



Bedrock

Turnkey's Managed Services

Service Overview

turnkeyconsulting.com



Contents

1. Introduction

- Background and Context
- Turnkey's Bedrock Managed Service

2. Turnkey's Managed Service Options

- Service Catalogue
- Service Model Options
- Service Pricing

3. Next Steps

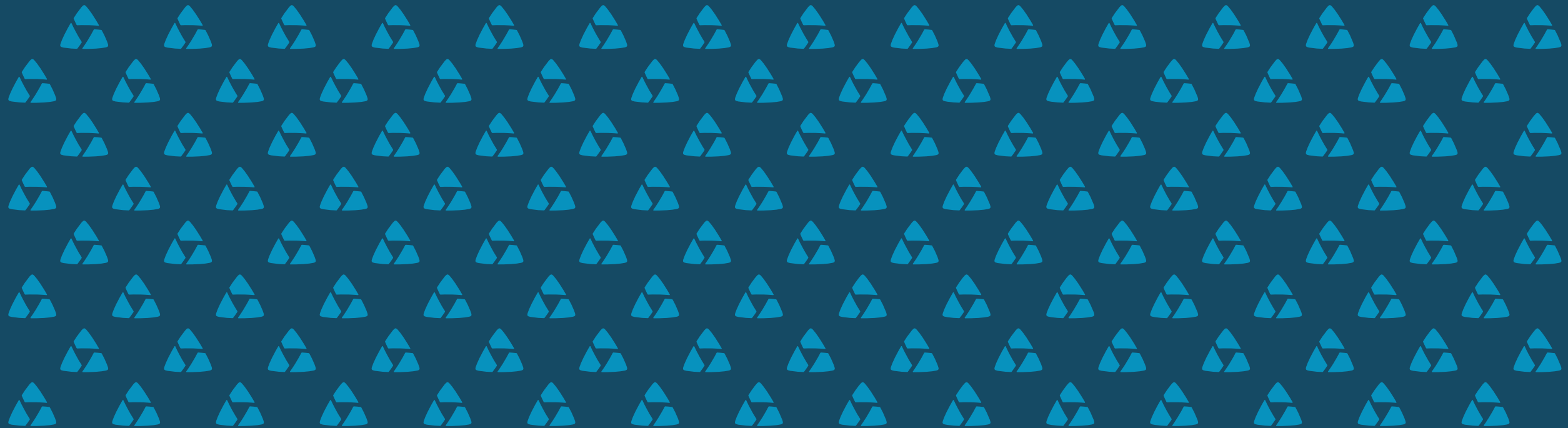
- Customer Journey

4. Investment Required

5. Terms and Conditions



Background and Context





Background and Context

Background

- Current State** • What processes or tools the client currently uses and system scope (e.g., for security, controls, monitoring).
- Why the client is considering managed services (e.g., efficiency, scalability, risk reduction).
- Business Drivers** • Client strategic goals (e.g., resilience, automation, cost optimisation).
- Areas where improvement could add value (e.g., prioritisation, continual improvement, proactive monitoring).
- Opportunity to add value** • Alignment with business objectives (e.g., reducing risk exposure, improving operational performance).

Key Requirements

- **Key Skills required** Explain the skills required with a USP to Turnkey (Example: The need for an ITGC controls operator with a risk mindset)
- **Nature of MS** Nature of the managed service (Example: Extension of the client's existing team or full end-to-end function provided by Turnkey)
- **Value to Client** Link what they need to a benefit of Turnkey (Example: [Client] needs a partner who isn't just ticket-based but continually improves the solution)
- **Business Outcomes** Clear desired outcomes of the client (Example: Maintain and reduce risk of fraud by reducing access risk in the SAP environment)



Managed Service – Bedrock

Scalable support and on-demand expertise that seamlessly integrate with your existing operations.

The strength of your enterprise depends on a secure foundation. Turnkey's Bedrock Managed Service provides flexible support and niche expertise to protect and future-proof your business-critical systems. Whether you're augmenting your current team or outsourcing specific functions, we act as an extension of your organisation to provide right-sized, responsive day-to-day support and advisory backed by the brightest minds in identity, security, and risk.

