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Service Definition - RM1557.15

Hybrid Cloud Services

G-CLOUD 15



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Service Definition - Hybrid Cloud Services

1.0 Service Definition

1.1 Introduction

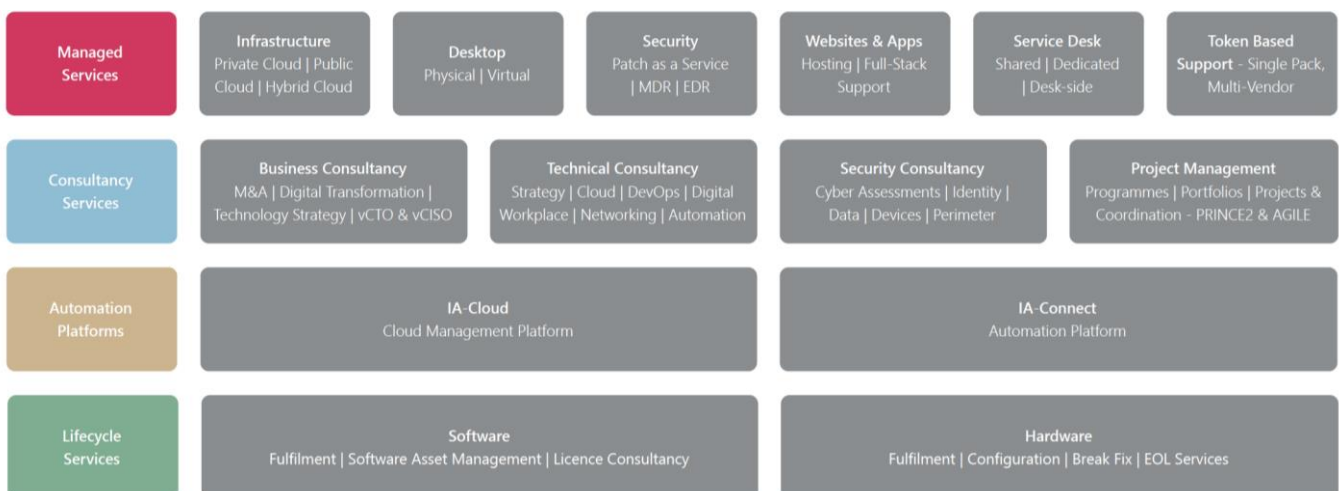
It's rare to find a public sector organisation whose success isn't inextricably linked to the execution of its IT strategy. They are no longer an assortment of standalone services, residing on a static environment. Instead they have evolved into complex, multi-faceted entities, which require a blend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

The data centre is the brain of business operations. It typically follows the traditional IT lifecycle of strategic and tactical investment, growing organically in line with the needs of the business. On occasion it evolves rapidly following periods of mergers and acquisitions. This level of change can leave your organisation with a mismatch of services and platforms which do not integrate well or are duplicated across several application groups or functions. Over time, different teams and even shadow IT can leave your data centre environment with many siloed applications, duplicate services, with no clear strategic roadmap.

