



Crown
Commercial
Service
Supplier

Service Definition - RM1557.15

VMware Consultancy Services

G-CLOUD 15

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Service Definition - VMware Consultancy Services

1.0 Service Definition

1.1 Introduction

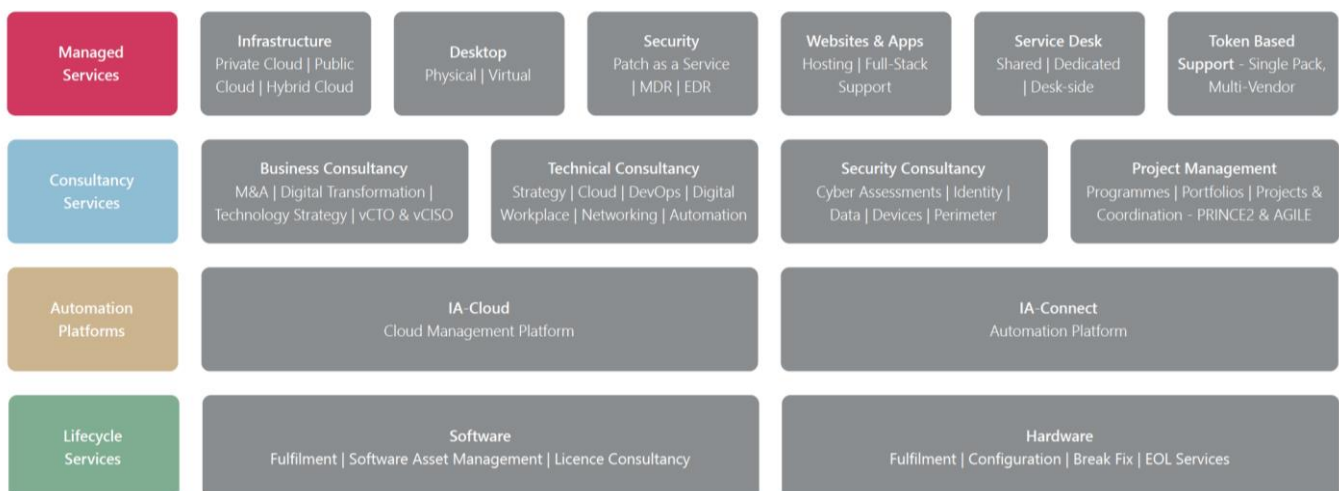
It's rare to find a public sector organisation whose success isn't inextricably linked to the execution of its IT strategy. They are no longer an assortment of standalone services, residing on a static environment. Instead they have evolved into complex, multi-faceted entities, which require a blend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

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

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

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

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



1.2 The Challenge

workloads, including the ability to remain agile, highly scalable and increase performance and protection as needed. Within a VMware environment, the architecture has moved away from being a mere hypervisor - abstracting resources such as, computer, memory and storage - to what is referred to as a Software Defined Data Centre. By leveraging intelligent software on top of commodity hardware, organisations are able to expand from a traditional on-premises data centre or private cloud, to the public cloud, creating a hybrid model. While this approach provides a huge amount of flexibility, it brings together some challenges including;

- What tooling should be used to manage resources and maintain visibility of costs
- How do you gain visibility and insights over aspects such as performance, capacity and application monitoring
- What networking services and resilient connectivity options should be used across the organisation
- What security services, policies and controls can be applied for systems and applications

1.3 Service Overview

To help combat the common challenges posed by managing and maintaining a VMware-based environment - especially in a hybrid cloud world - Ultima can provide a range of VMware skills and services, aimed at reducing the risks associated with operating such a platform, including a data centre assessments, health checks, performance analysis, alongside providing recommendations around remaining on premise - or adopting a hybrid cloud IaaS (Infrastructure as a Service) solution, before helping you migrate to a new target operating model. This Service Definition outlines the services that Public Sector customers can consume from Ultima, on per-skill or per-project basis.

Should you just need to bolster your existing VMWare skills or wish to receive support around an upcoming VMware project, Ultima are able to provide architectural, consultancy and project governance support, including;

- **Architectural Services** - Our principle goal is to help clients maximise their ROI and solve real business challenges using IT, support business imperatives and become a trusted cloud technology advisor. By fostering an understanding of business drivers and strategic direction, we can facilitate the decision-making process through evidence-based assessments, stakeholder engagement, outcome analysis and market and technology insights. They help drive business transformation effectively including solution evaluation, strategic planning, design, integration, execution, and operations.
- **Consultancy** - Our 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 expedite and de-risk delivery.
- **Project Governance** - 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.

