



Specialist Content Management and Design Service

VERACITY

1. Service Overview

The Specialist Content Management and Design service has been developed to support help organisations address the issues and challenges of information management, ensuring that useful, up to date and accurate information is made available quickly and easily where it is needed to support their digital strategy

2. Detail of Service Delivery

Our Specialist Content Management and Design service comprises a number of elements which can be accessed independently or together as required:

- **Content Management Strategy:** Our specialists will work with stakeholders to review your information needs and sources together with current technologies. We will review your challenges and pain points. We will evaluate the transition from on-premise hosting to Cloud-based, or where appropriate the transition between Cloud systems.
- **Content Design:** We will support you in developing and designing tailored content based on user research for your digital services, working with the wider User-Centred Design and development teams to ensure a cohesive and collaborative approach.
- **Content Management Solution Identification:** Where a decision has not already been taken on the preferred content management solution or system, our specialists review your requirements against the available solutions to provide recommendations and further support in the on-boarding of the chosen system
- **Content Management Implementation:** We will support your team in implementing the content management solution and migrating existing information to it as appropriate.
- **Content Management Consultancy:** We provide a broad range of consultancy on content management including assessing current strategies on version control and archiving, records retention and disposal, Freedom of Information and Data Protection.

One of our managing consultants will be charged with leadership of our team and ownership of our engagement, and will be responsible for ensuring our team is best deployed to deliver the services required.

We will always seek to be flexible with our customers and vary our services where required to help our customers to optimise the use of their own internal resources and maximise value for money.

3. Onboarding Activities

The team providing each work package to the customer is comprised of our resources specifically selected for delivery of the appropriate service, ensuring customers are provided with the specific skill sets that will best deliver the services required. Before they start an assignment, our team will be briefed in detail by our engagement leader on the services required by our customer, the broader strategy and aims of the work being procured and the service outcomes the customer is seeking through our engagement. Our engagement leader will work with our customer throughout delivery to ensure expectations are continually met and the service is delivered as required.

4. Service Management

All customers are provided with a dedicated engagement leader who will be responsible for overseeing the delivery of the service. They will maintain close contact with the customer and with any resources deployed to monitor customer satisfaction and to identify any issues at an early stage. We also gather feedback at the end of each assignment either formally or informally to ensure continuous improvement.

5. Service Constraints

There are minimal constraints on the service we can provide to customers. In order to meet the needs of customers, we can quickly scale our team by drawing on our pool of high-calibre professionals and deploy these flexibly to customers to meet service delivery requirements as required. Our teams can be delivered at short notice and on a short term or long term basis.

6. Service Levels

Our consultants and delivery teams are generally available 8:30am to 6pm Monday to Friday, with access out of hours as required.

7. Ordering and Invoicing Process

We have a flexible ordering process. Generally, we accept enquiries by telephone, email or face to face. Where the service is ordered, we can assist with preparation of the G-Cloud Order Form if required including electronic signatures allowing customers to confirm the order immediately.

8. Termination Terms

Customers can generally terminate the service without cause with five working days' notice unless otherwise stated on the Order Form. Where there is a need to terminate earlier than this, we will normally seek to accommodate it wherever possible.

9. Customer Responsibilities

Customer responsibilities include the provision of access to customer offices, office space and, where appropriate, IT equipment. In addition, customers are responsible for providing details of the initiative and the nature of support required, participation in workshops and meetings as required, and for verifying the satisfactory completion of the work.



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