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Service Definition - RM1557.15

Modern Workspace Consultancy Services

G-CLOUD 15



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Service Definition - Modern Workspace Consultancy Services

1.0 Service Definition

1.1 Introduction

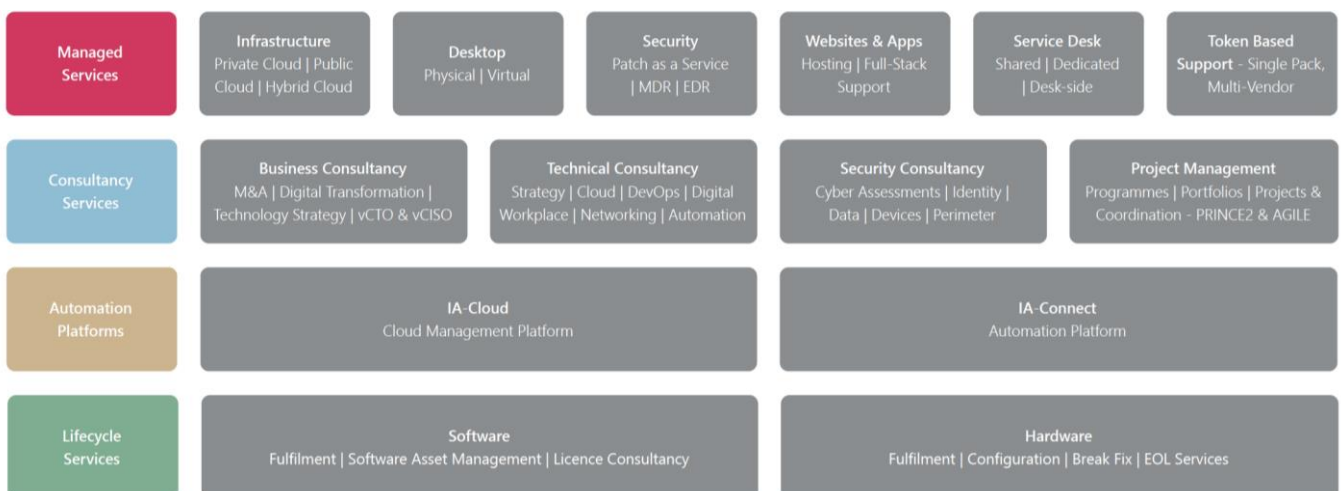
It's rare to find a public sector organisation whose success isn't inextricably linked to the execution of its IT strategy. They are no longer an assortment of standalone services, residing on a static environment. Instead they have evolved into complex, multi-faceted entities, which require a blend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

As consumerisation continues to penetrate the workplace, organisations are being 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. Staff are used to having access to the latest devices, operating systems and applications in their personal lives, and expect the same in the workplace.

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.

Finally, 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.

78%

of executives believe

that workplace strategy, process and technology is important to company performance - [Harvard Business Review](#)

< 15%

Of Workers feel engaged

Productivity and innovation is critical, yet data suggests employee experience is poor - [Harvard Business Review](#)

75%

of the global workforce

Will be millennials by 2025, shaping corporate cultures through their work habits and expectations - [Forbes](#)

5x

More Likely

To increase performance, for companies promoting collaborative working cultures - [Institute for Corporate Productivity](#)

1.87b

Employees mobile by 2022

Equating to 45.2% of the global workforce, thanks to advances in technology - [Strategy Analytics](#)

By 2020

EUC Strategies

That solely focus on the device and internal cost optimisation activities will be replaced - [Gartner](#)

1.3 Service Overview

As the world has become more interconnected, so has the requirement to communicate and collaborate on a global scale and within a unified environment. By blending complementing technologies together, we can 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.

The notion of placing the employee at the centre of a successful digital workspace is not new, but with the emergence of new flexible ways of working, backed by cloud-based productivity, management and security solutions, this focus has never been more important. Ultima believe that by fostering a positive environment where employees are enabled to do their best work, this will help drive everything from innovation, a greater end user and customer experience, as well as maintain competitive advantage. To this end, Ultima have defined the following pillars that encompass an optimised Digital Workspace that can be delivered by our Modern Workspace practice;

User Experience

By providing integrated, frictionless environments for employees, their relationship with business goals and objectives will be aligned, providing a willingness to be fully engaged. Furthermore, providing a user workspace, where each individual employee is enabled and empowered with the tools to do their best work will lead to a more successful organisation.

Productivity

Productivity is 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. 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.

To help foster a more productive workforce, Ultima can help ensure your employees have all the applications and services they need at the right time and place. With the increased prevalence of remote or offsite working, leveraging cloud-based services such as Microsoft Office 365 is a key enabler. We also recognise that new productivity tools have wide-ranging features, which if not adopted correctly can reduce return on investment and hamper progress and productivity. To that end Ultima can provide training platforms and user adoption services to provide employees with the skills to leverage the full power of the product suites, tailored to the employee's role and skillset.

