G-Cloud 15 Service Definition Document Stelo



Arch Consulting Ltd

1 About Arch

1.1 Introduction

Arch is a market-leading provider of SAP usability software, and has been delivering solutions to enhance the SAP user experience since 1996. We have been working with government bodies since 2004 when we first delivered an eforms project for Buckinghamshire Council, who are still a customer.

We now focus on delivering SAP Fiori solutions to provide our customers with the best SAP UX and helping them migrate to S4/HANA.

These solutions exploit the power of the SAP Cloud and S4/HANA so that new ways of mobile and effective working can be delivered securely and at an economic cost but with the highest levels of user acceptance.

We provide the expertise to guide you through your entire Fiori and S4/HANA journey together with products to enable the delivery and management of first-rate Fiori and HTML -based processes and apps.

The software we develop brings together the power of SAP processes and data in the cloud and on-premise with the simplicity of user-friendly interfaces. Our products help our customers capture and consume SAP data in many formats. We focus on making them easy to implement, easy to maintain and easy to use.

Our product Varo (previously 'FLM') was an SAP-endorsed business solution, and has won various awards. We work closely with SAP to ensure that our products align with and add value to theirs. Gartner has recognised Arch as a "Cool Vendor" in the SAP ecosystem.

Arch not only offers great software, but great business solutions that empower organizations to realise huge efficiencies. We are currently supporting customers in Europe, North America and the Middle East, and projects worldwide through our partner network. We have customers in both local and central UK government.

1.2 What does Arch offer?

Arch delivers a powerful combination of skilled people and SAP Cloud based software that enables great UX and powerful new digital transformation opportunities with S4/HANA.

1.3 Experience

Arch people are highly experienced in SAP technologies and of course our own products. Arch has been working for Government clients for 15 years and so our team has a deep understanding of the processes and challenges of the sector.

2 Services

2.1 Implementation

Implementation of SAP based cloud services is at the heart of what we do. Of course, each UX or digital transformation project throws up its own specific set of challenges.

Details of the implementation services delivered in each cloud service and project will vary significantly by customer so for more information contact Arch at contact@arch.co.uk

2.2 Support Services

To ensure customers achieve their goals from their investment in cloud-based SAP technologies Arch provide implementation consulting, training and post go-live support. A customer can order an agreed number of days of support consultancy, which can be used to perform ad hoc support, bug fixing, extension development or knowledge transfer.

2.3 Fees

The discounted G-Cloud rate card is set out in the rate card provided. However, we also undertake fixed price engagements for clients with the cost agreed after the Blueprinting phase of the engagement.