



Service Definition Document

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About Grayce

Grayce is a leading services provider that partners with some of the world's most ambitious organisations to help deliver change and transformation. With over a decade's experience developing and deploying high-performing talent in project management, business analysis, PMO, salesforce, data analysis, and more, Grayce delivers a low-risk and scalable solution and enables long-term capability build.

To date, Grayce has supported over 100 clients across the public sector, pharmaceuticals, financial services, retail, insurance, fintech, and the legal sector. Our Accelerated Development Programme has enabled thousands of talent individuals to launch successful careers. Grayce has extensive experience operating in the public sector, with our Grayce Cloud Support Analyst service used in the Departments for Business, Energy and Industrial Strategy and the Department for Health.

Grayce Cloud Support Analyst Service

Grayce Cloud Support Analyst Service is a low risk, scalable, and cost-effective way to deliver cloud based projects and programmes. Our digitally-native, naturally curious talent, bring diversity of thought and capability to teams in Business Analysis, Project Management, PMO, Salesforce, Software Engineering, and Data Analysis. Analysts work in Agile environments, onshore.

Business Analysis

Analysts work on IT projects and programmes in a cloud environment. Grayce Cloud Support Analysts will support requirements gathering, business process and work with stakeholders in IT and the wider business. They apply disciplined business analysis techniques to drive innovative solutions, including design thinking, data modelling, and business process mapping. Analysts can support the solution design, supplier discovery and user journey phases for cloud solutions projects and programmes. Grayce Cloud Support Analysts can also provide Testing and QA support in this area.

Project Management

Grayce Cloud Support Analysts support the delivery of cloud-based projects, on time and within agreed budgets. Analysts can operate in Agile environments, supporting organisations as they deliver cloud migration programmes. Our Project Managers are commercially aware, results-driven, and passionate about driving change to secure tangible benefits for your organisation. Analysts operate to a high-level of quality and can manage delivery to a high standard.

PMO

Grayce Cloud Support Analysts can support the PMO function, providing a high quality, cost-effective solution. Our Project Management Officers understand the project life cycle and are qualified to oversee delivery, ensuring efficient risk management. They offer a diligent and proactive approach to management deliverables, including Steerco meetings, project reports, RAID logs, business cases, and project plans. Analysts work in an Agile, cloud-based environment to support and co-ordinate cloud-based programmes and projects.

Data Analysis

Grayce Cloud Support Analysts can provide business intelligence and data analysis services to support digital and cloud-based projects and programmes. Analysts can take responsibility for data visualisation, extrapolation, cleansing, modelling, and governance, providing migration support for cloud programmes. All Data Analysts receive AI and machine learning training, helping them convert data and develop algorithms into business solutions.

Tech

Grayce can provide additional support to develop and place IT and technical people in your teams, building capability. We merged with tech talent developers, Doris to provide more choices to our clients and to Analysts who want to start a career in tech. Our solution is a cost-effective alternative to contractors and consultants, refreshing IT.

Our long-standing credibility in tech talent capability build means we can provide affordable, skilled resources to fulfil your organisation's talent pipeline. We're supporting the development of next generation Software Developers, Information Security Analysts, and Testers

Onboarding and Offboarding

Onboarding

Grayce Account Managers and Delivery Managers will work with you to complete a requirements analysis. The Grayce team will meet with key stakeholders to understand requirements and create a solution strategy that meets all needs and is relevant to the services required by the buyer. The dedicated service team are on hand to work through contracts and any additional screening requirements the buyer may have.

Offboarding

Once statement of work is completed and service delivered, Grayce will work with the buyer to provide an appropriate handover, which includes knowledge transfer. Grayce will work with the buyer to ensure a seamless transition, should Analysts be extended permanently. The Grayce Account Manager and Delivery Manager are on hand to discuss future requirements and plan for subsequent services.

Terms for Cloud Support Analyst Day Rate Cards

Working Day

7.5 hours exclusive of travel and lunch.

Working Week

Monday to Friday excluding national holidays.

Promotion

Where an individual becomes eligible to reach the next Grayce Programme Level part way through a contracted period, the rate for that individual will be increased from the point at which they meet the relevant Grayce promotion criteria.

Office Hours

08:30 –17:00 Monday to Friday

Travel and Subsistence

Client agrees to pay Grayce the charges specified in the Statement of Work and to reimburse for travel, accommodation, subsistence, and related expenses of personnel for provision of services, unless otherwise specified.

Mileage

As above.

Professional Indemnity Insurance

Included in day rate.

These rates are exclusive of VAT. Our standard service terms and conditions can be provided on request.

Grayce works on a standard model of 12/24 month statement of works but with a minimum 6-month duration for each Analyst. Our Analysts are billed on a day rate basis and located at a client's chosen site, with no expenses for travel to their primary place of work only for travel that the client stipulates. Our standard lead in time for resource is 4-6 weeks, but this is typically shorter particularly for London based roles.

Our standard model allows for our customers to hire our Analysts after 2 years.

Our list rates are charged for every working day (Mon-Fri excluding Bank Holidays) of the Call Off term.

The Consultant option is the most senior level of Analyst support we provide, with Analyst the most junior.

Grayce Cloud Support Analyst Service Benefits

- Reduces costs and reliance on contractors and consultants up to 40%.
- Increases diversity in teams
- Balances capability using emerging talent
- Knowledge transfer option to work with Analysts permanently
- Reduces business risk through delivery
Rapid response and deployment to your teams
- Increases innovation with digitally native Analysts
- Improves performance through continuous development of Analysts

Service Support

At every engagement, Grayce provides a dedicated Service Team to help the contract run effectively. Within this service, there will be regular reviews of performance and on-going support to make sure that Grayce is delivering against the agreed parameters of the service.

The structure of the Service Team is as follows;

Account Manager

Assigned to the buyer, and responsible throughout the entire engagement, Grayce Account Managers are the primary point of contact for all service queries and requirements. They work with the buyer to provide service assurance plus any reporting the buyer feels necessary. Grayce Account Managers have the relevant knowledge, expertise, and delivery experience to provide a seamless service to buyers.

Talent Development Manager

Grayce Talent Development Managers are responsible for the performance of our Cloud Support Analyst Service. They work with the buyer and the Analyst to ensure all activity is being carried out to a high standard and that the Analysts are appropriately coached, mentored, and qualified to perform the role expected of them. Grayce Talent Development Managers have the relevant knowledge, expertise, and people development experience to ensure that our Analysts perform at the level that is expected of them.

Support Hours

We provide support across the working week, from 9am –5pm. All key contact points and details will be communicated with the buyer and exceptions to support hours can be agreed during the requirements gathering phase of the engagement.

Service Constraints

Grayce performs enhanced employee screening checks which conform to BPSS Standard. However, if required by the client, Grayce can perform screening checks that conform to alternative, buyer standards.

Purchasing Information

If you would like to use the Grayce Cloud Support Analyst Service, please call or email us.

01625 610 991 or hello@grayce.co.uk

We'll then connect you with the relevant Account Manager and Business Development Manager to begin the process of understanding client requirements. Following this we will propose a solution and work with you to confirm contracts and introduce the Talent Development Manager. All invoicing information can be found in the Terms and Conditions document.