Modern Management and Monitoring

Modern management allows IT to manage with a cloud-based approach across all devices to deliver drastic time and cost savings to your organization. Not only does this provide organisations scalability, but IT can also manage all devices with zero touch provisioning, software distribution and security.

The power of modern management is remarkable and a stark difference from the traditional experience employees are used to. We also believe it is imperative to have complete visibility of the entire workspace with datapoints generating actionable insights. These

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analytics and insights provide a picture of your estate, allowing IT to quickly adapt to changes in requirements without impacting the user experience or productivity, but also maintaining essential security control to keep your business safe.

Workspace Security

If user experience is the heart of the digital workspace, then security is the cornerstone. Traditional methods of relying solely on perimeter-based security are no longer adequate with today's increasingly mobile workforce. Ensuring the users identity is secure, data is protected and external virus, malware and zero-day threats are repelled are all necessary, in order to keep the user and corporate data secure. By providing dynamic risk-based access, the user experience is optimised by ensuring additional security controls are only applied when necessary.

Workspace Automation

Once you have visibility into how your users are working, you can automate policies to increase security, improve user experience, and optimise resources. To handle the massive scale and complexity of a digital workspace, automation is critical for onboarding, deploying applications, serving up patches and updates, as well as automating remediation steps for policy compliance, based on intelligence. You need be proactive in your security instead of reacting to malicious threats after the fact. Automation keeps operational costs low and removes inconsistencies across devices.

Pillar	Enabling Technologies	Enabling Services Provided by Ultima
User Experience	Microsoft Windows 10, Citrix Virtual Apps And Desktops Service, Vmware Horizon, Microsoft Fsxlogix, Ivanti User Workspace Manager	Platform Lifecycle Services, Application Delivery Lifecycle Services, Persona and Profile Management
Productivity	Microsoft Office 365 - Exchange Online, Teams, Sharepoint Online, Onedrive For Business, Avepoint Cloud Backup, Citrix Workspace Premium, Vmware Workspace One Portal	Data Lifecycle Services, Communications and Collaboration, Service Aggregators, Adoption and Change Management
Modern Management & Monitoring	Microsoft Autopilot, Microsoft Intune / Endpoint Manager, Vmware Workspace One Unified Endpoint Management, Microsoft Endpoint Analytics, Lakeside Systrack	Modern Provisioning, Windows Endpoint Deployment, Windows/Mobile Endpoint Management, Analytics and Reporting
Workspace Security	Microsoft EMS, Vmware Carbon Black, Microsoft Bitlocker, Azure Active Directory, Azure MFA, Windows Defender ATP, Office ATP, Mimecast, Ivanti Patch, Cisco Umbrella, Sandblast Mobile	Identity And Access Management, Intelligent Endpoint Security, Patch Management, Data Security
Workspace Automation	Microsoft Power Platform, Blueprism, Blueprism Cloud	Robotic Process Automation, Microsoft Workflow Automation, Low-Code Apps (Power Apps)

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1.3.1 Service Features

- Delivered by our certified Modern Workspace architects and consultants
- Comprised of strategic, tactical packaged services to drive workspace transformations
- Backed by straightforward four and eight stage project methodologies
- Define new EUC strategy including total cost of ownership model
- Enable a wide range of individual services, or engage us to refresh the entire EUC stack
- Define architectural blueprints that deliver the required functional and non-functional requirements
- Migration activities from Current to a new Target Operating Model
- Introduce modern management techniques, retaining greater control
- Improve the end user experience, bolstering employee satisfaction and retention
- Enhance EUC productivity, security and mobility across your estate

1.3.2 Service Benefits

- Advance long-term strategic objectives with a well-defined, measurable roadmap
- Pinpoints inefficiencies and identifies opportunities for improvement
- Provides innovation and creative solutions, while ensuring enterprise-wide coherence
- Addresses complexities of evaluating, rationalising and right-sizing your EUC environment
- Focussed on enhancing end user experience to maximise productivity
- Experience in delivering complex multi-vendor Modern Workspace solutions from the likes of Microsoft, Citrix and VMware
- Enables business growth and expansion without being tied to constraints (e.g. time and skills) within existing teams
- Access to experienced architects, consultants and project governance roles on time and materials or fixed price basis
- De-risk engagements by allowing recognised technology experts to provide on-going guidance and support
- Deliver better business outcomes through proven architectural standards and technical / project IP
- Support knowledge transfer and on-going development of your on-site team through shadowing activities
- Permit access to extensive in-house technical and project expertise for projects and ad-hoc support or backfill cover
- Delivery teams are managed by full time resource coordinators, matching skilled individuals with client requirements

1.4 Scope

Delivering cost-effective, secure, scalable and highly dynamic IT services can be a challenge in and of itself. Between the weight of technical debt, regulatory compliance, budget constraints, competing demands for increasingly limited resources and pressures from outside your organisation, finding the right partner to help relieve the burden is important. As a result, many organisations are either looking at initiating or have already started programmes of change to upgrade, maintain or modernise their IT infrastructure.

