

Office 365 Central Tenant (NHSmail+) Migration Service

VERACITY

1. Service Overview

Veracity work in partnership with NHS trusts who are looking to transform their organisations by migrating onto the Microsoft O365 Central Tenant Platform, which includes NHSmail (@net.net) and a selection of Teams, SharePoint, and/or OneDrive. Trusts may look to undertake this transformation for several reasons, but a key point is to support their staff with the new technologies and the tools that will enable closer communication and collaboration between colleagues and partners outside the Trust. Further reasons for change include:

- Regulatory Compliance and Cybersecurity Risk
- Limited Collaboration
- Operational Inefficiencies

We work in collaboration with trusts in order to complete several phases of the service:

Discovery, Deep Dive, and Requirements Gathering:

Our dedicated team work with stakeholders across the trusts to develop and deliver a full discovery phase, which will include requirements gathering, as-is architecture, environment maps, pre-project requisites, and existing technology stack. This enables us to understand if the transformation is achievable and value for money for the trust.

Development of Five-case HMT Green Book Compliant Business Case:

From our findings of the discovery phase, we will set-out the: Strategic Outline Case (SOC) to establish objectives of the project, and strategic alignments; Outline Business Case (OBC) which is where the majority of our focus lies, in order to provide a detailed summary of the potential solutions, recommendations, procurement plans, commercial calculations, and organisations benefits; and Full Business Case (FBC) to deliver the final document ready for board, trust, and executive committee approval, ensuring value for money against the five cases (Strategic, Economic, Commercial, Financial, Management)

NHSE Approved Technical Supplier Selection:

Working with the commercial and procurement team to prepare for framework and supplier selection, whilst providing assurance and advisory services through this process, all the way through to contract management, and transition.

Project Management and Delivery Support:

Our specialist team work side-by-side with the trusts, as the client-side partner to ensure smooth running of the project, and provide governance around the finances, deliverables and roadmap. As Programme Delivery Partner we leverage our substantial industry experience and best practices for the transformation, including stakeholder engagement to profile the challenges, issues, and benefits, defining a clear resolution pathway. Our support starts from discovery and ends with post go-live support.

Following MSP/Prince2 best practice, we will establish a Governance Board comprising of senior stakeholders, internal team members, and Veracity to provide full visibility and control of the project. This board is responsible for monitoring and steering the project to ensure adherence to scope, cost, and timeline, whilst also serving as the key escalation point for any issues that arise.

Transition and Exit Strategy:

We ensure a smooth migration and transition of the services, whilst also providing essential floorwalking, end-user training, and service desk support to complement the existing operational teams. We track benefits across the entire project lifecycle and ensure they are realised at project close, with initiatives and sub-projects set-up for the trust to ensure the efficiencies and savings can be made promptly. In collaboration with the trusts, we will undertake a comprehensive lessons learnt, and share this with the senior stakeholders to drive cross-trust collaboration.

2. Detail of Service Delivery

A key strength of our approach is the application of a blended resourcing model, which combined experienced Veracity consultants with the trust's internal teams. We will deliver specialist expertise in project management, business analysis, architecture, PMO, and support desk operations, to ensure critical activities such as user engagement and incident management are delivered to the highest standards. This blended model allows the trusts to increase capacity at peak demand while embedding knowledge into business-as-usual (BAU) functions.

Veracity will agree a service package appropriate to each requirement. Our Delivery Director, and Service Delivery Function 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 clients and vary our services where required to help our clients 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 deliver services our customers may require, 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.

We are not responsible for the selection of NHSE approved technical migration partner, or the work they need to deliver, but we act as a client-side partner to govern/assure those outcomes and provide expert advice.

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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