

Service **Definition** Document

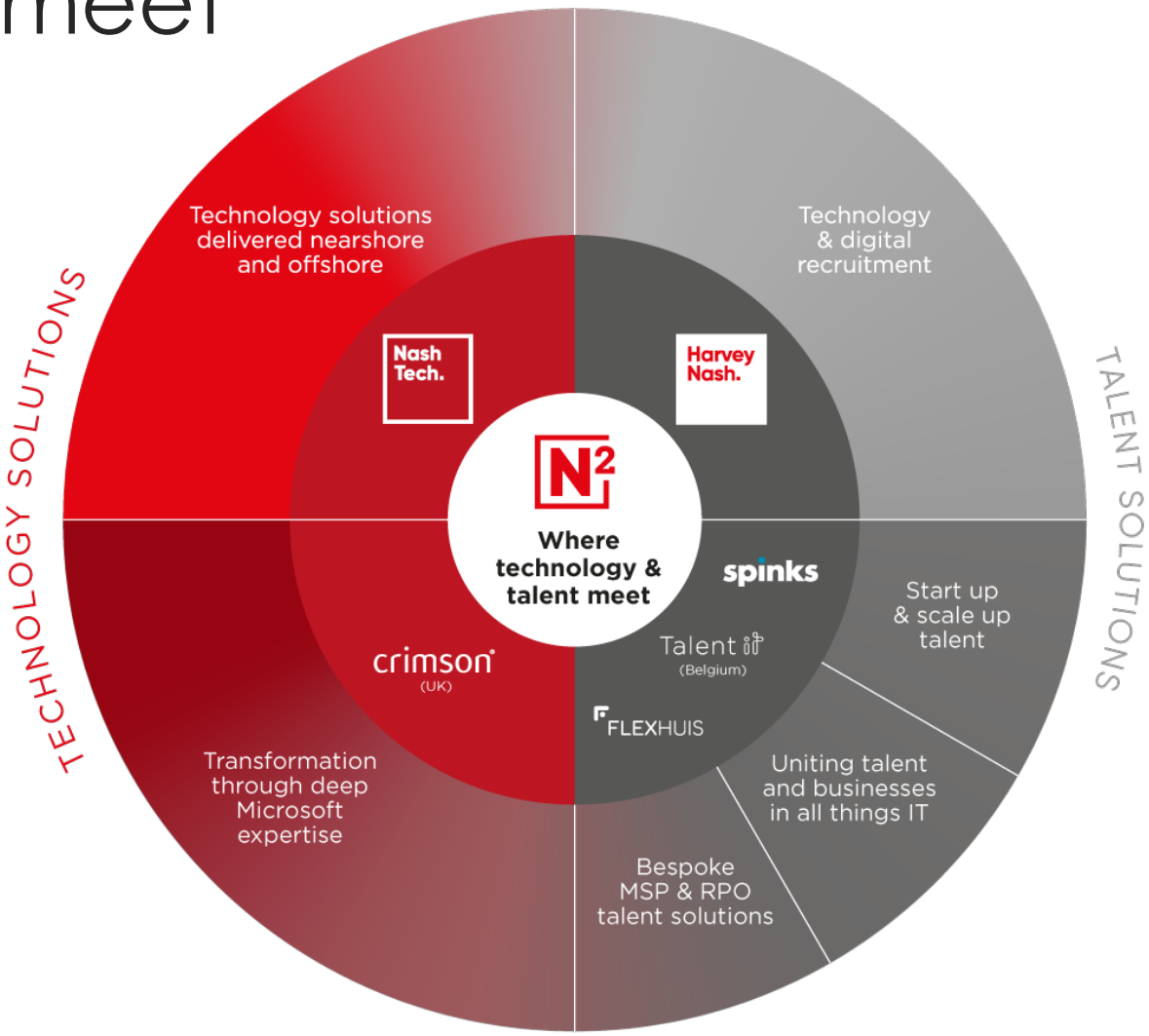
Cloud Support
Specialist Cloud Services

Harvey Nash.

Part of Nash Squared
Where technology & talent meet

We're part of Nash Squared - the leading global provider of technology and talent solutions.

Through Harvey Nash, we're equipped with a unique network that realises the potential of where technology and talent meet.