Where they do not have the capacity or the specific experience to take-on these kind of complex change programmes, they look to partners like Ultima to complement existing teams, providing access to additional horsepower to drive home key projects. Comprised of architects, consultants and project specialists, Ultima's professional service teams are able to deliver an extensive range of on-trend cloud solutions and transformation engagements to our Public Sector clients. Divided into two main practice areas - Modern Workspace and Modern Data Centre - we recruit the best talent from across the industry, all backed by our internal development programme and vendor certification paths, which enable employees to become experts in their chosen field.

Enabling Services

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The following is a non-exhaustive list of specific types of engagements for each of the enabling services listed above;

- **Platform Lifecycle Services** - We provide services to ensure the underlying end user platform is delivered, optimised, and maintained. The platform could be delivered directly to laptops and desktops or leverage Virtual Desktop Infrastructure (VDI) from market leading cloud VDI providers such as Microsoft, Citrix, and VMware. Lifecycle services include greenfield deployments, upgrades of existing platforms, and migrations to new platforms
- **Application Delivery Lifecycle Services** - We provide services for application packaging and delivery. This includes discovery of existing applications, and application compatibility assessments to ensure all relevant information is captured. Application packaging includes packaging traditional MSI, application virtualisation using App-V or more modern application packaging technologies such as MSIX. Once applications are ready, they can be delivered to the user, remotely through technologies such as Citrix Virtual Apps published applications, application layering technologies or through deployment tools such as Microsoft Endpoint Manager. This lifecycle can then be used for updates to existing applications as well as ongoing application portfolio analysis to ensure applications are still required and relevant.
- **Persona / Profile Management** - Ensuring a user's profile settings are maintained between logons is critical to user experience. Ultima can deliver a range of profile management tools including Microsoft FSLogix and Ivanti User Workspace Manager to not only ensure profile data is centrally stored and protected, but to also provide a seamless experience, particularly when leveraging shared desktops.
- **Data Lifecycle Services** - Data lifecycle services includes a range of services including the provision and delivery of cloud-hosted storage through products such as OneDrive for Business, and SharePoint Online. This includes assessment and migration of existing data into these cloud platforms as well as SharePoint design services. In addition to this, the data must be protected and recoverable utilising technologies such as Azure Information Protection for labelling and classification, and AvePoint Cloud Backup for backup and recovery services. We also provide data audit and governance services leveraging Microsoft EMS Security and Compliance features.
- **Communications and Collaboration** - We can deliver key collaboration tools within the Microsoft Office 365 Suite such as Exchange Online including hybrid deployments and pure cloud deployments. Our experience with Microsoft Teams includes deployments for instant messaging, enterprise voice as well as integrations with other services. We also have experience integrating Teams Phone System with existing PSTN systems.
- **Service Aggregators** - With the proliferation of SaaS services, service aggregators provide a single portal for users to seamlessly access these, leveraging secure single sign-on. These aggregators can be used to enumerate a range of services including SaaS services, traditional websites, cloud-hosted file services, and published application resources.
- **Adoption and Change Management** - New productivity tools have wide-ranging features, which if not adopted correctly can reduce return on investment and hamper progress and productivity. Ultima can provide a range of options to help users embrace these technologies including the provision of user training platforms, workforce analysis, custom training sessions, custom user-centric learning paths, and communication plans.
- **Modern Provisioning** - Leveraging the cloud-based technology - Microsoft Autopilot, modern provisioning provides a zero-touch approach for delivering Windows 10 to endpoint devices.
- **Windows Deployment** - Ultima can also provide more traditional methods for deploying Windows operating systems to endpoints through the Microsoft Endpoint Configuration Manager (formerly System Center Configuration Manager).
- **Windows / Mobile Endpoint Management** - With the modern management approach all endpoints, whether they be Windows, iOS, Android, or macOS, are managed from a single platform. Ultima can deliver solutions to provide end-to-end management of these devices using products such as Microsoft Intune and VMware Workspace ONE Unified Endpoint Management.
- **Analytics and Reporting** - In addition to configuration of built-in reporting and analytics, Ultima can also provide custom reporting through the development of Microsoft Power BI reports and dashboards. All key Modern Workspace vendors including Microsoft, Citrix, and VMware are aware of the importance of meaningful data and as a result provide a large range of metrics that can be analysed to provide contextual information allowing the customer to make data-driven decisions.

