



Service Definition Document



G-Cloud 15

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1 About Resulting and our Services

1.1 About Us

Resulting IT is a fiercely independent client-side consultancy, focussing on ERP and predominantly large SAP programmes. We pride ourselves on our independence, which enables us to truly support you with the best outcome. We are not a System Integrator; we don't sell ERP solutions, so we can act in your interest without being distracted



We have been around for 20 years, and have been successful with many clients, who we support with early stages - Phase 0, Business Case development, creation of Centre of Excellence (SAP). If needed, we can be client-side delivery to support your teams.

Our Net Promoter Score (NPS) was provided by an independent voice of the customer survey carried out by Armstrong TS across top our 15 clients in 2023.

We are a carbon-positive company in the process of becoming B-Corp certified, which is very important to us as we want to do good to the planet, the people and our clients.

We are 100% independent, so we have your back and want to achieve the best results with you.



1.2 Why Choose Us?

We are independent, so we always act in the best interest of your business. We are transparent, so our advice is based on your goals, our experience, and our extensive research.

We want your programme to succeed and know what must be right to make this happen. Our 15 Success levers research provides us with a clear direction on what every programme should focus on.

We'll keep you focused, even if it means speaking uncomfortable truths or admitting we don't have all the answers (yet).

We are Empathetic: Complex ERP projects require understanding, coordination, and good listening skills. We value every partner's contribution.

We work well with SIs, vendors and contractors, and we can translate technology issues to businesspeople.

1.3 Why Choose Our Services?

Integrating IT into business change and transformation is what makes us tick. Results are what make our collective hearts pump,

They're what make us jump out of bed in the morning, and Results are why our customers love us.

FusionGraph allows you to see your organisational landscape (from applications to KPIs and everything in between) in graphical representation, and it is easily kept up to date. It is an Evergreen As-Is because if you don't know where you are today, how will you transform for tomorrow?

Explore the diagram below - you need to have a single view of all the information within the organisation, not just people's heads - FusionGraph allows you to do this!

A wealth of knowledge exists in your enterprise...



1.3.1 FusionGraph for APQC fast tracks business transformation.

Accelerate your business process scoping and operating model design using proven industry framework.



APQC PCF Ready: Visualise Open Source APQC Process Classification Frameworks to accelerate your business transformation plan.

Best Practice Processes: Access 19 industry-specific business process frameworks to simplify, standardise and accelerate.

In-built KPIs Explore 2,600+ industry standard KPIs to accelerate analytics design, benefit tracking and process optimisation.

1.3.2 FusionGraph for SAP is built for S/4HANA transformation.

Educate your team on new S/4HANA functionality, visualize your SAP roadmap and build a compelling S/4HANA business case.



What's included in FusionGraph for SAP?

- Visual SAP Application Hierarchy
- New functionality in every version of S/4HANA and recent releases of ECC
- S/4HANA Simplification Catalogue by S/4 version
- Fiori Apps Catalogue for S/4HANA by S/4 version
- SAP Transaction Library

- SAP Transaction to Fiori App mapping
- S/4HANA Scope Items
- S/4HANA Roles Catalogue
- Roles to Fiori mapping

S/4 Migration Ready

Visualize what's new and different in S/4HANA alongside your current usage of SAP ECC.

SAP Integrations

Import SAP usage to identify new functionality, Fiori Apps and Simplification Items.

S/4 Business Case

Build your S/4 business case by exploring and curating specific S/4HANA functionality.

