

EXTERNAL

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Crown
Commercial
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Supplier

Service Definition - RM1557.13

Digital Transformation Services

G-CLOUD 13



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Service Definition - Digital Transformation Services

1.0 Service Definition

1.1 Introduction

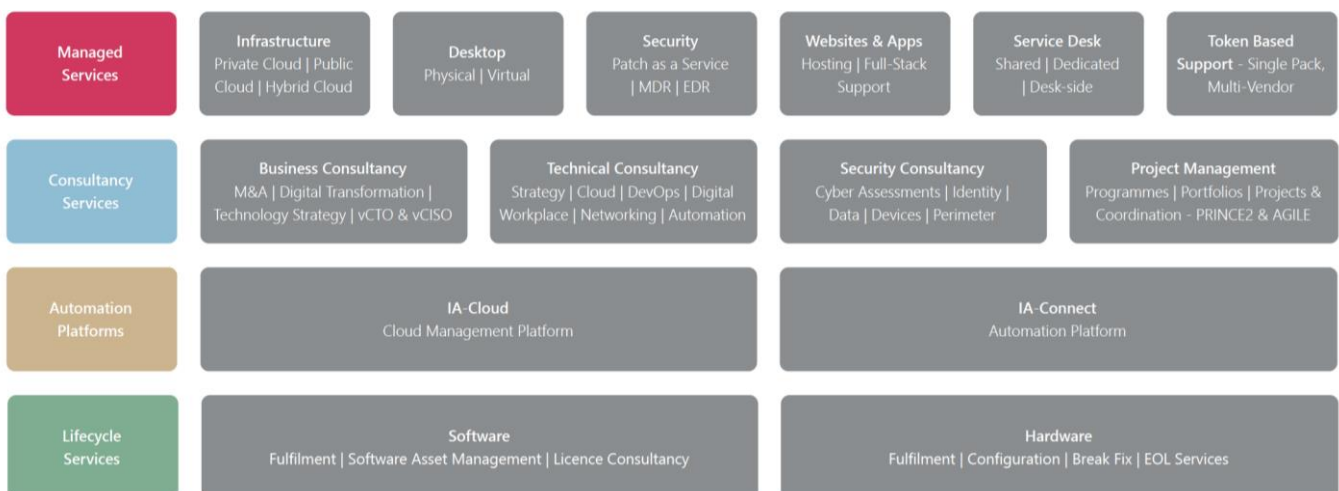
It's rare to find a public sector organisation whose success isn't inextricably linked to the execution of its IT strategy. They are no longer an assortment of standalone services, residing on a static environment. Instead they have evolved into complex, multi-faceted entities, which require a blend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

"There are only two types of companies: those that have been hacked and those that will be hacked again" Robert Mueller, ex FBI Director.

Driven by the need to improve efficiency, value or to help stimulate innovation and growth, many organisations recognise they need to undertake a programme of digital transformation, however many do not know where or how to start. As the Covid-19 pandemic swept the globe, many sectors were forced to embark upon the greatest single change in their history, with many experiencing years of digital transformation in the space of a few short months, as they realigned their customer, employee and supply chain interactions around remote working and business continuity. Maintaining a productive workforce under such circumstances required a seismic shift in focus, with organisations taking the opportunity to introduce SaaS-based productivity and collaboration tools and asynchronous working models, while retiring archaic systems which were unable to meet the cultural demands of the post-pandemic world.

