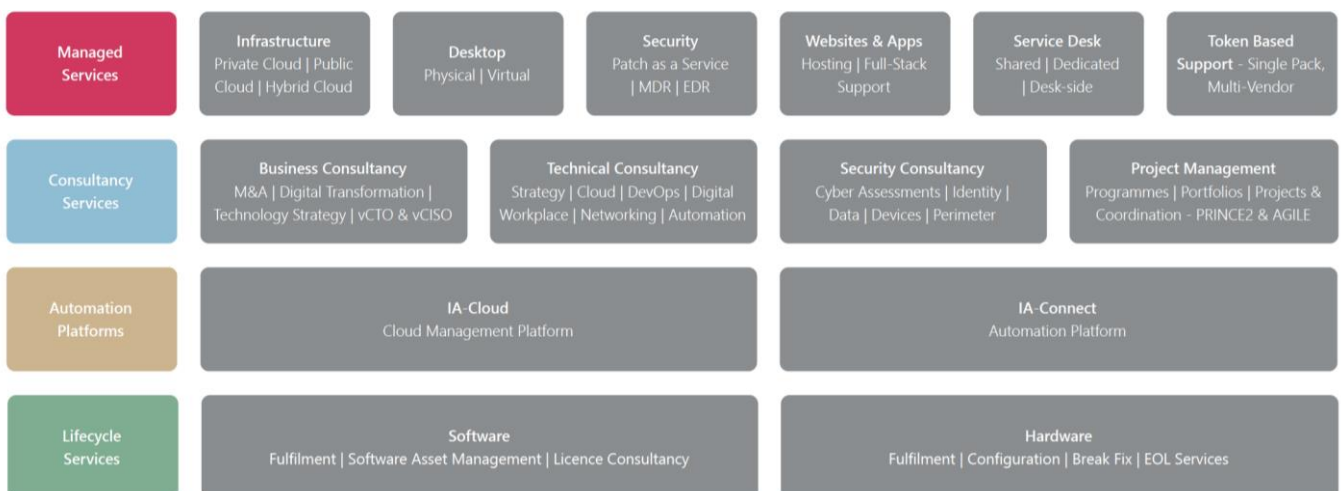
It's rare to find a public sector organisation whose success isn't inextricably linked to the execution of its IT strategy. They are no longer an assortment of standalone services, residing on a static environment. Instead they have evolved into complex, multi-faceted entities, which require a blend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

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

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

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

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



### 1.2 The Challenge

After two years of remote working, with offices closing entirely or limiting access to staff, many organisations have opened their doors once more and are taking the opportunity to rethink what their network needs to deliver in a post-pandemic world. This includes everything from the consolidation of major sites and collapsing of data centres as organisations realign their needs around cloud-based and hybrid working, to the introduction of regional satellite offices, to the shoring up of emergency identity and network access control technologies, ushered in when the Covid-19 pandemic was at its height.

- Having laid dormant for some time, many are performing network health checks, only to find that their aging environments have reached the end of their supported lifecycle, or are out of step with security recommendations and modern design philosophies.
- While MPLS has historically been reliable and performant, the high cost, geographical limitations and lack of de-centralisation meant that organisations have been looking for alternatives to dedicated circuits
- Independent studies have shown that most wireless networks are poorly designed, optimised and do not provide the required quality of service. Given the dramatic increase in VOIP and video communications, employees are returning to the office only to find a poor wireless experience compared with home.
- Ad-hoc remote access solutions that were rapidly installed at the start of the pandemic need to be formalised as part of a post-pandemic network strategy, that places hybrid working at the centre of operations
- As the reliance on private data centres reduces due to the trend of moving existing on-premise workloads to the public cloud or the adoption of cloud-native SaaS services, bandwidth requirements dramatically change, leaving network teams facing the problem of how to manage network and application performance.
- Due to the continual erasure of the corporate network perimeter, network managers are looking at introducing some form of software-defined network segmentation, compartmentalising their environment so there are fewer single points of failure, and introducing additional security controls. Organisations need a strong segmentation strategy to build from.
- Through mergers and acquisitions, many IT managers find themselves having to support many different vendors and network providers and cloud and on-prem environments. This lack of unification can introduce higher costs in terms of skills retention (training and recruitment), additional management overheads and interoperability and integration challenges.
- Since the start of the pandemic, there has been an explosion in the amount of traffic traversing the corporate network. Aside from the costs associated with video conferencing, 4k streaming media and data intensive applications, many networks were simply never designed to accommodate such volumes, putting a strain on infrastructure and security processes.
- Like the security industry, many organisations are finding it difficult to recruit the network skills needed to stay ahead of the current shift in corporate / hybrid working culture. Qualified specialists are expensive, hard to find and even harder to retain, leading to postponed projects, and the inability to execute their network strategy.