THE BEDROCK GUARANTEE

- Regular touchpoints with a dedicated local service manager.
- Timely resolutions and updates to integral components.
- Ongoing support to evolve and improve controls in line with business objectives.
- Extended capabilities without added headcount.
- Option for multiple time-zones and around-the-clock coverage

WHY CHOOSE BEDROCK?



Go beyond immediate issue resolution with ongoing assessments, proactive solutions and strategic roadmaps.



Support the long-term resilience of critical business systems with expert guidance.



Get access to the right people, with the right skills, at the right time.



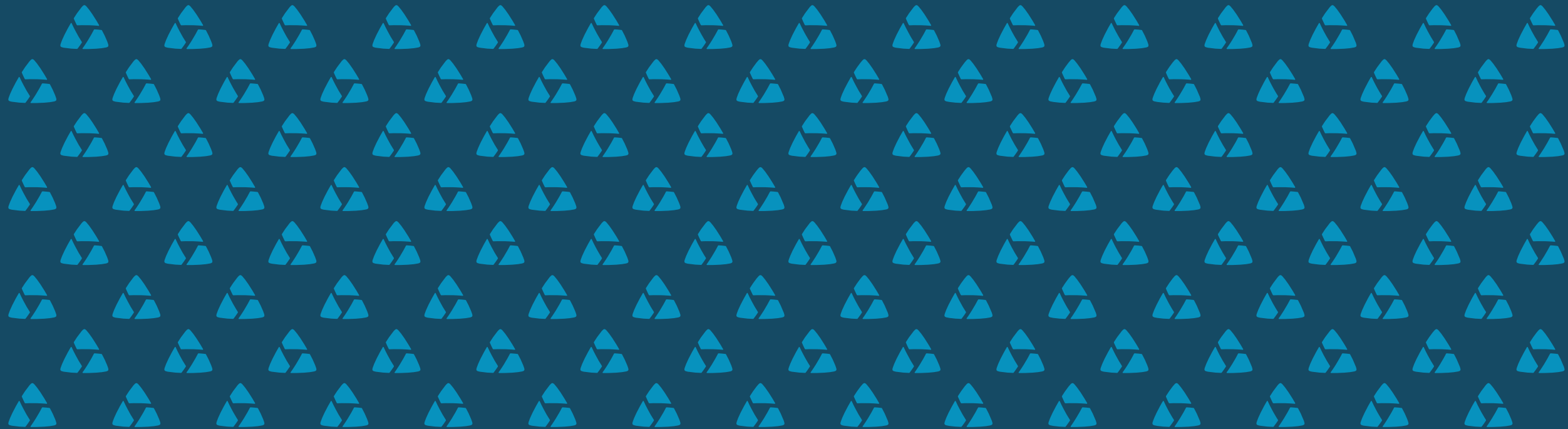
Take advantage of our flexible model with ad-hoc or full-time risk and security management.



Concentrate on strategic initiatives as our experts monitor systems, address issues, and handle routine processes.



Turnkey's Managed Service Options





Turnkey's Service Catalogue

We've developed a proposed approach based on the understanding of your requirements and our experience of similar offerings.

What's Included

- Allocated days per month of expertise provides proactive support for critical systems, focusing on resolving tickets and driving system improvements.
- A dedicated service and account manager will oversee operations, conduct regular meetings, and provide monthly reviews to support strategic alignment and continuous improvement.
- Access to our network of experts delivers diverse perspectives and the latest industry insights.
- General services including fix-on-fail incidents, health checks, recommendations and advisory.