2 Service Information

2.1 Service Introduction

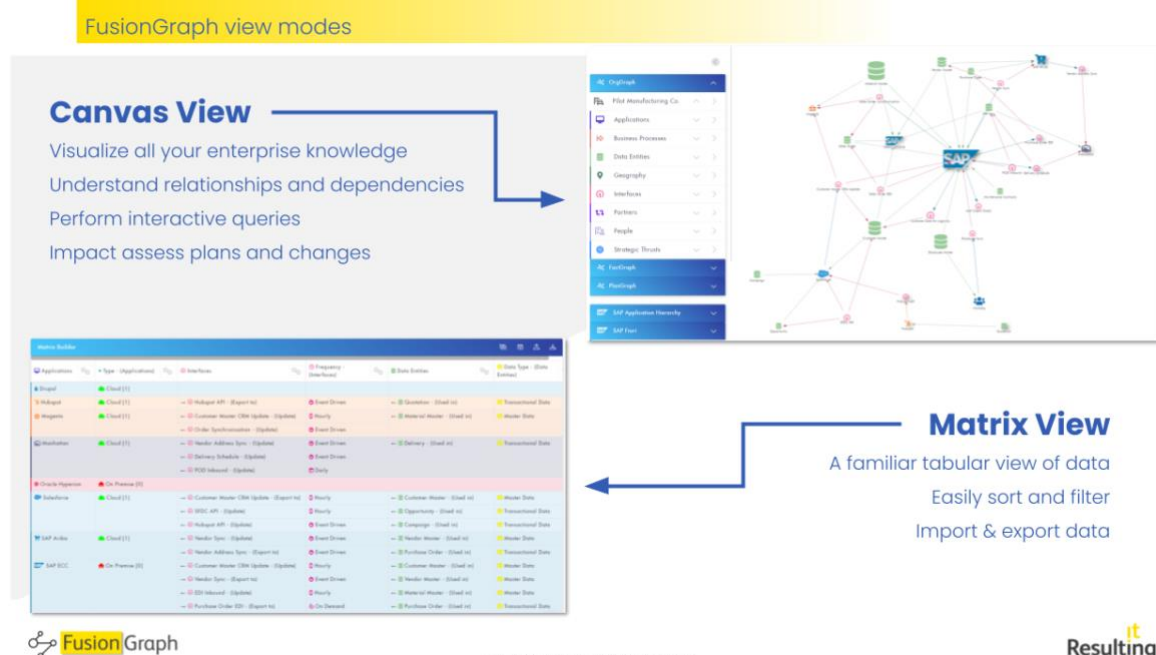
In this section, we describe our FusionGraph service you will find information about our service functionality. We describe the functionality in a way that should be understood by people familiar with this kind of service.

2.2 FusionGraph Overview and Assurance

FusionGraph is an online cloud-based software solution that enables knowledge to be captured and shared to simplify change and transformation programmes involving technology and business process improvement.

FusionGraph integrates multiple organisation data and applications, which enables a clear visualisation using the knowledge base of the things that define your business.

Traditionally, organisations do not document important aspects of their business and technology in a central repository. Information like Systems (Applications), Interfaces, Data, Business Processes, Change and transformation, Infrastructure, Projects and Requirements are usually stored disparately in Excel spreadsheets, PowerPoints, Word documents and Visio diagrams.

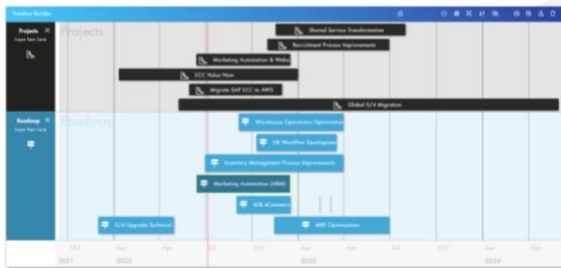


Relationships and dependencies between these items (e.g. how systems support business processes, which partners support which system, what licence agreements are in place) are also not documented.

FusionGraph view modes

Card View

Classic hierarchical view of data
Support interactive process workshops
Categorize and filter with ease
Screenshot function to present in documents



Timeline View

Visualize plans and projects over time
Understand dependencies
Screenshot and export data



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FusionGraph provides a flexible platform to record this information centrally so that all stakeholders, team members, and partners can gain clearer insight and access a single version of the truth.