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- **Identity and Access Management** - Many organisations still require traditional Microsoft Active Directory Domain Services however using Azure Active Directory as a user identity offers some additional benefits in today's modern workplace. Not only can Ultima provide integration of these domain sources, but can also put the necessary security controls in place to keep the user identities protected without compromising the user experience. Security control includes the implementation of Conditional Access based policies, multi-factor authentication and password-less logins (Windows Hello).
- **Intelligent Endpoint Security** - It is no longer sufficient to simply provide anti-virus and anti-malware protection to secure the endpoint. Ultima has experience in delivering intelligent endpoint security product suites including Windows Defender ATP and Sophos Endpoint Security. In addition to antivirus, anti-malware, anti-ransomware, Ultima can also provide Endpoint Detection and Response, Managed Threat Response and machine learning based threat intelligence to help thwart zero-day exploits. To cater for iOS and Android mobile devices we can also deliver Check Point Sandblast Mobile, a market-leading advanced mobile threat prevention tool.
- **Patch Management** - Regular, reliable patching is essential to maintain the security posture of your estate. Ultima can provide services to ensure patching is configured to meet your requirements and ensure compliance. Not only can we create a patching regime for Microsoft-based products, we also provide patching of non-Microsoft applications through Ivanti Patch.
- **Data Security** - Data security is part of Data lifecycle services. This includes data loss/prevention - ensuring the security envelope follows the data instead relying solely on a walled garden, Data Protection / Retention - enforcing policies across corporate data structures to drive governance and compliance, and Data Threat Analytics - analysing data behaviour and access patterns to uncover advanced threats before they occur.
- **Robotic Process Automation (RPA)** - Through the use of RPA platforms such as Blue Prism and Blue Prism Cloud, we can provide a range of automation services to help increase the speed and accuracy of recurring processes, freeing up your employees to focus on other activities. We can help you create an Automation Centre of Excellence to provide process and structure to your automation practice. We can also assist with identifying processes to automate, providing business case justification, as well as creating and implementing the automations.
- **Microsoft Workflow Automation** - As part of the Microsoft Power Platform, Power Automate provides a powerful workflow automation which enables both IT and the user to create automations that will simplify their job. Ultima can assist in creating these automation workflows as well as providing training to staff to enable them to create these themselves.
- **Low-Code Apps (Power Apps)** - As part of the Microsoft Power Platform, Power Apps is a low code application development environment with a range of built-in services and connectors to simplify the creation of applications. Whilst Power Apps has less complexity than some other application development platforms it still has the power to create more complex applications. Ultima can assist in creating these applications as well as providing training to staff to enable them to create these themselves.

Architectural Services

The principle goal of our architectural team is to help clients maximise their ROI and solve real business challenges using IT, support business imperatives and become a trusted cloud technology advisor. By fostering an understanding of business drivers and strategic direction, we can 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, our architects are able to bridge the gap between information overload on the one hand and innumerable strategies on the other. They help drive business transformation effectively including solution evaluation, strategic planning, design, integration, execution, and operations

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Leadership

More than evangelists, our 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

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 from a range of Modern Workspace vendors and can demonstrate extensive design and deployment experience, helping to both expedite and de-risk delivery. Throughout our Modern Workspace and Data Centre 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

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

At the point of enquiry, we will work with your organisation to capture your requirement and ensure that we propose the most appropriate solution - packaged or bespoke - alongside commercials to conduct the work.

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1.8 Implementation Approach

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.



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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 from either our Modern Workspace or Modern Data Centre practice will provide forensic analysis of your environment and articulate the findings and recommendations, aligned to your emerging 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

1.9 Technical Requirements

To be captured within the Statement of Works, depending on the scope of the engagement defined.

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.

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.

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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

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- 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 9001:2015 and ISO 27001:2013. Our certification provides evidence to our prospects, customers and other interested parties that Ultima is a trusted IT business partner with a strong appetite for securing our information assets and those entrusted to us by our customers, and that we meet a standard set of statutory and regulatory requirements related to our products and services. A copy of our certificate are available [here](#).

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

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 both the organisational goals and end user needs, using Ultima's wide range of public cloud and IaaS, SaaS and PaaS transformational services to deliver the desired outcomes, ensuring the client is using the right platform, at the right scale, all backed by the most appropriate level of support.
- Supporting ICT cloud strategy through the provision of Ultima's family of next generation Autonomous platforms
- Being guided by the 14 cloud security principles
- Enabling business change through the use of structured PRINCE2 and Agile project methodology and governance, alongside vendor best practice and appropriate architectural standards
- Adopting ITIL for IT Service Management across our IRIS, Cortex and Autonomous platforms

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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



➤ 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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