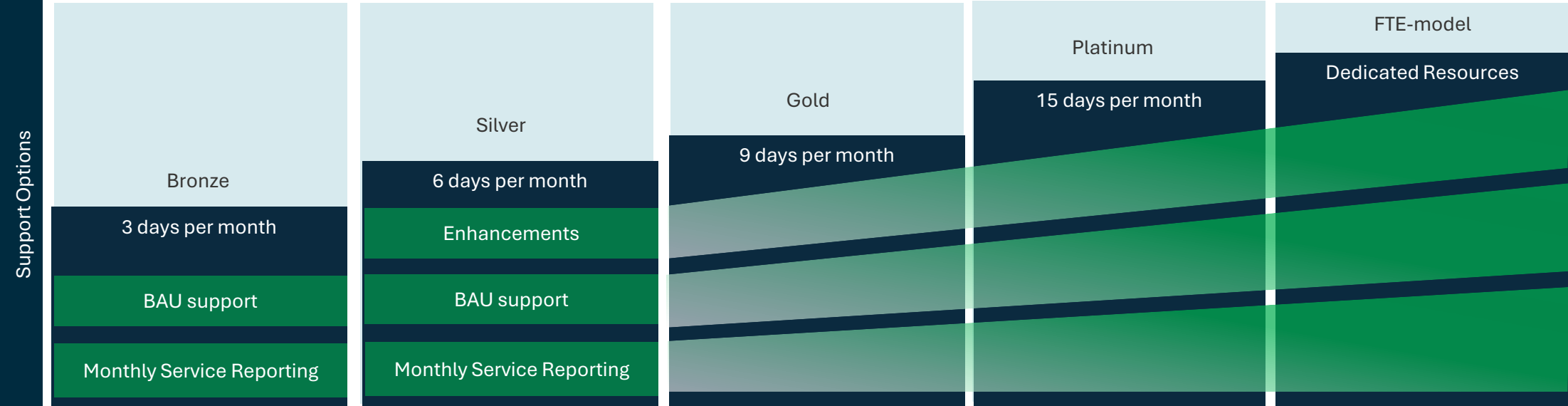
Service Catalogue

Below are our core support activities. Whilst not exhaustive, it highlights key activities at a typical managed service client:



Service Model Options

We offer various offerings to meet your business needs



TIER	IDEAL FOR	DESCRIPTION
Bronze	Clients needing occasional support or expert input	A light-touch service offering a few days per month to support fix-on-fail issues, BAU tasks, and ad-hoc advisory. Acts as a flexible extension of in-house teams.
Silver	Clients requiring regular support and guidance	Adds more capacity for fix-on-fail resolution, BAU delivery, advisory, and small-scale implementation. Provides predictable support without full-scale outsourcing.
Gold	Clients seeking proactive service and regular delivery	Enables consistent monthly activities, including health checks, monitoring, and risk reporting. Combines BAU, advisory, and implementation in a structured model.
Platinum	Clients needing embedded, strategic managed services	A high-touch service providing near full-time support, with a focus on continual improvement, roadmap alignment, and end-to-end ownership of BAU, implementation, and advisory.
FTE	Clients requiring named resources embedded full-time	Provides full-time, named consultants embedded into your team on a secondment-style basis. Ideal for long-term engagements where deep system knowledge and day-to-day collaboration are essential.



Turnkey's Managed Service Pricing

Our managed service offers flexible, cost-effective support tailored to your needs, maximising value through proactive solutions with a blend of implementation and advisory.

- Standard service model balances cost efficiency with service quality, primarily leveraging offshore resourcing.
- Offering a tiered approach to allow flexibility based on service needs.
- Baseline model operates on a blend of offshore and onshore split, adjustable as required.
- Option to use Dedicated Resource support model for services requiring consistent, full-time coverage and deeper system familiarity.
- Our tiered model includes increasing levels of service management, with higher tiers benefiting from enhanced support, strategic guidance, and long-term account oversight.
- Quarterly service days are allocated and expire unless carryover is pre-approved.
- Supports one primary timezone, with optional out-of-hours support available.
- Pricing for our Dedicated Resource support model is based on service requirements.

	Bronze		Silver		Gold		Platinum	Dedicated Resource
Support Days per month	3		6		9		15	Subject to requirement details
Service Management Fee			12.5%					
Discount Provided	0%		3%		5%		10%	
Monthly Fee	£	2,917	£	5,500	£	8,083	£ 12,833	
Total Fee	£	35,000	£	66,000	£	97,000	£ 154,000	



Turnkey's Managed Service Pricing

If 100% offshore used

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- Standard service model balances cost efficiency with service quality, primarily leveraging offshore resourcing.
- Offering a tiered approach to allow flexibility based on service needs.
- Baseline model operates on offshore model with use of local service management.
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- Pricing for our Dedicated Resource support model is based on service requirements.