- While the global pandemic initially put businesses into survival mode with the focus on enabling the remote work force, the focus has slowly began to transition towards growth, with operational resiliency a key agenda item.
- The increased demands from remote workers and ramping up of online trade has led to an increased demand in data centre, edge and cloud expansion. The challenge now is about revisiting the temporary solutions installed as a result of the pandemic, with many needing to be reconfigured to meet security standards or a re-architected entirely.
- 39% of businesses reported one or more cyber security breaches in the last 12 months, causing interruption to IT operations. This increase has been in part down to organisations being reluctant to invest in security projects.
- While many companies are keen to modernise and move to cloud-like services, the weight of technical debt is hindering their progress. Historical short-cuts taken when it came to designing and implementing application services and infrastructure, has created additional levels of complexity which are difficult to unpick.
- While it is rare for systems to fail completely, inadequate management tooling, a lack of visibility and understanding, as well as poorly documented systems, mean that when outages happen, they can be unforeseen and exacerbated. Couple this with the habit of sweating of assets beyond their shelf life, mean that mission critical systems are often left in a precarious position.
- As technology silos narrow into ever more specialist areas, organisations are finding it increasingly hard to plug the skills gap as behind as staff leave the organisation. Research by Skillssoft found that 76% of IT decision-makers have departmental skills gaps - a number that has increased significantly in the past five years
- Customers are reporting challenges with legacy backup and disaster recovery solutions, due to budgets constraints, limited resources and an incomplete or inadequate HA/DR solution, meaning that business continuity plans are often unable to meet stated recovery point / time objectives.
- By implementing tactical solutions with poor scalability or quick fixes to solve capacity issues, many organisations experience interoperability issues, alongside siloed resources and increased management overheads. In some cases, complete technical refreshes have been postponed, while 'forklift' upgrades are being evaluated against accelerated plans to the cloud.
- The complexity and often the sheer variety of a hybrid cloud environment makes it difficult to ensure that the configuration is standardized and secure against threats. Organizations need to consider policies that are applied uniformly and yield the expected performance for their deployment.

1.3 Service Overview

1.3.1 Advise - Data Centre Advisory

While the journey towards a new data centre strategy is always evolving, the direction of travel is usually to create a hybrid platform, one that permits the placement and movement of applications and data services, between the private and public cloud. This provides a seamless cloud network - extending the boundary from edge, data centre to the public cloud - while adopting technologies such as a software defined network to connect all of the services together, and allow organisations control of their network security, regardless where the workload is.

Any new hybrid cloud platform should provide a self-service portal, with an orchestration and automation engine that can be used for physical servers, virtual machines and containers on the both the private and public cloud. It should allow developers to interface with open APIs, alongside access to a broad ecosystem of logging, monitoring and service management tools. Furthermore, the data centre hosting location should facilitate a range of WAN and Cloud connections, alongside an eco-friendly approach to power and cooling.

- Defining a hybrid cloud model can be summarised with 4 Ps. Having a Platform, a Place for your data centre, alongside the right People and Processes to deliver the services you need (see diagram below)
- Delivered by our experienced Solution Architects, our data centre advisory services describe a logical and cost effective move away from your Current Operating Model (COM) to a replacement Target Operating Model (TOM).
- We start out by determining your data centre requirements, before conducting a maturity assessment of your existing stack, in order to define what degree of modernisation, rationalisation or optimisation is required.
- By taking advantage of technologies that automate processes, create bridges between systems and provide comprehensive and unified management, we can help you move towards a more secure and optimised hybrid data centre.
- We are able to deliver a range of evidence-based technology option reviews, evaluating and comparing category-specific solutions in order to arrive at a supported and fully costed recommendation, aligned to your requirement.
- The principle goal of our architecture team is to help clients maximise their 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 can facilitate the decision-making process through evidence-based assessments, stakeholder engagement, outcome analysis and market and technology insights.
- 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
- We are a 14 x Microsoft Gold Partner, HPE Gold Partner and VMware Principle Partner

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

- **Data Centre Consolidation and Optimisation Advisory Service** - The service is aimed at customers looking to create a strategy to reduce or optimise the number of datacentres, hardware footprint, technologies and operating model. The report produced includes a high-level architectural plan with costs, to enable the shift to a replacement target operating model.
- **Data Centre Modernisation Advisory Service** - Following a straightforward four stage process - Analyse, Review, Define and Present - we develop a hybrid data centre strategy that addresses the complexities of evaluating, rationalising, optimising or transforming your environment.
- **Data Centre Discovery and Health Assessment** - Whether you are preparing to transform the way in which you provide data centre services, or just want to check things are running smoothly, our flexible health check services can ensure that your environment is running optimally, and its management tools meet current and future requirements.

1.3.2 Design and Plan - Hybrid Cloud Design

Depending on your starting point and your experience in working with cloud, hyper-converged or software defined data centre technologies, the development of a hybrid cloud design can appear daunting. While the benefits of such an approach can be significant, including leveraging the best that both private and public cloud has to offer such as cost containment, improved scalability and control, increased agility and innovation, enhanced security and more robust business continuity, the scope and complexity is such that it is often quite hard to know where to start. Having the experience to forge ahead with a specific design, without inheriting the drawbacks typically associated with either environment is key.