FusionGraph is accessed via a secure website once an account is created for a user organisation. (This link will be embedded as a button or web link) <https://fusiongraph.resulting-it.com/>

2.2.1 Service Functional Capabilities

Some of the functionality provided by FusionGraph includes:

- GraphDatabase data model that can store both items and relationships between them
- The ability to record Items stored hierarchically (e.g. teams, modules, project phases)
- The ability to define different types of items (e.g. applications and business processes) and define relationships between them (e.g. applications enable business processes). These types of items are referred to as Layers,
- The ability to define custom fields per Layer (e.g. value of business benefit).
- The ability to define structured categorisation per Layer (e.g. are applications cloud or on-premise)
- The ability to model as-is and to-be technology landscapes, including transition points and how landscapes change over time
- The ability to visualise cloud (e.g. AWS or Azure) infrastructure.
- The ability to capture a hierarchical business process catalogue or framework as a basis for transformation
- The ability to capture process inefficiencies, workarounds and point points
- The ability to build visual technology roadmaps.
- The ability to visualise items and their interdependencies
- The ability to build tabular (Excel-like) views of items and export to CSV

- The ability to build hierarchical 'org chart' views of items
- The ability to ingest structured (CSV) data into the graph database
- The ability to replace static diagrams with dynamic visualisations

SAP Datasets for FusionGraph

- FusionGraph contains a reference dataset of all available functionality in SAP ECC and S/4HANA. This enables SAP customers to explore SAP functionality to build living blueprints/roadmaps as part of their ERP transformation programme
- SAP Data includes
 - New Functionality by version of ECC and S/4
 - Fiori Apps available within S/4HANA
 - Technical changes to S/4HANA
 - Standard Roles within S/4HANA
 - Scope Items within S/4HANA
 - All SAP Transactions within ECC and S/4HANA
- FusionGraph can also import SAP Usage Logs (aka STO3n logs) to visualise existing usage of SAP ECC so that customers can overlay new functionality in S/4HANA in order to build a business case or upgrade plan.

If you require additional information, please follow this link to our detailed service functionality in Appendix 1.

2.2.2 Service Non-Functional Capabilities

- FusionGraph is built on an API model which can be extended for integration purposes.
- Customers get access to both a Live (production) environment and a Staging environment for training and data migration testing

2.2.3 Information Assurance

FusionGraph is a hosted service with separate front-end and back-end environments connected via APIs.

Front-end to back-end API calls are made via a reverse proxy and are authenticated from the sending domain (e.g. calls can only be made from approved domains).

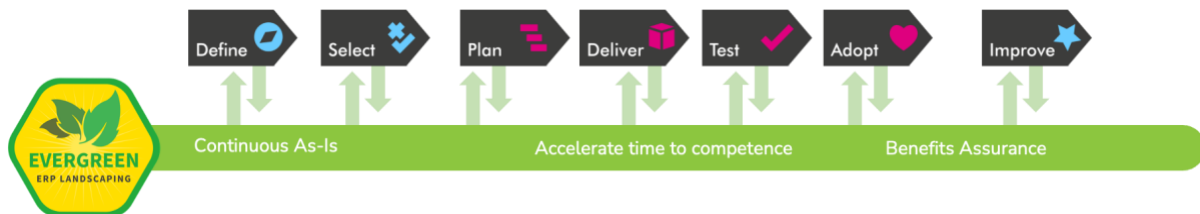
The back end (Data, API and Compute) hosting is audited to SOC 1/SSAE 16/ISAE 3402 (formerly SAS 70), SOC 2, SOC 3, ISO 9001 / ISO 27001, FedRAMP, DoD SRG, and PCI DSS Level 1.

Front End (Application and UI) is audited to BS EN ISO/IEC 27001:2017 Immunify 360 is used for real-time threat monitoring and security.

Online Penetration Test Monitoring is conducted via Intruder.io, which escalates vulnerabilities in real time.