	Bronze	Silver	Gold	Platinum	Dedicated Resource
Support Days per month	3	6	9	15	Subject to requirement details
Service Management Fee	12.5%				
Discount Provided	0%	3%	5%	10%	
Monthly Fee	£2,250	£4,333	£6,417	£10,083	
Total Fee	£ 27,000	£ 52,000	£ 77,000	£ 121,000	



Turnkey's Managed Service Pricing

2026 pricing

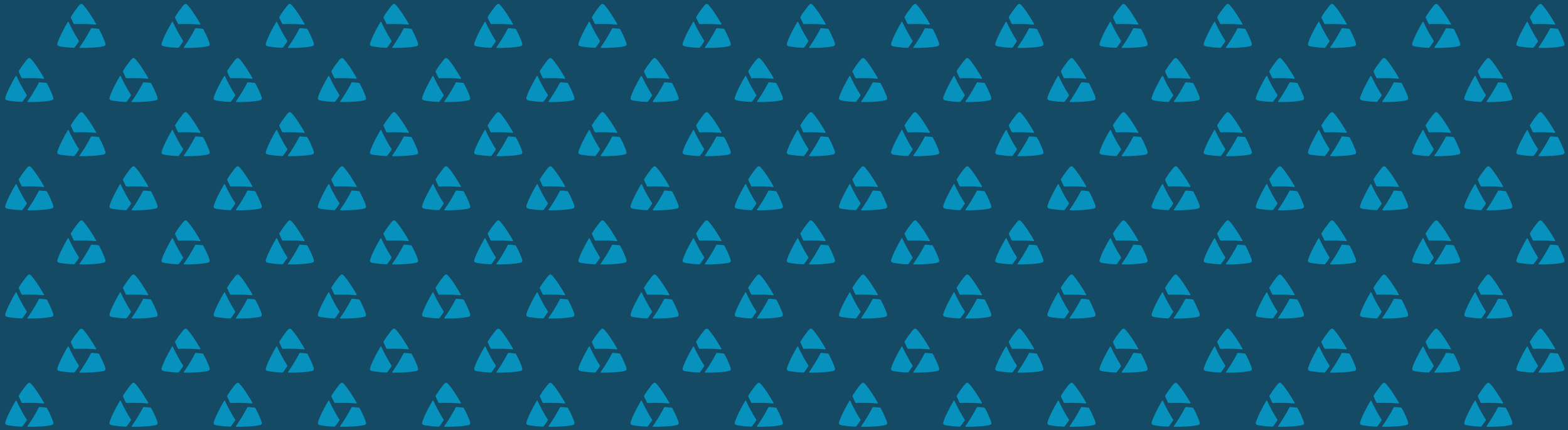
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	Bronze	Silver	Gold	Platinum	Dedicated Resource
Support Days per month	3	6	9	15	Subject to requirement details
Service Management Fee	2026 to be confirmed				
Discount Provided	0%	3%	5%	10%	
Monthly Fee	£ 3,000	£ 5,750	£ 8,417	£ 13,167	
Total Fee	£ 36,000	£ 69,000	£ 101,000	£ 158,000	