Part of Nash Squared
Where technology & talent meet



Established
1988



Revenues
£1.3bn



Global
16 countries



Presence
48 offices



Expert
3,300 colleagues



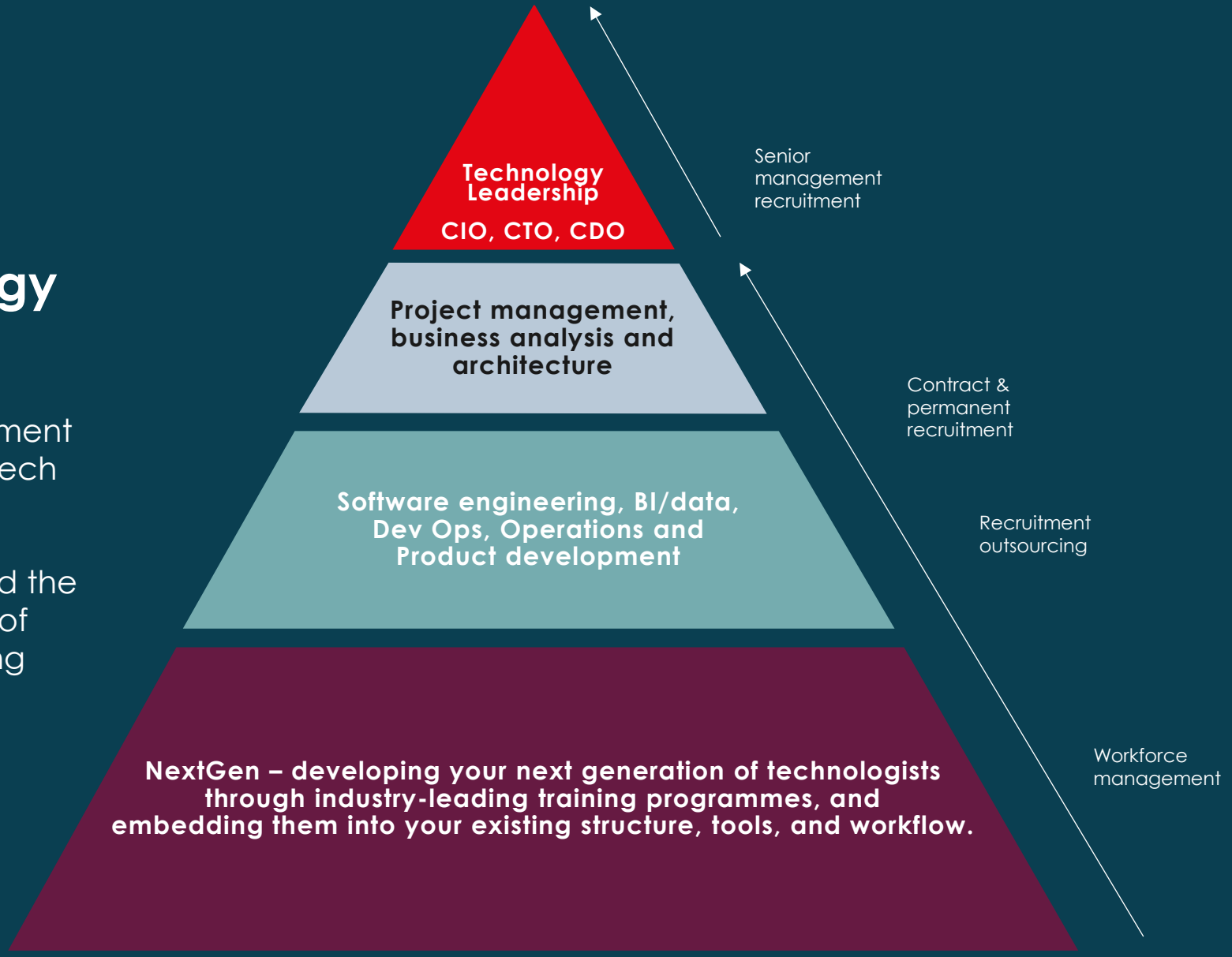
Delivery
10,000+ solutions delivered
500,000+ experts placed

What We Do
Harvey Nash

We build amazing technology and digital teams.

From senior appointments through to recruitment and project solutions, we are experts in the tech sector.

We're deeply connected with our clients and the diverse community we serve, and made up of passionate people who care about changing lives and helping our clients be successful.