- Our hybrid cloud and data centre design services are based on a series of well-defined reference architectures, all delivered by experienced architects and consultants.
- We are versed in vendor-specific methodologies, standards and frameworks (e.g. Microsoft Cloud Adoption Framework and TOGAF), allowing us to provide a consistent approach for designing and implementing enterprise architectures.
- By engaging our subject matter experts with our knowledge and real-world experience of multi-vendor technologies, you can reduce the risk associated with developing complex hybrid cloud designs
- Develop a design that provides the business with more choice when it comes to how it consumes IT services, including a blend of CapEx or OpEx, to deliver a commercial model that fits your need.
- We run through all typical design and delivery approach decisions that align to both your requirements and industry best practice
- Define architectural blueprints that deliver the required functional and non-functional requirements around hyper-converged solutions such as Dell VxRail, VMware vSAN and Nutanix
- Introduce a VMware Cloud Foundation design, providing a complete set of software-defined services for compute, storage, networking, security and cloud management, to run traditional or containerized apps in private or public environments.

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

- **Hybrid Cloud Design Services** - The service is aimed at customers requiring a solution to be designed for from private cloud to at least one public cloud. Supported packages and technologies include VMware Cloud Foundation, Azure VMware and Microsoft Azure Stack Hub.
- **Infrastructure Design Services** - Aimed at customers requiring a solution design for an on-premises full stack 3-tier architecture or individual components such as Compute, Storage, Network, Management etc. Supported technologies include VMware vSphere, Microsoft Hypervisor, Dell EMC PowerStore, HPE DHCI, HPE Nimble, HPE Synergy, Cisco UCS and PureStorage.
- **HCI Design and Planning Services** - Aimed at customers requiring an on-premises hyperconverged design including compute, storage and management. We can provide solutions around Microsoft Azure Stack, Dell EMC VxRail, VMware vSAN and Nutanix.
- **HPE GreenLake Planning Services** - Provides a quotation for a +3 year HPE GreenLake solution, inclusive of software, hardware and managed services, covering virtualisation, VDI, SAP, infrastructure, compute, storage, network, HCI and management.

1.3.3 Deliver - Private Cloud Deployment

Data centre infrastructure eventually reaches the end of their serviceable life and must be replaced. Maintaining legacy systems past their intended support date introduces instability and risk, and in many cases has implications on business operations, security and compliance. As a result, IT teams struggle to respond to current and future business requirements in a timely manner, as the underlying platform does not support or integrate with new technologies. These types of issues can quickly lead to additional operational costs, as well as introduce technical issues and limitations, putting pressure on service levels.

- Many organisations are either looking at initiating or have already started complex programmes of change. Where they do not have the capacity or the specific technical experience to take on these challenges, they look to service providers such as Ultima to provide additional resource, strategic direction and technical leadership.

» Service Definition - Hybrid Cloud Services

- Our eight-stage project delivery methodology combines real world experience, alongside the appropriate elements of PRINCE2 and vendor best practice
- Working independently or under the guidance of a Solution Architect - either from Ultima or from your own team - we can assist in hybrid cloud / data centre transformation through the delivery of cost-effective solutions from leading vendors such as HPE, Microsoft, Cisco and VMware
- Our teams can assist with the deployment of new IT infrastructure and systems, either on premise or in the cloud, and work with you to conduct systems upgrades as well as application, workload and data migrations
- We provide the additional technical capacity to enable organisations rapidly grow or divest, and can up-skill existing teams through training, shadowing and other forms of knowledge transfer
- Whether you are looking to optimise, migrate, consolidate, modernise or expand your data centres into the cloud, or simply want to support your existing platform more effectively, Ultima offer dynamic private, public and hybrid solutions, designed to deliver a wide range of storage, compute and workload capabilities.
- Expertise in delivering a wide range of multi-vendor data centre and cloud strategies, including the implementation of highly optimised and service-orientated data centre solutions, to evergreen edge-to-cloud services such as HPE GreenLake, paving the way for a reduction in CapEx costs