1.3.1 Service Features

- Delivered by our certified VMware Modern Data Centre architects and consultants
- Backed by straightforward four and eight stage project methodologies
- Evaluate the health of datacentre technologies such as VMware vSphere, vSAN, NSX, vRealise and Cloud Foundation
- Identify non-compliance with vendor and industry best practice
- Understand the root cause of performance issues affecting your virtual machines in the VMware platform

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- Conduct a VMware vSphere High Availability and Disaster Recovery assessment
- Identify candidates for consolidation and / or migration to cloud-hosted VMware Solutions in Azure or VMware on AWS
- Produce actionable list of recommendations and take the next steps
- New VMware software-defined datacentre (SDDC) design, following vendor best practice considerations
- Define architectural blueprints that deliver the required functional and non-functional requirements
- Migration activities from Current to a new Target Operating Model

1.3.2 Service Benefits

- Help prevent issues turning into performance degradations or critical failures
- Gain peace of mind that your VMware Cloud environment is in an optimal state
- Deliver VMware datacentre assessment report detailing current operating model and target operating model
- A range of pre-packaged tactical services e.g. health checks and performance analysis
- Assist clients with the deployment of new vSphere infrastructure, in the private and public cloud
- Additional technical capacity to de-risk projects and enable organisational agility
- Help facilitate decision making through technical forums and workshops
- Up-skill existing team members through shadowing and other forms of knowledge transfer
- We provide flexible engagement models (skills, frequency and duration) at competitive rates
- 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 Scope

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

Where they do not have the capacity or the specific experience to take-on complex change programmes, they look to partners like Ultima to complement existing teams, providing access to additional horsepower to drive home key projects. Ultima are able to deliver an extensive range of on-trend solutions, including traditional VMware and its cloud equivalent. In addition to recruiting the best talent across the industry and integrating their knowledge and experience, we invest heavily into our existing teams, ensuring they have the skills to become experts in their chosen field. The following section outlines some of the technical advisory and support services that our Public Sector customers can procure, in addition to standalone VMWare skills and project support.

As a Premier Solution Provider for VMware, we can help deliver software defined data centre, server and desktop virtualisation, business continuity, NSX and cloud solutions. We have designed a number of Modern Data Centre offerings to help organisations remain competitive, secure and future-proof. We work with you to find and implement the right solution for you that meets your needs today, and into the future, no matter your business size and budget.

VMware Datacentre Assessment

This engagement is an opportunity for organisations to review how VMware's Software-Defined Data Centre technologies can help improve service performance and availability, reduce effort and cost, streamline processes with automation whilst protecting data on a secure and agile environment. Key Benefits include;

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- Understanding current market trends to datacentre technologies
- Gain greater visibility of infrastructure components for capacity and performance
- Gain advice for specific area of interest for next steps such as storage, network virtualisation, automation and DR

Virtualisation Health Check

Within the data centre, the role of the hypervisor is critical as it provides the appropriate compute, memory and disk resources needed to maintain virtual machines as well as the applications and services it runs. Implementations can organically degrade over time, as system updates, modifications and continual operation take their toll on performance, best practice configuration and, ultimately, operational stability. Since organisations rely heavily on the functionality provided by products such as VMware ESX, having confidence in these systems is paramount.

As a VMware Premier Partner, Ultima is able to deliver a flexible health check service to ensure that your hypervisor platform is running optimally, and management tools meet current and future requirements. Whether you are preparing to transform the way in which you provide virtualisation services, or just want to check things are running smoothly, we can provide visibility of the configuration, condition and performance of ESX technologies. Leveraging our exposure of real-world implementations and vendor best practice, we can provide the insight and support needed to resolve any issues.

Ultima's comprehensive health check service against both VMware virtualisation platforms reviews aspects such as firmware compliance, performance, virtual machine sprawl, resource contention and consumption, storage, networking and high availability.

We adopt a simple, but effective, four stage process, allowing us to interrogate your environment and deliver vendor best practice recommendations regarding issues facing your data centre. This structured engagement provides forensic analysis of each hypervisor and articulates findings to key stakeholders.