### 1.3 Service Overview

#### 1.3.1 Advise - Network Assessments and Surveys

Unless you continually have eyes on glass, you may not be aware of the stressors affecting your network. From unexpected usage patterns and sudden lag spikes, to packet loss and spurious routing issues, identifying and diagnosing problems across your enterprise can be frustrating, time consuming and even expensive. Without proper monitoring tools, analytics and a basic level of supervision, quality of service can be affected which if left unchecked, can impact everything from real-time transactional applications to productivity. Additionally, as the backbone of your business, the more complex your network is, the more risk there is of a component failing or presenting issues, which in turn can introduce widespread disruption.

- For organisations investing in their network strategy for 2022 and beyond, we can provide architect-level guidance and assurance, helping to shape everything from WAN connectivity and network topology, Wi-Fi 6 and hybrid working, to better use of automation and the introduction of software defined networking.
- Our connectivity assessments provide a detailed examination of your network, from wireless to wired, core to edge, and on premises to cloud, so you can ensure you are delivering the right kind of connectivity for your business
- A time-consuming task without the right tools, our infrastructure health checks can provide you with the insights needed to remediate your VPN, VLAN, LAN, WAN and WLAN environments, reporting against everything from network saturation and quality of service, to deviations from best practice, reliability issues and misconfigurations.
- Given the proliferation of mobile EUC solutions, we can conduct a radio frequency site surveys, essential to delivering robust wireless capabilities, including VoIP and real-time location services.
- We can help you create a performance baseline for your network, so you can use it to identify the first signs of performance degradation, giving you more time to locate and remediate the issue, before it develops into something that impinges upon business operations.
- We can advise you about implementing leading network monitoring tools from Garner's magic quadrant, helping to illuminate all four corners of your estate and giving you the insights you need to keep your network running optimally, 24x7
- Our connectivity specialists are well versed in a wide range of tier one network and security vendors, holding expert-level certification across Cisco, Palo Alto, Meraki, HPE, Aruba and Check Point.

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

- **Network Audit** - For those struggling to pinpoint precisely what they have and where, our audit service can provide you with a comprehensive inventory, alongside an assessment of where your devices are in the vendor lifecycle
- **Wireless Network Health Check** - Ensures your existing Aruba or Meraki-based controllers and access points are operating effectively, ensuring you can meet Quality of Service (QoS) and Quality of Experience (QoE) objectives
- **Wireless Radio Survey** - Our options include a visual inspection to identify construction concerns, a heat map of your existing Wi-Fi network to determine the most appropriate access point locations, plus a wireless improvement report, covering everything from frequencies, coverage, and interference, to recommendations for power and cabling.
- **Network Infrastructure Health Check** - From Cisco, Palo Alto and Meraki, to HPE and Aruba and Check Point, our health checks provide you with the insights needed to remediate your VPN, VLAN, LAN, WAN and WLAN environments
- **Connectivity Review** - Ensure employees and customers are able to securely access corporate services and data, regardless of their location and receive a costed report containing recommended changes and investments, to better align your network with the strategic and cultural direction of your business.
- **Network Security Segmentation Assessment** - Review the current setup of your micro and macro segmentation to ensure it is limiting unwanted or risky east-west traffic, alongside current zero-trust policies in place.

### 1.3.2 Design and Plan - Edge and Software Defined Network

As the world has become more interconnected, so has the requirement to communicate and collaborate on a global scale. While traditional WAN connected users at a branch office or campus would traverse dedicated MPLS circuits or leased lines to provide security and reliable connectivity to applications hosted on servers in the data centre, this approach no longer optimal in a cloud-centric, cloud first world. As organisations continue to adopt SaaS and IaaS services across multiple clouds, it has driven the need for a new network model, since the majority of traffic is now flowing from branch to the cloud, rather than to a traditional data centre.

- SD-WAN will equate to 29% of business WAN traffic by 2022, a 5 fold increase over 2017, while 60% of enterprises will have implemented SD-WAN by 2023 to increase network agility and support for cloud apps - Cisco VNI Study / Gartner
- With the ability to support connections such as MPLS, 4G/5G and LTE to deliver a highly resilient and high performance WAN, SD-WAN technology helps lower operational costs and improve resource usage for multi-site deployments
- With SD-WAN, network administrators can use bandwidth more efficiently and can ensure the highest level of performance for critical applications without sacrificing security or data privacy
- SD-WAN can help customers who are considering migrating applications to the cloud, experiencing poor SaaS performance and delays in deploying new branch offices, suffering from inconsistent VoIP and video quality, as well as reduce the impact of MPLS contract leads times.
- Working with handpicked technology vendors in the Gartner top-right quadrant, we have a track record in the design, delivery and support of enterprise network and security solutions, and can reduce the costs of branch connectivity, while improving agility, application performance and end user experience for public cloud applications.
- Our architects can help design a replacement future-proofed SD Access solution from Cisco, providing an open, extensible, and software-driven approach that makes the network simpler to manage and more agile, with built in redundancy, resiliency and high availability
- When it comes to the data centre, we can help you standardise around a common technology ecosystem, designing a high performance software-defined network around VMware NSX or Cisco ACI
- When it comes to mergers and acquisitions, we can help teams coalesce around the most appropriate architecture, unifying infrastructure under a single or small number of vendors, alongside the presentation of a single management plane
- Ultima's can help overcome common Wi-Fi challenges by planning and designing an 802.11ax wireless network to deliver the required coverage, data rates, network capacity, roaming capability and QoS, taking into consideration the risks associated with RF interference and the most optimal location for each access point.

