

Digital Support Services – Evisa Solutions

About the service

Evisa Solutions provides a range of Digital services in support of the Government Digital by Default Agenda. Our staff have worked on an array of leading-edge government digital projects and so will be able to support the specification, design, development, implementation, testing and support of transformational digital services.

Business continuity and disaster recovery plans

We implement business continuity and disaster recovery strategies to ensure minimal disruption and rapid recovery of your cloud services. With a focus on risk management, our cloud support ensures resilience, helping you maintain secure and reliable operations under all circumstances.

Onboarding and offboarding support

This is a tailored solution to the customers service delivery requirements. We allocate a project manager to take responsibility for the start-up and close down phases of the project. The project manager will build a project plan incorporating the key service delivery milestones during these phases and report status to the customer at appropriate intervals together with an end of project close down report.

Implementation plan

A detailed implementation plan will be agreed upon at the start, outlining objectives, milestones, and timelines. The service will follow a gated approach, with progress reviewed at regular intervals, ensuring each phase is completed successfully before moving forward.

Pricing and volume discounts or data extraction costs

Our pricing document outlines our approach to pricing and our SFIA rate table indicates how this is broken down into types of expertise required at different stages of the project. The pricing is intentionally flexible, representing maximum prices and in all cases is able to be tailored to incorporate volume based pricing discounts.

Service constraints

The service is intentionally flexible and able to be tailored to the customers requirements

Service levels

Service availability is agreed directly with the customer and which can include 24/7 and out of hours support if this is required

Compensation against service levels

The customer will confirm acceptable service delivery on a 2 or 4 weekly/monthly basis thereby only triggering payments once the customer is completely satisfied with each stage of the implementation.

The ordering and invoicing process

Ordering is by telephone, email or direct message with a two hour response time frame. Invoicing occurs on a monthly basis

Termination

During the start-up phase the customer and the supplier will agree appropriate termination clauses in regard to the flexibility the customer requires

After sales support

The customer will have access to a project manager who is responsible for the implementation and a customer relationship manager who will monitor service levels and be accessible to the customer at all times

Technical requirements

The service is tailorable to a range of platforms

Customer Examples

This service is being and has been delivered to a range of public sector customers including the International Passport Office, Homes England and the MOD with references available on request.