- While much of the groundwork has been done to transition organisations to flexible remote working, many of these changes were performed quickly in order to maintain operations. Companies are still feeling the strain of having to live with those decisions, with many lacking the skills to manage a peripatetic workforce, 24x7.
- 75% of the global workforce will be millennials by 2025, shaping corporate cultures through their habits and expectations (Forbes). Having a suitable digital transformation strategy is crucial to future-proofing your workforce and ensuring they have the tools to work productively.
- IT feel they are unable to influence the cultural reasons behind employee disengagement (e.g. poor communication, absenteeism, missed deadlines and a decline in quality), leading to higher operating costs, lower productivity and a reduction in ROI
- Without the proper metrics and productivity benchmarks, IT do not know where to focus their attention when it comes to investing in people, processes and technology, leading to a catalogue of poorly received transformation projects
- Some organisations are guilty of installing technology for technologies sake (known as shiny object syndrome), without evaluating the benefits and fully understanding business goals. This lack of Business-IT alignment can introduce unwanted distractions, which can impact productivity and derail strategic endeavours.
- The organisation's technology evolution has historically been relatively static, meaning that staff are unfamiliar with what it takes to undergo a process of agile adoption and change
- In the modern era, cloud-based tools and automated processes allow employees to do more in an hour, than they could previously achieve in a day. Being able to remain competitive in your marketplace, will not only increase employee satisfaction and performance, but can make the difference between your business falling behind and staying in front.
- Some organisations are spending an disproportionate amount of their resources on maintaining technical debt. By not paying this down sooner (through digital transformation initiatives), they are left servicing the interests of that debt for longer than they would like to (e.g. daily workarounds, retention of legacy skills).

1.3 Service Overview

1.3.1 Advise - User Experience Advisory

Most IT teams are wholly reactionary, set up to respond to incidents and end user problems as and when they occur. Despite the plethora of IT related issues being experienced across an organisation at any one time, support teams tend to only get involved when they have become severe enough and employees have nowhere else to turn. In many cases, IT do not even know that users are experiencing widespread disruption or a slow-down in performance until it starts to impact productivity.

- 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.
- Our architects can help you identify and remediate inefficiencies in the user, application and device lifecycle, pinpointing areas where additional investment in people, processes and technology will pay dividends
- By deploying analytics tools like Aternity, we can provide insights into the health of your endpoints, apps and overall productivity of your workforce, using telemetry data to remediate the entire employee experience.
- It doesn't matter where your users reside or what device they use, we can help you aggregate device health and application performance information in real time and facilitate remediation that scales to thousands of devices, providing metrics for instant visibility and continuous service improvement.
- Where further interrogation is required, we can provide you with powerful visualisation techniques and queries, to drill down into issues that may be plaguing a particular operating system, application, user, team, site, region or asset class.
- Learn how tools like Aternity can help identify and resolve any incompatibilities, performance degradation or stability issues, prior to a pilot or deployment
- Analyse trends in application adoption across the enterprise, in order to track the effectiveness of strategic initiatives.
- Finally, we are able to establish a baseline of business performance, in order to compare the end user experience before and after a change is made, in order to demonstrate improvements in service.

1.3.2 Design and Plan - Adoption and Change Planning

Microsoft 365 is an evergreen platform, with many new features being added every year, some of which facilitate entirely new ways of working. Couple that with strategic changes which can dramatically alter the status quo (e.g. mergers and acquisitions), organisations can quickly become out of step, resulting in a reduction in productivity and a poor perception of IT as a function. While it can be tempting to assume the hard work is done once a new software platform is deployed, success of a workspace transformation is largely dependent on end user adoption and the benefits derived from having a more productive workforce.

- We recognise that adoption of Microsoft 365 is far more than the mere deployment of services and the migration of users and their data. True ROI comes from being able to consistently deliver business value.
- Providing measurable outcomes and tangible ROI for organisations who are embarking on a digital transformation journey is critical, starting with short term goals to boost confidence and social acceptance, before delivering advanced features and integration which transform the way people work
- Employees are often significantly impacted by the introduction of new software features and collaborative techniques, which affect the way they go about their business.
- Some teams and individuals may be resistant to change, believing that their way of working is still optimal or will continue to find their own solutions or workarounds.
- Change can impact everything from processes, systems, job roles, workflows, mindsets and behaviours, with each having a potentially significant effect on your bottom line and employees ability to enjoy work and be productive.