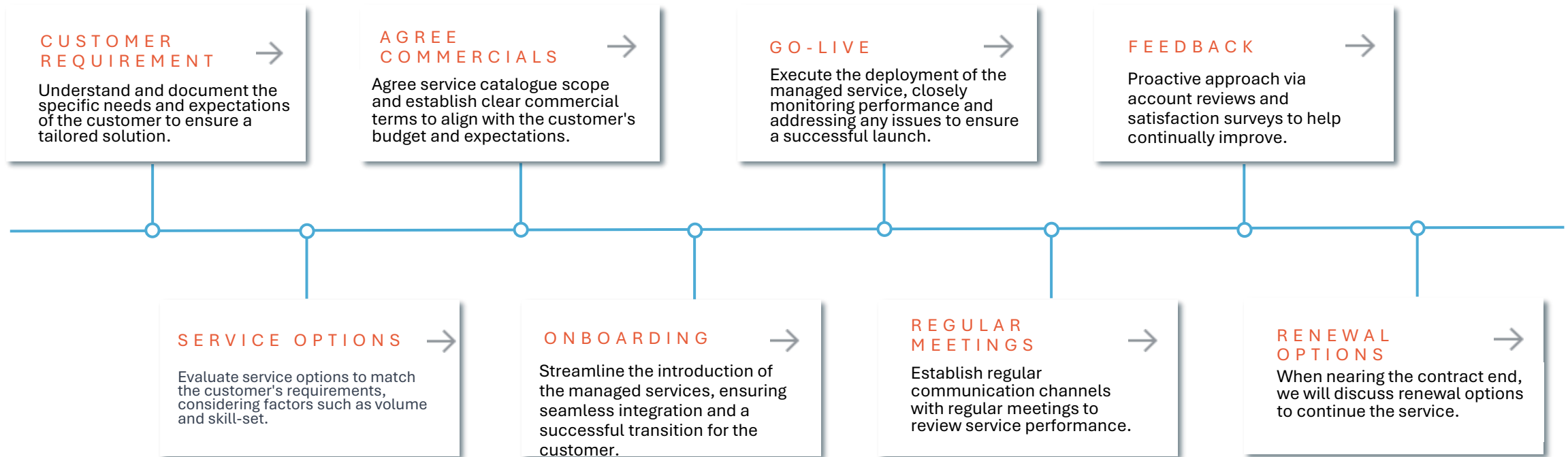


Next Steps



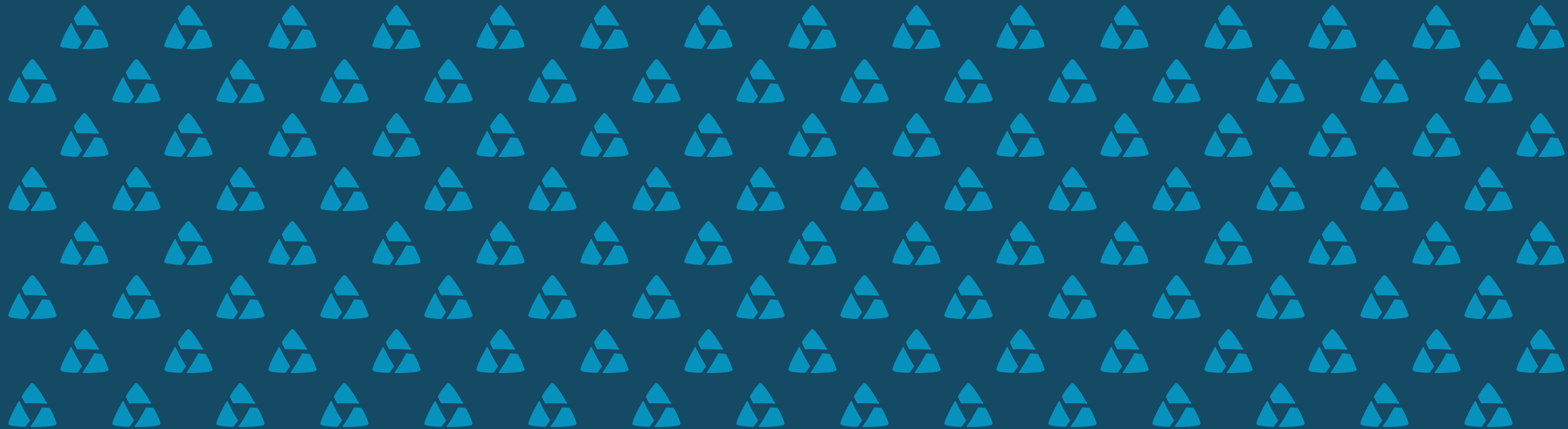


Customer Journey





Investment Required



Managed Services Investment



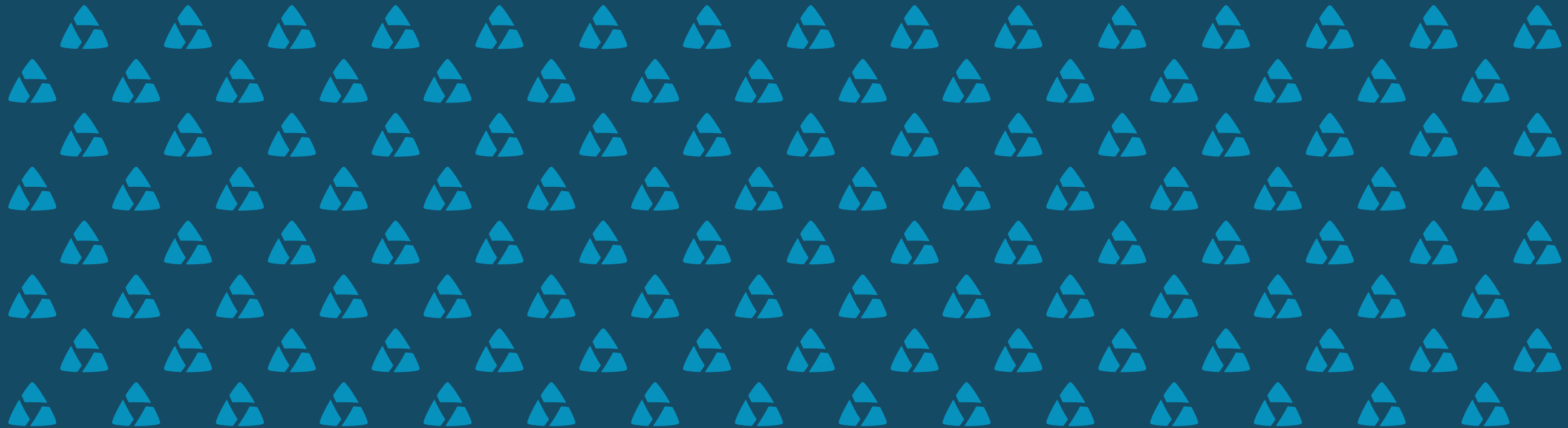
Service Line Item	Days per month	Monthly Fee
Support Days (Bronze)	3 days	£2,917
Service Management (12.5% of engagement fee)		
Total Fee		£35,000

Our prices exclude VAT at the applicable rate, and out of pocket expenses.
All onsite work will be charged expenses at cost, to be billed monthly as used.





Terms and Conditions





Terms and Conditions

Contract Terms:

Category	Consolidated Assumption	Internal Comments
Engagement Terms	The engagement will be on a 'Services to Assist' basis, with deliverables defined and delivered under the client's direction.	
Engagement Terms	The initial contract period will run from [Start Date] to [End Date] , unless otherwise agreed in writing by both parties.	
Engagement Terms	Invoices will be issued in advance on a [monthly/quarterly/annual] basis following receipt of a valid Purchase Order. All fees are exclusive of VAT and other applicable taxes.	<i>Checking with the client what invoice frequency</i>
Engagement Terms	Contract termination requires 3 months' written notice from either party. Unused budget will not automatically carry forward between contract terms; any rollover requires mutual agreement.	
Engagement Terms	Projects or enhancements estimated to exceed 5 days' effort (e.g. major remediations, acquisitions/divestments, new system implementations, or large integrations) are excluded and will require a separate Statement of Work. Work cannot be subdivided to remain under this threshold.	
Engagement Terms	Service availability during public holidays aligns with Turnkey's standard UK calendar, unless otherwise agreed in advance.	<i>This will need to be checked with the client as may not be UK based</i>
Service Scope & Model	A dedicated team will manage SAP Security and Access Control tickets and continuous improvements.	
Service Scope & Model	Support or advisory days are provisioned quarterly; unused days will not roll over unless pre-approved for planned activities. Activities are tracked via the agreed ticketing tool (e.g. Zendesk or ServiceNow). Any additional available time may be used for proactive improvements.	
Service Scope & Model	The service assumes up to [number] tickets per month, primarily of low to medium complexity. Sustained increases above 25% of the agreed volume may require a review of resourcing and costs.	<i>This may not be required if it isn't based on ticket volumes – need ticket complexity matrix slide if used</i>
Service Scope & Model	If monthly ticket volumes exceed the agreed threshold for 3 consecutive months, Turnkey and the client will review the service scope, fees, or SLA targets.	