Step 1 - Analyse - Our consultant will lead a planning call to agree the scope and objectives of the health check, and further understand the issues and operational challenges affecting your current hosts. Once a schedule of engagement has been created, we will use existing tools to review the following aspects of your virtualisation platform (subject to scope):

- Hypervisor Configuration - OS versions, firmware, configuration and high availability
- Networking - bandwidth, zoning, multi-path I/O, port channelling, throttling and Maximum Transition Unit (MTU)
- Storage - latency, compatibility, IOPs (I/O operations per second), resiliency and performance
- Security - patching schedule and existing vulnerabilities
- Management Platform - vCenter, vRealize and Site Recovery Manager
- Storage Integration - storage plugin configuration, snapshot types, frequency and retention
- Automation - vCloud Directo
- Licensing - confirm the current licensing position for VMware solutions

Step 2 - Review - We will examine the data to ensure optimal configuration and consistency as per best practice, while capturing, qualifying and prioritising issues which may impact business operations, alongside identifying areas where the service could be optimised. Our assessment includes the following:

- Identify the existing architecture (current operating model), establishing how the technology is currently being used
- Review single points of failure, alongside high availability and disaster recovery readiness

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- Check the overall system health to ensure that all the key services are operating correctly
- Qualify any issues currently being experienced with the service, and identify potential resolutions
- Create a performance baseline and make recommendations around future optimisation
- Analyse whether functional requirements are in place and implemented in accordance with best practice
- Check the current component versions and potential upgrade roadmaps
- Identify design or feature implementation changes in order to best deliver business requirements

Step 3 - Define - The ability to understand precisely what's going on inside your environment is as important as diagnosing the issues or threats facing it. Ultima's comprehensive service improvement report will provide you with the following insights:

- Management summary highlighting key risks, issues, recommendations and a prioritised list of next steps
- Outline of the current hypervisor setup, alongside any enhancements or reconfiguration that should be performed
- Capacity details including CPU / RAM usage, performance and incorrect VM settings
- Storage utilisation, data structuring and replication / backup optimisations
- High Availability and Disaster Recovery configuration, misconfigured services and DR position (at hypervisor / VM layer)
- Potential threats which may affect service operations

Step 4 - Present - Ultima will email the report for review, before presenting the management summary to your team via Teams. We will drill down into the headline findings, including the risks, issues and recommendations we have made regarding your environment. This gives you the opportunity to ask questions, get advice and plan for potential remediation activities.

VMWare vSAN Health Check

VMware vSAN is a rapidly changing technology, and as it evolves so does best practice. This ends up causing configuration drift and an unsupported system. As new versions are released, additional functionality is added into vSAN - to get the most out of it, you need to adopt this where appropriate. Our health check ensures you are leveraging the latest functionality available while delivering a report which highlights health issues and risks. We also supply recommendations on how to utilise the additional functionality provided in new releases, as well as advice on how to comply with VMware best practice. We will review the current deployed state of the vSAN infrastructure and review this against our extensive in-field experience. This engagement includes:

- Assessment of the VMware vSAN infrastructure
- Business impact analysis
- Detailed report and discussion providing overview and next steps

VMware vSAN Deployment

In an ever-changing technological landscape, it is imperative that IT departments remain agile and innovative. There is a demand for readily-available IT with no downtime - despite legacy systems no longer being suited to the hybrid cloud. VMware vSAN delivers availability for the modern data centre. Our packaged service offers an infrastructure that enables enterprise scalability and dramatically lowers management and deployment time. Configurations can range from 2 node ROBO and 3 node configurations, up to 64 nodes. Typically, 4 nodes are offered to provide the most suitable initial cluster and availability for businesses.

We will deliver a VMware vSAN hyper-converged solution to host virtual machines in your on-premises environment, alongside dedicated network switches. This engagement includes:

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- Our technologist will analyse the current workloads and carry out a design workshop to discuss configuration options for the new infrastructure. Information such as IP addresses, hostnames, service accounts, network configuration, storage profiles and hypervisor
- At this stage, the vSAN cluster will be connected into the new dedicated network switching and built with the VMware ESXi operating system and vSAN enabled. The vSAN cluster will be configured and up to 2 servers migrated or created in the new cluster.
- The final stage ensures the agreed design and configuration document is completed, and the vSAN solution handed over to your team to manage going forward, or to Ultima's Technical Service Centre if desired.

Optional additional services can include;

- **VMware Site Recovery Manager**
 - Set up vSphere Replication and SRM servers
 - Configure SRM across 2 sites
 - Replication job with orchestration to disaster recovery
 - Test a single failover and failback to DR
- **VMware vCenter High Availability**
 - Design and configure new VCHA configuration
 - Provide training on failover and capabilities that improve availability in management of the cluster
- **VMware vRealize Operations**
 - Design and deploy vRealize appliance
 - Configure and integrate into vSphere and vSAN infrastructure for optimisation
- **VMware vSAN Service Support**
 - Fully managed backup service
 - Support for the vSAN cluster
 - Operational support for the VMs being backed up

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

For this service to be delivered the following constraint considerations should be made:

- While the scope of the services have been described herein, they are subject to change in line with developments from VMware. At the point of enquiry, we will work with your organisation to capture your requirement and ensure that we propose the most appropriate solution - packaged or bespoke - alongside commercials to conduct the work.
- VMware administrator access rights, server and storage admin rights may need to be granted
- The service will be based on reviewing and reporting the advice for VMware technologies therefore no modifications or remedial work will be performed, unless agreed in advance or as a result of any health check.