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

- **Hybrid Cloud Deployment and Migration Services** - The service is aimed at customers requiring a solution to be implemented from a private cloud to at least one public cloud. The service also provides migration services to enable a smooth transition to the new solution. Specific packages include VMware Cloud Foundation, Azure VMware and Microsoft Azure Stack Hub
- **Infrastructure Deployment and Migration Services** - The service is aimed at customers requiring a solution to be implemented on-premises for the full stack 3-tier architecture or individual components such as Compute, Storage, Network, Management etc. Specific technology packages include VMware vSphere, Microsoft Hypervisor, Dell EMC PowerStore, HPE DHCI, HPE Nimble, HPE Synergy, Cisco UCS, PureStorage, and Veeam One
- **HCI Deployment and Migration Services** - The service is aimed at customers requiring a on-premises hyperconverged platform, comprised of compute, storage, network and management, including migration services to the new solution.

1.3.4 Manage - Hybrid Cloud Management

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. 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.

- 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 the data centre stack, 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 SLAs and KPIs.
- With Mission Critical Support, you can delegate responsibility for just your core infrastructure (e.g. network, storage, servers and virtualisation layers), or elect to outsource the entire stack, with Ultima managing everything
- You benefit from our long-standing investment in people, process and technology, alongside our global network of ISO 27001 certified technical service centres, providing 24x7 support for a range of technologies from across our strategic vendors.
- 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.

» Service Definition - Hybrid Cloud Services

- In order to act as an extension of your IT team, we have built out a multi-disciplined service delivery function, allowing us to provide everything from management over a subset of your infrastructure, through to a full outsource, where we are responsible for delivering an enriched IT service.
- We take a resolution-first approach, aiming to reduce the impact to the organisation should the worst happen, assuming ownership of incidents - including working with third parties - leveraging our product knowledge to keep your infrastructure operating night and day
- We take responsibility for conducting annual health checks and regular system maintenance, ensuring that your environment receives the latest critical updates and security patches. Also, by eliminating uncontrolled change through standardisation and configuration management, we are able to ensure that systems remain in a consistent state.
- Your Service, Your Way - Essentials, Advanced and Ultimate tiers, giving you a choice over what you want Ultima to manage
- Unified Platform - Integrated into ServiceNow, will manage your estate in accordance with ITIL best practices
- Deep Analytics - Offers insights into your infrastructure and workloads, ensuring we are one step-ahead of potential problems
- Plan, Do, Check, Act - Backed by CSIP, improving efficiency and effectiveness, through incremental service development
- Flexible Support - Add and remove assets, and upgrade or downgrade support, to keep pace with organic changes
- Cost-effective Delivery - Simple pricing model, based on a per asset or per app, giving you certainty over billing and costs

Packaged Services

- **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 infrastructure, applications and workloads - whether they reside on-premise or in the cloud - are 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

1.4 Scope

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

1.4.1 Architectural Services

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

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

1.4.2 Consultancy Services

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

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

1.4.3 Project Governance Services

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

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

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

1.5 Service Transition

1.5.1 On-Boarding

We will work with key stakeholders to capture the scope, deliverables and acceptance criteria within a formal Statement of Work or Schedule of Engagement, before initiating and running the project in accordance with our Advisory Service, Agile or PRINCE2 stage-based methodology. Where Project Management services are taken, additional governance activities will be provided, commensurate with the size, scale and complexity of the engagement. Acting as a centre of excellence, our PMO provides everything from practice management, training and skills development, to maintaining control over time, cost and quality constraints, ensuring that each engagement is delivered efficiently and effectively.

1.5.2 Off-Boarding

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

1.6 Service Management

Accountability for our relationship with you lies with Ultima's Executive Sponsor for the proposed solution or service, together with your Account Manager and where applicable, a designated Service Delivery Manager. These individuals are responsible for providing strategic governance, working closely with your Project Board or Executive team to ensure that the relationship between our two organisations remains strong, the service continues to be fit for purpose and the governance model we adopt is delivering value.