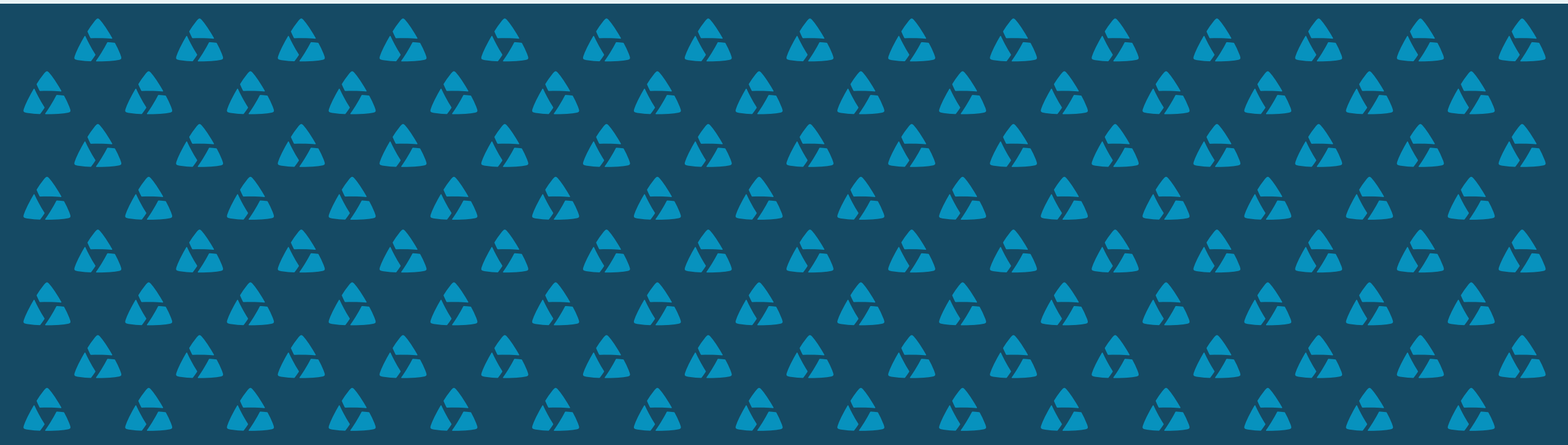
Terms and Conditions

Contract Terms:

Category	Consolidated Assumption	Internal Comments
Delivery Approach	Services will be delivered during [core hours/time zone] . No out-of-hours support is included.	<i>This may need to be updated based on client requirements</i>
Delivery Approach	Services will primarily be delivered from [location(s)] , supported by EMEA-based account management. A blended delivery model (approx. 2:1 offshore-to-onshore ratio) ensures scalable and consistent support while maintaining access to local expertise.	<i>This may need to be updated based on client requirements</i>
Delivery Approach	The service will cover the agreed systems in scope: [add system names] .	
Delivery Approach	Service commencement is subject to a satisfactory onboarding process and formal acceptance of the transition. Required system access must be available to Turnkey resources from Day 1 of the contract.	
Delivery Approach	Client will provide Turnkey with all required system, VPN, and ticketing tool access prior to service commencement. Any access delays may impact service start dates.	
Service Management	Service Levels (SLAs) will align with Turnkey's standard framework and apply to initial response times. Resolution targets are on a best-efforts basis, as timing may depend on third-party vendors or client release processes.	<i>This may need to be updated based on client requirements</i>
Service Management	Turnkey will operate strictly within the agreed service catalogue. Any additional requirements, effort, or scope changes must be mutually agreed and formally documented through a change request.	
Service Management	Turnkey is not responsible for resolving defects in third-party vendor software; these remain the vendor's responsibility.	
Client Responsibilities	Client stakeholders will be available to provide timely input, approvals, and technical guidance required	



Additional Useful Slides



Benefits of Turnkey's GRC and SAP Security Managed Service

Our managed service is designed to deliver resilience by combining an engaged security workforce, continual improvement, and a risk-focused approach to SAP Security and GRC.

- **People** – A resilient team acting as an extension of [clients], delivering stability and continuity while engaging stakeholders through monthly strategy days to embed security and anticipate regulatory or landscape changes.
- **Performance** – A support team that goes beyond BAU, driving continual improvement through automation, licence optimisation, and value-added initiatives that enhance efficiency and unlock growth.
- **Protection** – A one-stop shop for end-to-end SAP Security and GRC, integrating advisory and operations with a risk-based mindset to keep roles clean, strengthen compliance, and safeguard critical systems.



Benefits of Turnkey's Security Controls Operation Managed Service

Our managed service is designed to give your organisation confidence and resilience by combining expert security talent, continuous improvement, and a risk-driven approach to strengthening controls and reducing exposure.

- **People** – We go beyond ticking boxes. Our team helps your organisation understand why controls matter and how they connect to real business risks - empowering informed decisions and a stronger security culture.
- **Performance** – We don't just maintain; we optimise. By identifying opportunities for automation and efficiency, we reduce manual effort, improve accuracy, and free your team to focus on strategic priorities.
- **Protection** – We stay ahead of threats. When issues arise, we act fast - supporting remediation and providing actionable recommendations to continuously enhance your control environment.