1.8 Implementation Approach

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



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

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

1.9 Technical Requirements

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

1.10 Customer Obligations

The customer will refer to the associated Terms and Conditions for their obligations related but not limited to acceptable use, data protection and information security, intellectual property, confidentiality, termination, anti-bribery and payment terms. As part of this engagement, your responsibilities will include:

- To oversee the overall project work streams or programme, acting as a point of escalation for Ultima
- Raise all change requests and obtain approval in line with the dates in the project / programme plan
- Ensure that all required hardware, software or services is available, unless being provided by Ultima
- Complete any agreed local site / system preparation prior to the commencement of any planned work
- Provide physical or remote access for Ultima personnel to the location where the work is to be conducted, along with access to a suitable area of work and typical office facilities if the work is being conducted on-site.
- Provide necessary security access and clearance to enable completion of tasks in a timely manner
- Ensure internal resources are available to enable completion of allocated tasks in a timely manner. (Tasks allocated to the Business will need to be communicated and agreed as soon as they are identified throughout the engagement.)
- Provide primary and secondary contacts to which any technical, project or commercial issues may be addressed
- Manage any local site logistics and business communication, e.g. arranging any system downtime
- Make Ultima aware of any company or site-specific requirements e.g. specific standards and procedures
- Escalate to the Ultima Account Manager any such issues or concerns with regard to the quality of services being provided or anything that affects the scope of works or agreed commercial terms

1.10.1 Further Recommendations

Where applicable, we recommend the business form a project board consisting of an Executive Sponsor, Senior Users, Senior Supplier and the Project Management team. The board's responsibilities will be to:

- Approve the scope, solution, resources, plans and any subsequent changes
- Resolve conflicts and act as a point of escalation
- Maintain an appreciation of resource requirements and facilitate requests for personnel in a timely fashion
- Review and monitor the risk register and mitigating actions associated with the project
- Maintain a holistic view over the engagement and resolve inter-project issues as required
- Approve all major plans and authorise any deviations from agreed stage plans
- Sign off the completion of each stage as well as authorise the start of the next
- Keep a watching brief over change requests and any project variances

1.11 Delays and Deficiencies

Ultima will not be liable for any delay or deficiency in providing this service if they result from the customer's failure to fulfil the required dependencies and recommended responsibilities. Should a delay to the service result from the customer's failure in relation to the above dependencies or obligations, for example if there is insufficient access to relevant information or key meetings or workshops are cancelled or not attended in full, we shall be entitled to amend the service, schedule and / or the associated charges with no liability and shall be entitled to charge you for any cost incurred as a result.

1.12 Pricing

Ultima believe that value for money is derived from an aggregation of a number of aspects, including but not limited to product delivery, quality, cost, time, resource investment and effectiveness, confidence in delivery and technical assurance. Throughout this Service Definition and into the delivery phases, Ultima aim to be transparent about our costs, the way in which we deliver services to you and the manner in which we intend to operate and work with your organisation as an integrated team.

Ultima are confident that we have created a cost-effective proposition; one that will deliver the required level of quality and detail within each deliverable and will provide the foundation for the on-going delivery of services to your organisation. We will continue to demonstrate our commitment to this programme by assigning a highly experienced and effective team to drive this engagement forward, alongside a proven methodology which will deliver the products outlined herein.

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1.13 Service Rates

Please see the associated Pricing Document for an overview of our service costs. When it comes to ad-hoc consultancy, our SFIA rate card is available to the entire UK Public Sector for the deployment of staff in the UK for IT projects on a time and materials and fixed price basis. The rate card is valid for 12 months from the Effective Date of the Framework Agreement.