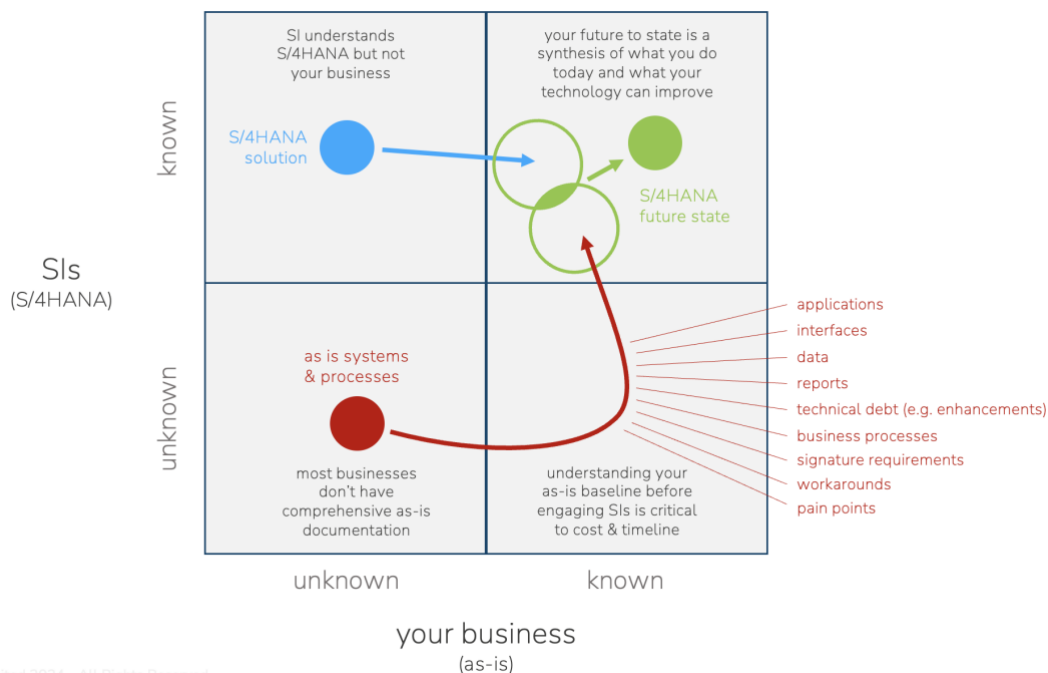
2.3 Managed Service option

As part of the FusionGraph, Evergreen As-Is Resulting can provide you with a Managed Service to keep the FusionGraph up to date. This means that we will work with you to capture the architecture, KPI, Interfaces, Applications, Key Business Processes, Future changes, workarounds, and risks within the platform.



The Evergreen As-Is is a Knowledge as a Service that provides a view of your Business Process, Application, and Business objectives in one place. You can use it to plan future changes, execute large-scale impact assessments, and create views of the application landscape that can be cut differently.

FusionGraph solves the most significant problem a CIO and the IT department have: knowing what they are looking after and the impacts of change. Not having a clear understanding of all the applications within an organisation can hinder future change. It can create a functional picture of systems, processes, and technology with additional data like locations or what KPI the system supports, as well as any workarounds that have been defined for a particular process or system.



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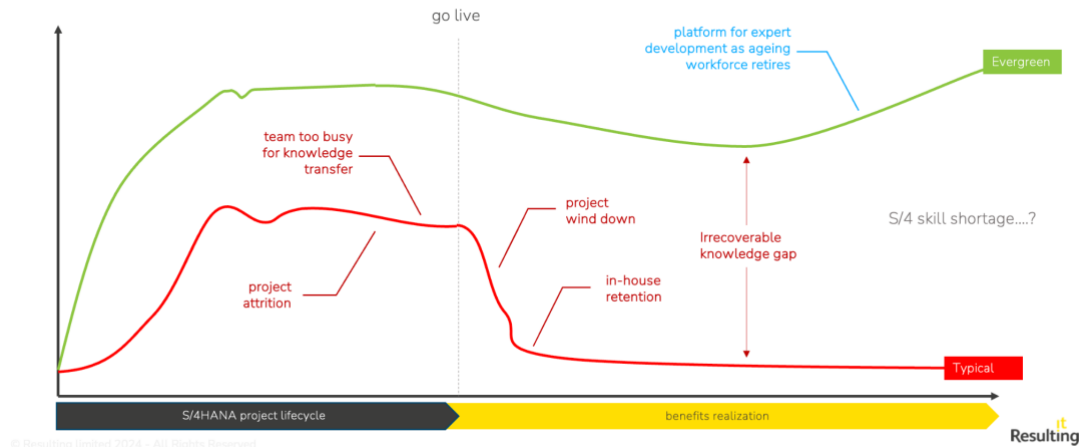
The native Graph Database model enables every facet of your business and technology to be described in context so that your teams can explore and understand what makes you tick

This accelerates time-to-competence for new starters - saving up to 50% on consultancy costs during onboarding and reducing project timescales and budgets by up to 30%

ACWF + evergreen as-is: the total cost of knowledge attrition

the competence curve across the SAP full life journey

"The best way to thrive after go-live is to retain knowledge with an evergreen as-is."