Benefits of Turnkey's Vulnerability Management Managed Service

Our managed vulnerability management service is designed to provide end-to-end visibility and proactive risk reduction through continuous monitoring, expert analysis, and actionable remediation guidance.

- **People** – Equip your teams with clear insights into vulnerabilities and their business impact, helping prioritize what matters most rather than chasing every alert.
- **Performance** – Focus on continual improvement by refining processes, prioritising high-impact risks, and driving efficiencies that maximize business value.
- **Protection** – Stay ahead of threats with continuous monitoring, rapid identification of critical exposures, and expert-led remediation support to strengthen your security posture.





Managed Risk and Security Services Catalogue

We offer a suite of managed services that deliver ongoing support and governance across SAP security, risk, compliance, and broader GRC initiatives. Our services are designed to reduce risk, increase operational efficiency, and ensure your SAP environment remains compliant, secure, and audit-ready — without overloading your internal teams.

Across all managed services we support some general activities including incident support, health checks, recommendations and advisory to support platform reliability and long-term performance with ongoing system health and incident management.

Managed Service	Description	Value to you
Access Governance	End-to-end operation of your GRC solution, covering user access reviews, business role management and risk simulations, provisioning workflow maintenance, risk reporting, and master data updates - including control assignments, emergency access, and ruleset configuration - to maintain visibility of risks and enable proactive mitigation.	Automates access reviews, reducing manual effort and errors; ensures ongoing visibility of access risks within a critical business system
SAP Security & Operations	Manage user and role administration, authorisations, licence usage, and SoD simulations — supporting secure, efficient, and compliant system access.	Maintains efficient role and authorisation management, enabling smooth operations and ongoing compliance assurance
License Optimisation & Compliance	Periodic license assessments and remediation advice to control costs and mitigate audit risks.	Optimises license use by analyzing patterns and identifying savings, helping control costs and maintain compliance
Control Operations & Audit Support	Control monitoring, testing, automation, audit support, and compliance reporting to strengthen risk management and audit confidence.	Leverages automation to streamline control processes, minimising manual tasks while enhancing accuracy and consistency
Threat Detection and Vulnerability Management	Strengthen system security through automated vulnerability scanning, alert monitoring, patch management, and timely remediation.	Reduces risk exposure through timely detection and remediation, improving operational uptime and lowering incident response costs



Ticket Complexity Matrix

Ticket volumes are expected to consist primarily of low to medium complexity requests, with a smaller proportion of high complexity activities. The service model and resourcing are based on the following assumptions. We assume [no. of tickets] tickets per month.

Complexity	Indicative Effort per Ticket	Definition	Example	Indicative % of Monthly Volume
Low	< 2 hours	Standard, routine requests requiring minimal investigation	Assigning an existing role, adding a transaction code with known objects	
Medium	3-6 hours	Requests requiring analysis or investigation before execution	Identifying objects linked to a new transaction, assessing role impacts	
High	7-16 hours	Complex or strategic activities requiring significant effort	Remediation of SoD conflicts, role redesign across multiple systems, implementing new GRC workflows	



Service Level Agreements

The below detail outlines Howdens standard SLAs that will be followed by Turnkey support within the standard support timezone defined.

Severity Level	Category	Description
1	Critical	Problem has a critical impact on the business (e.g. system down).
2	Major	Problem has a serious impact in part of the business.
3	Medium	Problem has a temporary impact on users and is non-critical or is a development issue.
4	Low	Problem has a minor impact on users, or issue is a request for further information.

Severity Level	Bronze	Silver	Gold	Platinum
1	4 hours	2 hours	1 hour	30 minutes
2	8 hours	4 hours	2 hours	1 hour
3	24 hours	8 hours	4 hours	2 hours
4	Resolution as agreed with customer	Resolution as agreed with customer	Resolution as agreed with customer	Resolution as agreed with customer



Acceptance and Sign Off

Howdens

Signed:

Name:

Title:

Date:

Turnkey

Signed:

Name:

Title:

Date:



Your Contact

Sarah Nadwick

Managed Service Lead

Sarah.nadwick@turnkeyconsulting.com

Turnkey Consulting

58 Ayres Street
London
SE1 1EU
United Kingdom

+44 (0)207 288 2578
info@turnkeyconsulting.com
www.turnkeyconsulting.com