- **VAT** - Ultima's day rates and service charges are exclusive of VAT at the prevailing rate
- **Validity** - Our rate card and service charges are applicable to internal Ultima resources only. Should third party resource be required, rates will be provided on a case-by-case basis.
- **Consultant's Working Day** - 7.5 hours exclusive of travel and lunch
- **Working Week** - Monday to Friday excluding public and national holidays
- **Office Hours** - From 09:00 to 17:30, Monday to Friday
- **Mileage** - Included in the standard day rate if within the M25. Payable at our standard T&S rates if outside the M25.
- **Professional Indemnity Insurance** - Included in day rate
- **Additional Rate Uplifts** - x 1.5 weekdays outside core business hours and x 2.0 weekends

Level	Strategy and Architecture	Business Change	Development & Implementation	Service Management	Procurement & Mgmt. Support	Client Interface
1	N/A	N/A	N/A	£335 - 385	N/A	N/A
2	N/A	N/A	N/A	£525	N/A	N/A
3	£650	£500	£650	£625	N/A	£650
4	£950	£950	£950	£775	£950	£950
5	£1050	£1050	£1050	£950	£1050	£1050
6	£1250	£1250	£1250	£1050	£1250	£1250
7	£1450	£1450	£1450	£1250	£1450	£1450

1.14 Ordering and Invoicing Process

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

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

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- Each time you award a contract, the Buyer should submit a Customer Benefits Record. CCS works with organisations across the Public Sector to improve service delivery and ensure commercial relationships provide value for money.

1.15 Termination Terms

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

1.16 Service Levels

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

1.17 Service Assurance

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

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

1.18 Supporting Government Organisations

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

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

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1.19 Strategic Partnerships

Operating in the space between vendors and our clients, Ultima continue to be awarded some of the highest accreditations and partnership levels, providing impartial advice, turn-key and bespoke solutions, all backed by the best in 24x7 support. Through our relationships with the following strategic partners, alongside the years of practical delivery experience across generations of products and solutions, we are able to become a trusted advisor to your organisation.



1.20 Disclaimers

- The information contained within this Service Definition was written for public consumption via the G-Cloud 13 Digital Marketplace, as part of a Client's evaluation process and is valid from the framework start date of 28th September 2022 until the end of the agreement, including any extensions.
- This document contains proprietary information which is confidential between Ultima and the Client. It shall not be reproduced in any form or by any mechanical or electronic means, nor its contents disclosed to a third party without the written consent of Ultima. The Client may use this document for the purpose of evaluating Ultima's proposal only.
- This document does not constitute an offer capable of acceptance by the Client and is subject to agreement of a formal contract. No contractual relationship shall arise until a formal contract has been signed by both parties. Any final agreement is conditional upon due diligence undertaken by Ultima or our business partners, the result of which may impact upon the content of this proposal, including the structure, solution, terms and financial arrangements.
- Orders against this Service Definition are governed by both the CCS framework and Ultima Terms and Conditions
- To the best of our knowledge, the information provided herein is correct at the time of submission. Should any errors or omissions be found in this Service Definition, please notify Danielle Connor, Head of Public Sector, Ultima Business Solutions, Gainsborough House, Manor Park, Reading, Berkshire, RG2 0NA. Tel: 0333 0158670



➤ Why Ultima?

Formed in 1990, Ultima has developed into one of the UK's leading intelligent infrastructure, cloud and automation companies, focused on the provision of tailored IT solutions and services, including the design, delivery and support of industry-leading technologies, backed by the very best in 24x7 support.

No matter where you are on your IT journey, we make technology a positive asset, aligned with the goals of your business. Whether that be mitigating risks associated with changes in regulatory compliance, optimising infrastructure to improve efficiency, modernising legacy systems in order to take advantages of the cloud, or automating complex processes, we can help deliver better business outcomes at a commercial, strategic, operational and technical level.

At Ultima, we take a holistic approach to delivering IT services, providing multiple entry points to clients who are looking to manage their IT more effectively. As an end-to-end IT solution provider, we maintain relationships with a wide range of strategic and disruptive vendors, providing everything from independent and impartial best practice advice to managed, bespoke solutions.

- Hardware and Software Lifecycle Services
- Technology Steering and Strategic Development
- Business and IT Alignment
- Enterprise Change Management
- Business Risk Management
- Assurance and Compliance
- Business Transformation and Automation Services
- IT Integrations - Mergers and Acquisitions
- Optimisation - Standardise, Rationalise & Consolidate
- 24x7 Managed Services

Ultima are proud to have been recognised by industry and channel partners for our expertise in a range of solution and service areas. For more information, visit ultima.com

- CRN Channel Finalists - 2020 and 2021
- Digital Technology Leaders Awards Winner - 2020
- AI and Machine Learning Awards Winner - 2020
- Blue Prism TAP Partner of the Year for EMEA - 2020
- Thames Valley Tech Awards Finalist - 2020
- HPE UK and Ireland Value Partner of the Year - 2019



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