» Service Definition - Digital Transformation Services

- As a Microsoft Gold Cloud Productivity partner, Ultima can provide solutions around the following key tenets of Adoption and Change Management (ACM), providing employees with one stop shop for all of their modern learning and adoption needs.
- By establishing how your business works, it's demographic, alongside objectives or aspirational ways of working, we build a fundamental understanding of the learning requirements of your organisation and provide a best practice approach to managing an upcoming change.
- By defining a comms strategy that underpins user engagement, we help employees understand what is happening, when and why, so they are better informed when it comes to handling change
- We provide access to an online training portal / knowledge base, powered by QuickHelp, with access to 4,000 video tutorials, how-to guides and practical course-ware around a variety of Microsoft 365-related topics
- We introduce skills path progression and achievements, backed by management information that helps you track employee access, engagement, attendance and progress towards completion.

1.3.3 Deliver - Productivity and Collaboration Services

Productivity is often described as being a measure of the efficiency of a person, machine, factory or system, in terms of the rate of output, per unit of input. When put into everyday terms, the IT systems that employees use to do their jobs, have a direct impact on how productive they can be, which in turn can affect the company's strategic objectives or bottom line. As the world has become more interconnected, so has the requirement to communicate and collaborate on a global scale and within a unified environment

- Ultima can help you realise the benefits of moving to Microsoft's cloud productivity platform, providing access to the Office products that you are familiar with, delivered from the cloud to any device, at any time and from any location.
- Transitioning to Microsoft 365 in a sustainable way can be challenging, beset by economic barriers, technical limitations and social resistance.
- Ultima can help you with the end-to-end adoption process, from setup of the tenant and the identity model, to user on-boarding and data migration.
- We can eradicate organisational boundaries through seamless federation, making mobility seamless to the user and enabling teams to work smarter in a way that suits them.
- Regardless of your exposure to Microsoft 365, we can help you on your cloud productivity journey from getting you set up on the right kind of subscription and the plans associated with them, to integrating everything from telephony, conferencing, collaboration and presence capability, to content and document management solutions.
- Our productivity specialists can deliver everything from an initial proof of concept or business value justification to help you understand how Microsoft 365 can benefit you, through to full adoption services and the delivery of business value.
- Once the decision is made to move to a software as a service (SaaS) model, we can lead you through every step of the process. This includes design and planning services in line with Microsoft best practice, tenant creation and integration, user and data migration, change management and business process optimisation.
- Our deployment accelerators are tailored to your specific requirements and to the level of assistance you require from Ultima.
- Each is inclusive of assessment, design, build and deployment stages, and when combined with our Project Management and adoption and change management services, provide an efficient and timely introduction of any new Microsoft 365 service.

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

- **SharePoint Online Migration Readiness** - A migration recommendations report that provides a breakdown analysis of all areas of the migration in order to help you understand the planning and effort required to move to SharePoint Online.

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Our deployment Accelerators cover the following Microsoft 365 areas: -

- Mail and Mail Security Accelerators including Mailbox Migration Services, Exchange Online setup, Microsoft 365 Health Check Assessments, Defender for Office 365 setup, and Microsoft 365 Backup Services
- Collaboration Accelerators including SharePoint Online and OneDrive Setup, SharePoint and File Migration Services
- Comms and Conferencing Accelerators including Microsoft Teams, Microsoft Teams Telephony, Microsoft Teams Migration
- Microsoft 365 Tenant to Tenant Migration Services

1.3.4 Manage - Managed Productivity and Collaboration

For as much as Microsoft 365 can deliver, it still needs to be monitored, administered and supported. From user administration and policy management, to the configuration and deployment of exciting new services, these tasks form a never ending cycle that can sometimes be impacted by other priorities across the business. Since Microsoft 365 is evergreen, one might think that a transition is completed once you're adopted; however with hundreds of features being added every year and new tools and software being released into the suite, organisations can quickly become out of step.