Our team of Knowledge Resultologists will provide you with the expertise to capture and maintain the information needed to get the most out of the solution. We understand it is difficult for your teams to focus on this, the managed service will take this pressure of them.

As per the image below, we will support the Data Models for the different Graphs

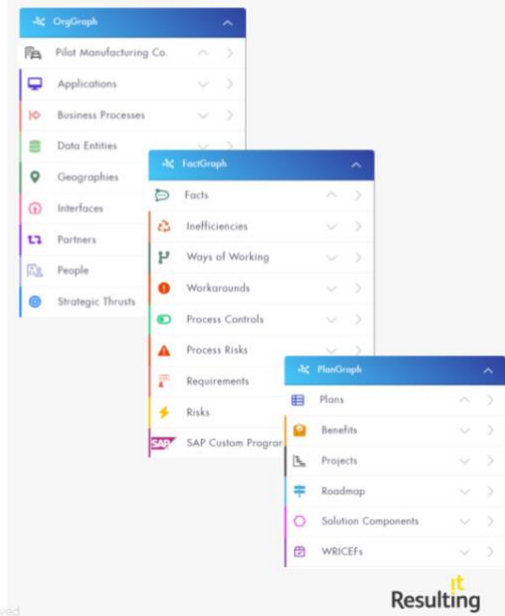
FusionGraph data model

Data model use cases

- OrgGraph
 - Business processes, Applications, Partners, People, Locations, Departments, Business units, Strategic thrusts
 - Interfaces, Data entities, Reports, Outputs
- FactGraph
 - Inefficiencies, Risks, Workarounds, Ways of working...
 - RAID log (including linkages)
 - Risk and Control Matrix (RACM)
- PlanGraph
 - Projects, Waves, Sprints (including dependencies)
 - Roadmap items
 - Business benefits
 - WRICEF list

 FusionGraph

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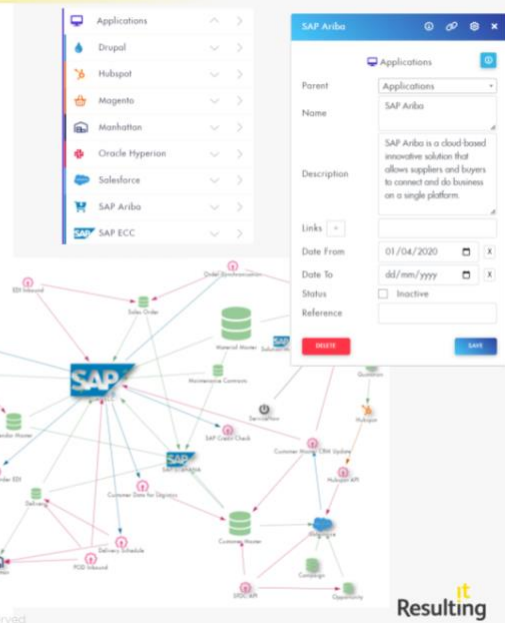


We will work with you to create flexible data models to capture your organisation architecture

FusionGraph data model

Flexible data model

- Data layers are customizable
- Inter-layer relationships can be defined and enforced
- Layers can have custom properties and meta data
- Items can be hierarchical
- Items can have status (active/inactive), dates (from/to) and references
- Items can link to external URLs
- Items may be color coded
- Items can have a specific icon
- Items can be Geocoded