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

1.7 Service Constraints

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

1.8 Implementation Approach

1.8.1 Advisory Services

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

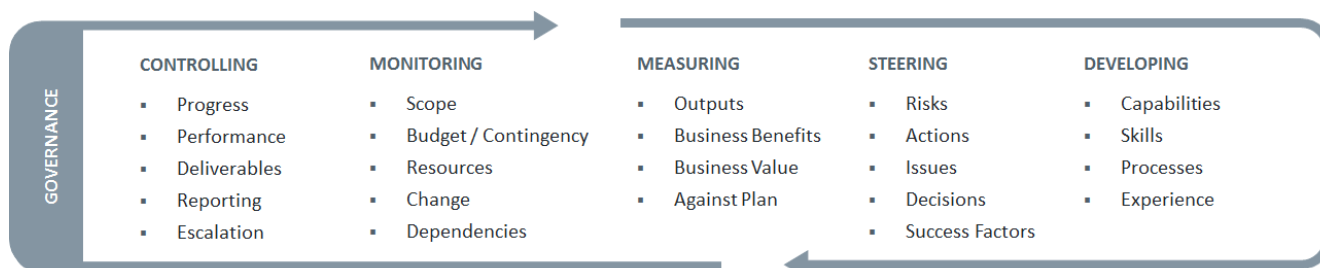
01 ANALYSE	02 REVIEW	03 DEFINE	04 PRESENT
1.1 - Project Initiation	2.1 - Rationalise Datasets	3.1 - Service Review	4.1 - Develop Presentation
1.2 - Automated Discovery	2.2 - Health Check	3.2 - Gap Analysis	4.2 - Present to Customer
1.3 - Manual Discovery	2.3 - Evaluate and Analyse	3.3 - Create Documentation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

Service Definition - Hybrid Cloud 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.

01 PROJECT INITIATION	02 DISCOVERY & ASSESSMENT	03 DESIGN & PLANNING	04 BUILD AND TEST
1.1 - Project Initiation	2.1 - Discovery Workshop	3.1 - Design Workshops	4.1 - Define Test Plans
1.2 - Define Requirements	2.2 - Discovery Activities	3.2 - Planning Workshop	4.2 - Commission Solution
1.3 - Form Project Team	2.3 - Evaluate and Analyse	3.3 - Gate Review	4.3 - Acceptance Testing
1.4 - Draw Up SoW / SoE	2.4 - Gate Review		4.3 - Gate Review
Outputs	Outputs	Outputs	Outputs
Schedule of Engagement (SoE) Statement of Work (SoW) Setup Project Governance	Raw Discovery Data Discovery and Assessment Report Quality Checks Health Check Reports	Solution Architecture Design Detailed Design Project Plan Bill of Materials Baselined SoW / SoE	Completed Test Plans Build Document Configuration Guide Commissioned Solution



Outputs	Outputs	Outputs	Outputs
Pilot Issues Log Draft Client Deployment Guide or Migration Strategy	Transition Plan Training Plan / Content Operations Guide Admin Guide Successful Transition	Finalised Deployment Guide or Migration Strategy Deployment Schedule User / Services Migrated Legacy Decommissioning	Project Closure Report Lessons Learned
5.1 - Agree Pilot Approach	6.1 - Establish Training Needs	7.1 - Agree Strategy	8.1 - Closure Meeting
5.2 - Undertake Pilot	6.2 - Undertake Training	7.2 - Define Schedule	
5.3 - Issue Handling	6.3 - Finalise Documentation	7.3 - Deployment / Migration	
5.4 - Gate Review	6.4 - Handover to BAU	7.4 - Issue Handling	
05 PILOT	06 SERVICE INTRODUCTION	07 DEPLOYMENT / MIGRATION	08 PROJECT CLOSURE

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.

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

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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 - Hybrid Cloud 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



➤ 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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