Sutton House Ltd Service Definition Document

Company Information:
Sutton House Ltd
17 St Owen Street, Hereford, HR1 2JB, UK
Email: Info@suttonhouse.com
Tel: +44 (0)1432818535
www.suttonhouse.com

1. Company Overview:
Sutton House, a pioneer in defence, security, and emerging technologies, has been delivering cutting-edge solutions for nearly two decades. Our veteran-focused approach brings invaluable experience and strategic thinking to solve complex challenges, driving innovation in various sectors including health, education, and government.

2. Service Provision:
We offer bespoke cloud solutions and specialist services, focusing on deep industry expertise in defence, emerging tech, and government sectors. Our services are designed to integrate seamlessly with existing systems, supported by our rigorous adherence to international standards such as ISO 9001 and ISO 27001.

3. Implementation Strategy:
Our implementation strategy includes:

- Initial Assessment: Understanding client-specific needs and IT infrastructure.
- Customised Planning: Detailed timelines, resource allocation, and risk management.
- Hands-on Deployment: Ensuring seamless integration and functionality.
- Continuous Optimisation: Ongoing support and system enhancements to meet evolving needs.

4. Support Levels:

- Initial Consultation and Planning: Expert advice and robust strategic planning.
- On-Site Implementation Support: Hands-on assistance from subject matter experts.
- Post-Implementation Review: Comprehensive assessment and training for client teams.
- Strategic Capability Development: Ongoing development to align with future business goals.

5. Compliance and Standards:
Our commitment to compliance is reflected in our certifications and adherence to rigorous frameworks. We uphold standards that guarantee quality, security, and environmental stewardship, demonstrating our unwavering commitment to operational excellence and client satisfaction