- Wrapping an ITIL-aligned managed service around Microsoft 365 and associated cloud-based systems such as Outlook, Teams and OneDrive, allows you to leverage our extensive product knowledge, performing everything from user on-boarding to root cause analysis.
- Our global 24x7 service desk are able to take care of your productivity support needs, alongside the proactive monitoring and management of hybrid infrastructure, eliminating uncontrolled change through standardisation and config management.
- Our support services can be used to provide cost effective end user support, as a second level escalation team for your own In-house support or to provide an additional level of support outside of your standard service desk hours.
- Deployed as an integral part of Ultima's Managed Workspace, Microsoft 365 provides access to a suite of next gen collaboration, communication and productivity applications, delivered locally or from the cloud.
- Built into the cost of our service, employees benefit from powerful mobile integration, simplified management and secure access to corporate data from any device, wrapped into a simple monthly subscription.
- Designed to be evergreen, IT teams no longer need to worry about how to handle major version upgrades. Our managed service removes that particular burden by incorporating full lifecycle management into each of our plans, so that you only need to think about how you will make use of the increased functionality provided by Microsoft 365.
- Rather than recruit additional productivity specialists to take care of every potential issue or request, we provide access to technical, adoption and change management support, from our UK-based ISO 27001 certified Service Centre.
- Furthermore, by automating or simplifying common administrative and analytics tasks, existing IT staff can shift their focus towards higher priority activities.

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

- **Ultima Managed Workspace** - By removing the complexity traditionally associated with EUC environments, we manage the device lifecycle, OS updates, security, application delivery, productivity, endpoint provisioning and 24x7 support, all under a simple monthly subscription.
- **IRIS - Mission Critical Support** - By selecting IRIS - Mission Critical Support from Ultima, you can keep pace with change, safe in the knowledge that productivity services like Exchange, OneDrive, Teams and SharePoint are fully supported.
- **Intelligent Service Desk** - Having delivered service desks since 1998, we know how to deliver a robust, predictable and highly performant operation. Powered by ServiceNow and Thoughtonomy, we provide access to a single point of contact for all of your IT queries, service requests and incidents.

1.4 Scope

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

1.4.1 Architectural Services

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

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

1.4.2 Consultancy Services

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

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

1.4.3 Project Governance Services

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

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

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

1.5 Service Transition

1.5.1 On-Boarding

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

1.5.2 Off-Boarding

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

1.6 Service Management

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

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

1.7 Service Constraints

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

1.8 Implementation Approach

1.8.1 Advisory Services

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

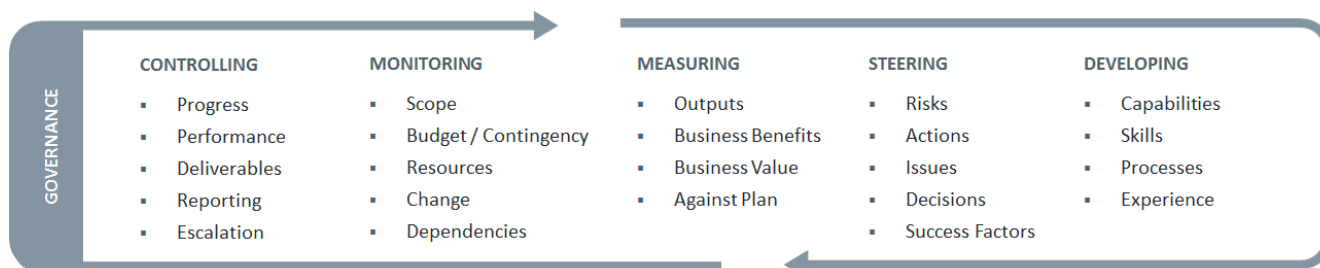
01 ANALYSE	02 REVIEW	03 DEFINE	04 PRESENT
1.1 - Project Initiation	2.1 - Rationalise Datasets	3.1 - Service Review	4.1 - Develop Presentation
1.2 - Automated Discovery	2.2 - Health Check	3.2 - Gap Analysis	4.2 - Present to Customer
1.3 - Manual Discovery	2.3 - Evaluate and Analyse	3.3 - Create Documentation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

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1.8.2 Traditional Projects

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

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 Digital Transformation.

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 - Digital Transformation 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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