Cloud Support Capability

What we do

Harvey Nash Cloud Support Services have been designed with the needs and objectives of our clients in mind – focused on collaborative planning and swift and seamless service execution. Each Cloud Support Service is project managed in line with ITIL methodology and delivered by certified project management professionals. Our expert consultant teams determine client need and requirement, tailoring project plans to meet scope and timescales in line with individual Cloud adoption and transition needs. Early engagement with client teams drives expedited results – ensuring consultant resource is focused on guiding and supporting stakeholders throughout each stage of an organisations Cloud journey

How we do it

- We take full ownership of end-to-end service delivery on either a statement of work or time and materials basis
- Focused on close client collaboration, our Cloud Support Services support complex enterprise requirements
- We ensure rapid deployment to meet critical demands – with minimal disruption during adoption of or migration to the Cloud
- Solutions are delivered through our Programme Management Office comprising Programme and Implementation Managers, Designers, Solutions Architects and back office support, i.e., dedicated Service Desk



Cloud Support Services

Harvey Nash Specialisms

Architecture-as-a-Service



Business Change, Analysis & Alignment



Cloud, Strategy Deployment & Migration



Data Services



Digital Outcomes-as-a-Service



Project Delivery-as-a-Service



Security-as-a-Service



Specialist Cloud Services



Cloud Support
Specialist Cloud Services

How it works

We have created our Statement of Work Platform (SoW) to provide Public Sector organisations the capability to procure expert project services to deliver defined outcomes. Designed for flexibility, scalability and expert delivery, we provide project teams aligned to individual requirement - taking accountability for the scope of services agreed.

Service Features

- Architecture-as-a-Service
- Business Change
- Cloud/Strategy/Deployment Migration
- Project Delivery-as-a-Service
- Security-as-a-Service
- Data Services
- Digital Outcomes-as-a-Service.