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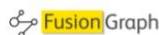
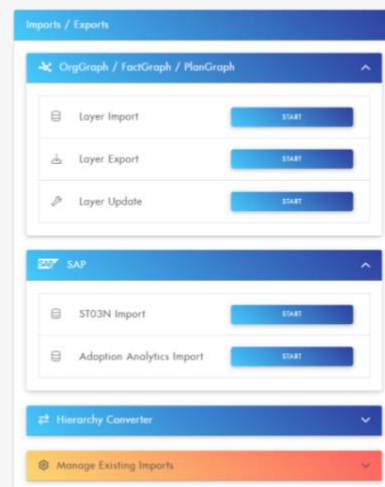


As part of the data ingestion, we will prepare the data and load the information into FusionGraph

FusionGraph import

Import and ingestion

- Graphs can be built manually or via flexible import processes
- Standard import for ST03n logs from SAP
 - Includes custom transactions and usage metrics
- Layer import and update enables fast import of any structured data (e.g. XLS or CSV)
- Import processes can create connections between data items and update classifications
- Adoption Analytics enables import of SAP Transactional usage per user
- Real-time API connection to take feeds from cloud solutions in real time



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We will develop the outputs that are valuable to you in the Matrix and Card views - so that you have the ability to report quickly - you will also be trained in creating these outputs so that you are self-sufficient.

FusionGraph import

Outputs

- Ability to save image layouts and export as PNG files
- Ability to create 'matrix' outputs – like pivot tables that link graph data from different layers (e.g. Applications, interfaces, data)
- Ability to create 'card' outputs that show data in hierarchical format (e.g. Business processes and sub-processes)
- Timeline outputs to enable planning
- Open API to enable interrogation and reporting. Possible examples:
 - Impact Assessment API – here's a data object, what is dependent on it
 - Chatbot API – ask questions of the graph and receive responses



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2.4 Security

- Resulting is a Cyber Essentials Plus certified business
 Cert: 99013d0c-c22a-410f-8ede-ab3c1054abf
- Customer environments are provisioned as specific accounts on the FusionGraph portal.
- Each Customer has a single Customer Admin account who can enable/disable users.
- Accounts can be created for named users with a specific domain name.
- Users can be created with different permission levels (Read, Change, Configure)
- Access to data is encrypted by a user-level Hash.
- API calls from front end to back end use the hash to securely serve data to the UI for that specific user. This uses Laravel security protocols.
- The Laravel Hash facade provides secure Bcrypt and Argon2 hashing for storing user passwords.

2.4.1 Secure Encrypted Connection from the Client to the Application

All traffic is HTTPS Encrypted and SSL is used for data in transit.

2.5 Backup/Restore and Disaster Recovery Provision

Full environment (all customers) backups are taken at 8-hour intervals.

Customer-specific incremental backups are taken daily to enable roll-back should data be accidentally deleted or damaged.

A separate staging environment is made available to all customers and serves as a hot-swap cloud-DR environment.

Restoration of data to the DR environment has an SLA target of 4 hours.

2.6 Technical Requirements

FusionGraph runs on all modern browsers, but it is designed for and tested on the latest version of Google Chrome.

2.6 Browsers

Legacy browsers are not supported for security reasons.

3 G-Cloud Alignment Information

Here we provide information for sections that help you comply with the requirements set out by G-Cloud.

3.1.1 On-Boarding

Onboarding comprises the following steps:

- Creation of customer environments (including Live and Staging)
- Customer walkthrough of functionality, which is recorded and made available as a cloud recording
- Creation of user accounts
- Access to support site / FAQs
- Design workshops to define Day 1 data model
- Planning/review of available data for initial load
- Guided data load
- Final user walkthrough
- Support

3.1.2 Off-Boarding

Offboarding comprises of the following steps below:

G-Cloud 15 is easy to implement, use, and leave, so our intention at Resulting IT is to make the service termination process, sometimes referred to as offboarding or de-provisioning, as simple as possible.

If you decide that the FusionGraph environment is no longer adding value to your business, simply let us know in writing, and we will decommission your environment. The remaining licence fees will not be refunded as per the pricing document.

