

Introduction

We offer a set of cloud-based services that are provided from our hosted services. This enables us to bespoke a service. This can support applications of the client choice or provide to enhance an existing mix of services. With this service we offer an R&D capability and facility that can be used from any location securely.

In addition, we provide the necessary skills and knowledge to enable you to plan and deliver a move from on premises solutions to cloud based services. We have found that the R&D facility has been instrumental to assess the impact of cloud based services before committing to the full scale implementation.

Training

Our training services are designed around the requirements of the services and any specific client requirements all delivered by our own trainers. The costs for specific client training are calculated in terms of any additional development time and the delivery of any courses. Factors such as; duration, location and frequency will impact the overall cost. These costs will be incorporated at the proposal phase, providing visibility at an early stage.

Training offered as part of the services will be included within the proposal scope and we offer a one-day remote training session for all licenced services.

Commercial Aspects

As a flexible resource-based service, Issured will liaise with the buyer to establish the scope of requirements and the level of resources required to fulfil the task within the target timeframe prior to providing a detailed proposal based upon the SFIA rates published within the framework contract.

Ordering Process

To place an order please send an e-mail to Info@issured.co.uk in the first instance, briefly outlining your requirements. Issured will engage with you to develop a full definition of the requirement and present a formal proposal that may be accepted as an order by both parties.

Invoicing will be made monthly in arrears. Please make reference to the specific G-Cloud Service ID number or title within your e-mail.

Trial Service

We offer a trial period which will be on a case-by-case basis. Please call or email to discuss a trial.

Exclusions

For the avoidance of doubt, the Service does not include the following:

- Delivery of hardware.
- Bespoke software licences and third party licences.

This can be arranged at a cost.

Termination

Termination of an order prior to completion of delivery of the service will be managed in line with the Framework Terms and Conditions.

Customer Responsibilities

Issured will work collaboratively with the customer in a team with inputs and outputs on both sides related to the specificities of individual tasks. It is the customer's responsibility to provide:

- Named Senior Responsible Officer (SRO).
- Dedicated resources to the project in order that Issured and the customer can work collaboratively to achieve the agreed targeted results of the task.
- Access to appropriate systems and information within timeframes agreed within the order.

Security

All staff in Issured hold national security clearances and are willing to undergo additional vetting if required.

Certifications

Issured is certified ISO27001, ISO9001 and ISO22301.

Backup/Restore and Disaster Recovery

Issured has internal plans, processes and systems in place regarding business continuity and resilience. Any specific requirements for backup/restore and disaster recovery, where appropriate, would be discussed and agreed with the customer prior to an order being placed. We are certified to ISO22301.

Service Management

Issured is an experienced service provision manager. We will scope the full requirement with each client. However, we operate 9 to 5 business days.

We can provide additional service support and this can be discussed during consultation. The full support SLAs will be defined and will be reflected in the scoping document.

The full SLAs are dependent on the service discussed and a price can be agreed at this stage.

Service Constraints

Issured will establish service constraints where appropriate to a customer

requirement; these will be detailed in the order.

Service Levels

Service levels will be agreed with customers on a case by case. Recompense for failure to meet agreed service levels will be defined within the proposal and order if required.

Pricing Elements

To ensure that the full requirement is understood there is a need for a one-day consultancy to refine and confirm the scope of the proposal. The one-day consultancy will not be charged. If there is a need to extend the consultancy to scope out the requirement there will need to be a charge for any further days but this will be discussed and agreed during the 1 day engagement.

On-boarding costs

For all of Issured service offerings, on-boarding costs will be identified on a case-by-case basis due to the variable nature of requirements. These will be defined during the scoping phase. Additional costs may include acquisition of external client data and migration to specialist databases or the use of specialist consultants or advisors as applicable. An estimation of any additional on-boarding costs will be made visible at the proposal stage.

Off-boarding costs

Similarly, all of our service offerings off-boarding costs, if any, will be determined on a case-by-case basis due to the variable nature of requirements. An estimation of off-boarding costs will be made visible at proposal stage. The off-boarding confirmation will be finalised in the last 3 months of service contract. Any variations to the proposal scope will need to be agreed and the associated costs confirmed and agreed.

On-going/Licence/Subscription Costs

Our Licence and subscription costs are incorporated in our fee based on a unit cost model. Any third-party costs and subscriptions from third parties will be priced as required within the scoping document.

Support

All support aspects are included within the proposal scope. Additional support can be arranged using the rate card based on a defined proposal.

Price List

Services are priced during the scoping phase and will be based on facility access and the number of staff required to support the requirement. We will use the rate card to determine the staff day rate cost.

User Journey

The end-to-end user journey for consists of the following:

- Client to provide requirements and objectives overview.
- Issured will seek the provision of sufficient documentation to undertake a scoping exercise to develop a work programme for the client.
- Issured will attend the client site to finalise the requirement and the proposal. If there is a requirement for multiple visits based on complexity this will be agreed before attending site.
- All work defined in the proposal document will be charged as outlined in the document and using the G cloud rate card.
- Issured and the client will agree Terms of Reference and a detailed workplan.
- Issured will form a commercial agreement with the client.
- Issured will establish a Single Point of Contact (SPOC) for client liaison.
- Following project commencement, regular updates will be provided to the client until satisfactory project completion.
- Issured will provide a payment plan for the service.
- Service commences.



Digital Transformation

Digital Transformation is not just about digitising paper records; it's about providing the right tools and services to streamline operations, extract intelligence and measure performance so that your organisation can continually improve.

+44(0) 1908 470 888

www.issured.com

Streamline, Secure, and Transform your business with Issured

What are the benefits?

Embracing Digital

Knowing what aspects of digital will add real value to your organisation is difficult but achievable. Our approach ensures that your operating models are embedded into your decision-making, from identifying areas of strategic investment, to deploying resources in the most efficient way to support your operations.

Creating a Digital Culture

An effective digital platform requires an established culture that embraces digital capability. We work with our clients to implement digital culture and leadership structures to champion digital transformation and move organisations to more data-centric models, ensuring your data insight is maximised.

Securely Exploiting Data

We will support you to establish processes which ensure data insight is maximised to support efficient decision-making. We have a wealth of experience in establishing secure data analytics capabilities which provide accurate and timely data at the point of need.



The Issured team are dedicated to the shared vision we hold and have been able to understand and adapt to the needs of the portfolio with ease and agility. They are a critical contributing factor to our continued success.

Director,
UK Digital Policing Portfolio

Get in touch



issured.com



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[linkedin.com/issured](https://www.linkedin.com/company/issured)

Why work with Issured?

Expertise & Skills

We have extensive experience in UK Policing & Security sectors delivering major modernisation and change programmes both in the UK and internationally.

Partnership Working

We work in partnership with our clients to support their end-to-end digital transformation journey be it a small change or large scale transformation.

Supporting Your Staff

We will assess your organisational capabilities against your target operating model to ensure your staff have the skills they need to deliver your transformation, providing training & support where required.

Delivering Success

From designing your operating model to upskilling your staff, we will provide a holistic change management approach to ensure a successful transformational change across your organisation.



All of the advice we have received has not only been of top quality, it has also been provided in a down to earth, practical way that makes working with Issured a joy.

Portfolio Director,
National Fire Chief's Council