### 1.3.3 Deliver - Hybrid Network Deployment Services

It's rare to find an organisation whose success isn't inextricably linked to the execution of its network and security strategy. They are no longer an assortment of standalone services, residing on a static environment and based around a hub and spoke topology. Instead they have evolved into complex, multi-faceted entities, which require a hybrid network 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. From hundreds of mobile EPOS terminals and IoT devices connecting to Azure throughout a 20,000 seater football stadium, to patient records system delivering high volumes of clinical data at the touch of a button, to e-sports reliance on low-latency, where the difference between winning and losing is measured in milliseconds, the future of connectivity is as rich you can imagine.

- Hub and spoke designs that have traditionally been based around a single architecture are limited, especially in organisations that have vastly distributed sites and services, and rely on multi-cloud services that span many different regions.
- The trombone effect caused by having to backhaul traffic over vast distances just to be inspected and then forwarded onto a user who is quite often situated closer to the source, can introduce unwanted latency and dramatically affect application performance.
- Working with our network architects, we can help you introduce an application-centric network that can cater for all potential use cases, providing a dynamic mesh that connects regional offices with private, public clouds and on-premises data centres

## » Service Definition - Connectivity Services

- While traditional MPLS-based networks are unlikely to disappear completely, we can deploy a hybrid network based around SD-WAN, that will more cost-effective over time, more agile and provide increased reliability
- When it comes to network security, while traditional firewalls and intrusion prevention systems (IPS) are designed to inspect and secure traffic coming into the data centre in a north-south direction, we can use software-define networking solutions to implement micro segmentation, limiting an attackers ability to move laterally throughout the data centre, even after they have penetrated your perimeter defences.
- Using network virtualisation, our teams are able to create granular security zones within your data centre and cloud instances, that help isolate individual workloads and keep them secure.
- We are able to help you implement a zero-trust security model, attaching security settings to certain types of application traffic and logic, creating policies that limit network activities, outside that which has been explicitly defined.

### 1.3.4 Manage - Managed Network Security

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. As a result, teams can often feel as if they are continually playing catch-up, trying to stay ahead of the demands of their shareholders, workforce and industry.

- 59% of companies outsource to reduce or control costs, with 57% choosing to do so to focus on business objectives - Deloitte
- Striking a balance is important. 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.
- Our managed services are designed to release an organisation from the burden of managing their underlying network infrastructure, so that they can continue to execute their IT strategy, without having to worry about keeping the lights on.
- 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 become more agile, focusing instead on investments which promote growth, competitive advantage and drive innovation across every facet of their business.
- 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.
- By outsourcing aspects of their IT estate, the responsibility for standardisation, continual service improvement, compliance, customer services, training and resourcing falls to the MSP, who can be held to account through measurable service levels and key performance indicators.

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

- **IRIS - Mission Critical Support** - As organisations evolve and become more complex, so does the technology that supports them. By selecting IRIS - Mission Critical Support from Ultima, you can keep pace with change, safe in the knowledge that your network infrastructure - whether it reside on-premise or in the cloud - is fully supported.
- **IRIS - Token Based Support** - For organisations looking to continue supporting their own environment, but wish to call upon a third-line escalation service in the event of a P1, Ultima offer a flexible, unified token-based reactive support service designed to provide remote technical investigation, guidance and advisory services
- **Branch in a Box** - Based on pre-defined reference architectures from leading vendors, we provide a fully managed t-shirt sized network environment, with optional Wireless LAN and SD-WAN connectivity. Just turn up, connect and get to work.

## » Service Definition - Connectivity Services

- **Managed WLAN** - For existing Meraki and Aruba wireless networks, we can wrap a 24x7 break fix and support service around your infrastructure, giving you piece of mind over quality of service and experience, alongside access point security, patching, firmware updates, configuration, policy management and flexible guest access.
- **Managed Cloud Firewall** - From traditional branch office gateways to next gen data centre firewalls, we provide 24x7 managed support for Check Point, Cisco and Palo Alto, covering everything from policy management, routing and VPN configuration changes, to IPS protection and Data Loss Prevention amendments

### 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

## Service Definition - Connectivity Services

- 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 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 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        |

## Service Definition - Connectivity Services

### 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.

## Service Definition - Connectivity Services

### 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            |

## Service Definition - Connectivity Services

### 1.14 Ordering and Invoicing Process

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

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

### 1.15 Termination Terms

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

### 1.16 Service Levels

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

### 1.17 Service Assurance

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

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

### 1.18 Supporting Government Organisations

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

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

## Service Definition - Connectivity Services

- 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](mailto: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](https://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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