3.2 User Authorization and Roles

Role Name	Abilities
Superadmin - ResultingIT Developer Members	Can do everything a Subadmin can do. Can delete imports. Can configure organisation accounts.
Subadmin - ResultingIT Members	Can do everything a Customeradmin can do. Can save/delete 'Global' Matrices. Can switch between organisations.
Customer Admin	Can do everything an Editor can do. Can invite users to organisation. Can change other users roles. Can save 'My Organisation' Matrices. Can import Items
Editor	Can do everything a Customer can do. Can add, edit & delete org/fact/plan items.
Customer	Can view Canvas Items. Can save 'Just Me' Matrices.

3.2.1 General Support details

- Support is available via in-app Chat functionality (9-5 GMT - UK Working days)
- Users have access to online documentation and FAQ
- Support Tickets can be logged via email or the online portal with 1-day response and resolution SLA based on criticality.

3.3 Service Constraints

Our Service Constraints are stated below:

3.3.1 Planned Maintenance

- Maintenance and upgrades are carried out outside of UK working hours.
- Larger functionality updates are provided in the Staging environment 10 working days ahead of Live.
- Release Notes are provided at the time of updates being applied live

3.3.2 Emergency Maintenance

We respond swiftly to Emergency Maintenance requests or failures ensuring we get our clients up and running.

In such a scenario, where emergency repairs are needed, the fix varies depending on the level or impact of the emergency. These situations require team members to coordinate and suspend all other tasks until the issue is solved.

This can be caused by unforeseen circumstances such as:

Examples of emergency maintenance

There are 2 common scenarios in which emergency maintenance can be triggered:

1. When a maintenance issue is observed that threatens a user's safety, a typical example of this is when there is a flood near computer components or an electrical system.
2. When all systems are shut down to prevent the failure of connected systems, for example, when the power grid is shut down or fire hazards.

We follow control processes to ensure that such impacts with services are managed and effectively resolved in a timely manner.

Preventive controls and plans for preparing for unforeseen emergencies to lower risks are in place for when emergencies inevitably arise. It's impossible to plan when these types of events occur, but this way, we can cut down response times to minimise loss of assets and time and keep clients out of harm's way.

3.4 Service Levels

- FusionGraph Application has 24x7 Availability with a target uptime of 99.5%
- Ticket response time of 1 working day, and resolution of 3 working days.
- Support agents are available between 0900-1700 - Monday to Friday (UK Working days)
- There are no service credits associated with the provisioning of this service.

3.5 Training

We can deliver custom training and workshops; this can be done remotely or onsite to support the user adoption and optimisation of the applications and software. We work closely with our clients to onboard new users.

Features

- Custom support to suit your business and team functions
- Administrator training and support

Benefits

- Enhance and increase productivity
- Increase and complete tasks more efficiently

3.6 Invoicing Process

A quotation is provided for the annual subscription cost. The first year's subscription invoice must be paid in full before provisioning and onboarding commence.

3.7 Termination Terms

The customer acknowledges that it has purchased the Services for the Minimum Period and any Renewal Term(s), as defined in the Certificate or Order Summary.

Notice requirements

The notice required to terminate Resulting-IT services varies depending on the services used. Single product service termination vs full account termination

A request can be made to terminate one or more services within your account. In such a scenario, the termination is restricted to the chargeable items within that service.

Responsibilities of the Customer:

- A Service Request must be raised, this enables our support team to action the Service Request and gather relevant information and due processes
- When termination services are decided, the customer should contact the Resulting-IT Product Delivery Manager. The Product Delivery Manager will assist you in determining the details of termination, the effective process, and the end date of the services.

3.8 Data Extraction/Removal Criteria

Governance, Policies and Processes are followed in secure data extraction and removal.

3.8.1 Purge & destroy

When our customers delete data or decide to leave our Resulting IT services. We follow strict standards for deleting data securely. We execute a complete deletion of data on customer request

3.8.2 ICT Greening Policy Compliance

At Resulting our policies and governance aim to minimise the negative impacts of our IT operations on the environment by implementing and integrating environmentally friendly designs and applications in how we operate and deliver services to our customers.

We follow and adhere to the UK Government's governance, guidance, policies and delivery procedures in environmentally friendly organisations reducing their carbon footprints.