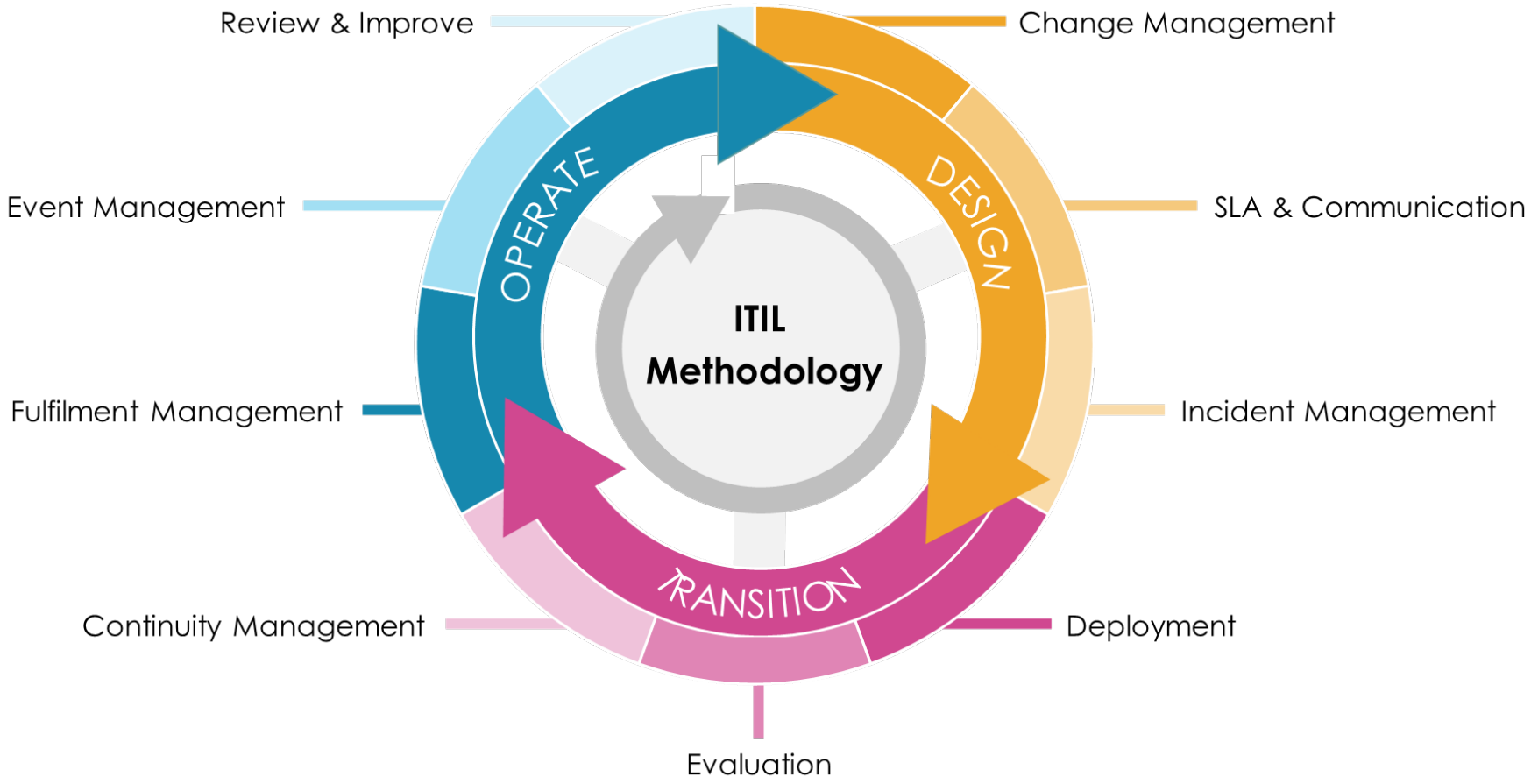
Service Benefits

- An agile and flexible service delivered as T&M, fixed-price work package/ SoW
- Delivered by experienced PMO professionals with understanding of complexities within cloud environments
- Our consultants hold security clearance (SC and DV).



Agile Methodology
Quality Assured Process

Each Harvey Nash programme is delivered in line with Agile programme management methodologies, including ITIL, Scrum and Prince2. Taking an Agile approach our teams can better plan and coordinate requisite resources in line with cost, time and quality expectations. Project plans are continuously augmented in line with the changing needs of each clients business, allocating tasks to key personnel to clearly guide delivery structures and flight maps according to a single source of truth, whilst ensuring our deliver teams time is monitored and accurately recorded.



Delivery Approach
High-touch Collaboration

Dedicated Delivery Teams
To ensure clients experience high touch support from day one, we allocate dedicated Account Managers to act as a single point of contact. We provide support from initial consultation through to readiness, design and delivery focused on continuously enhancing and improving capability.

Collaborative Delivery
Consultant teams promote close client collaboration at each stage of the Cloud journey to fully understand changing organisational needs and objectives – tailoring mobilisation and delivery plans to maximise outputs. Our subject matter experts deliver ongoing advice to aid continuous improvement.

Dedicated Service Desk Support
Harvey Nash dedicated Service Desk is the central point of contact for users who require assistance. The Service Desk resolve technical issues and record enquiries for escalation to the most appropriate manager or department for resolution within the timeframes established within the Service Desk SLA. The Service Desk provide detailed reporting pertaining to types of calls, volumes, resolutions, escalations, time to respond etc.

Review and Reporting
The Harvey Nash Account Manager and Service Desk will be available to support ad-hoc reporting. Account Managers will agree a review and reporting schedule, including service reviews and regular update and progress calls. They will provided service delivery analysis focused on SLA performance, risk mitigation and continuous improvement.



Specialist Insight
As a Tech focused organisation our consultant teams offer extensive, real-time insight into current Cloud trends and innovations. Across the group we both deliver and take part in Tech industry events, seminars and roundtables, regularly producing Research and Thought Leadership to keep our clients ahead of the curve on Cloud capabilities.

Onboarding & Offboarding



Collaborative engagement and pre-implementation consultation



Teams assess existing capability to define target operating models



Readiness Assessment completed and project plan agreed



Consultants coached in client requirement to hit the ground running



A robust communication and review framework is established



Consultant teams are embedded as an extension of operations



Target Operating Model ensures ongoing efficacy of Cloud provisions



Support and training provided up to transition to BAU operations

Social Value
Harvey Nash Commitments

Harvey Nash's social value approach ensures we are maintaining and continuously improving our commitments to community sustainability – augmenting and expanding new and existing initiatives and programmes to drive measurable social, economic, and environmental value. We have partnered with multiple clients across the public sector to support bespoke social value programmes - from offering career consultancy, advice and mock interviews to students, to consulting on training and development opportunities for people looking to upskill for a move into Tech, and enablement support for underrepresented communities and those facing barriers to success.



Developing Tech Skills

Advising students on pathways into Tech disciplines. For example, we addressed c.3,000 school students in 2021 through the Scottish CivTech Programme

Employability Programmes

Engaging individuals interested in upskilling or retraining through interactive sessions and workshops, i.e. previously delivering a pilot programme with E-Act

Modern Apprenticeships

Annually HNG onboard two new Apprentices. For some clients we commit to additional apprenticeships against spend threshold targets

Adding Value
Enhancing Customer Experience

On demand service



Our infrastructure supports rapid implementation and delivery of specialist Cloud Support services through a significant global network of Cloud expert consultants – ensuring reactive capability

Flexible delivery teams



SC and DV cleared teams are highly scalable – ensuring clients have access to requisite levels of consultant and programme management support in line with evolving Cloud requirements

Quality focused process



To ensure cost control and drive service quality we manage our programmes in line with a robust governance and assurance process designed to mitigate risks and deliver expected results fast

Continuous improvement



We focus on continuous improvement from day-one – working collaboratively to monitor quality, track results and analyse performance to make recommendations to expedite/improve delivery