



Flat Rock Technology

Service Definition

Prepared for G-Cloud 15

1. Flat Rock Technology at a glance

Since 2008, Flat Rock Technology has provided a wide range of innovative and complex solutions for companies of all sizes and has grown into a reliable partner. Our company operates from six locations - London, Varna, Ruse, Burgas, Budapest, Tbilisi and provides custom software solutions, cloud management, and outsourcing services.

With more than 400+ highly skilled specialists in our team, we are able to cover all phases of a solution lifecycle – from research, through implementation, to support and enable organisations to create a more cost-effective structure while focusing on their core activities.

Being a software development company with 16+ years of experience and hundreds of projects in our portfolio, we have developed a reputation of successful delivery on time and budget and we have built a strong and ever-growing client base such as Brompton Bicycles, TopTask, AudioCodes, AJG, Motor Fuel Group, Hidentec, Lex Van Dam, Channel Advisor and many more.

To guarantee the success of our clients, we are highly devoted to our improvement, and we are constantly in search of upgrading our knowledge.

Flat Rock Technology Has Earned:

- Microsoft Solutions Partner for Digital & App Innovation (Azure)
- Salesforce Partner
- GCP Partner
- ISO 27001:2013 Certification , ISO 9001:2015 Certification, ISO 20000-1:2018 Certification
- Clutch Award: Top B2B Provider of Custom Software Solutions
- Clutch Award: Global Leader in Custom Software Development
- Cyber Essentials Certification
- Carbon Assessed Organisation

2. OurCloudManagementServices

2.1 Cloud Hosting Services

1. Application Gateway
2. App Configuration
3. Azure SQL Managed Instance
4. Backup, Archive & Disaster Recovery
5. Cloud Storage
6. Compute & Application Hosting
7. Cosmos DB
8. Container Service
9. Content Delivery Network
10. Database Migration
11. Distributed Denial of Service (DDoS) Protection
12. Firewall
13. Load Balancer
14. Relational Databases
15. SQL Data Warehouse
16. Virtual Machines
17. Virtual Network

2.2 Cloud Support Services

1. Cloud Consultancy
2. Cloud PortalAdministration
3. Gap Analysis& Readiness Discovery
4. Lift & Shift
5. Monitoring
6. OngoingSupport
7. Planning

3. ServiceProvisionDetails

3.1 Client Onboarding Process

FlatRock Technology offersaseamless onboarding process for all our G-Cloud Services, accessible through the Digital Marketplace page - <https://www.digitalmarketplace.service.gov.uk>.

Our team is dedicated to collaborating closely with our clients to define, execute, and deliver exceptional and successful projects. As part of our onboarding process, we begin by gathering all project requirements together with the client. We agree on the most suitable approach for the delivery of services. During this phase, we outline the project's associated technologies, necessary resources, and any project assumptions. This ensures clarity and alignment between all parties involved, guaranteeing the provision of the agreed-upon services with utmost efficiency and effectiveness.

3.2 Delivery Approach

At Flat Rock Technology, we adopt a personalized and consultative approach to every project, striving to fully grasp all key project specifics. Drawing upon our expertise and capabilities, we develop a bespoke solution tailored to your business needs and objectives.

Each new project at Flat Rock Technology is assigned a dedicated project manager. This individual serves as the primary point of contact between our development team and the client, ensuring a shared understanding of the agreed scope. Throughout the project implementation, our project manager provides guidance and leadership at every stage, ensuring the project's success. It's important to note that Flat Rock Technology's commitments to deployment and service delivery are contractual and outlined in our Terms and Conditions.

3.3 Off-boarding proces

At the conclusion of ourservice engagement, Flat Rock Technology will facilitate a smooth off-boarding process to ensure the seamless transition of skills, knowledge, and data to the relevant client representative. Our team will work diligently to ensure that all necessary information and resources are transferred efficiently, enabling the client to continue operations with minimal disruption.

We remain committed to supporting our clients throughout the off-boarding process to guarantee a successful handover and transition.

3.4 Invoicing

Flat Rock Technology will generate invoices for the Client as per the invoicing provisions outlined in the agreement. Invoices will be issued in accordance with Flat Rock Technology's then-applicable standard time and materials rates for any additional services or expenses incurred by Flat Rock Technology with the agreement of the Client, outside the scope of the Agreement provided.

Payment for charges must be made via bank transfer unless otherwise agreed upon in writing by Flat Rock Technology. We are committed to ensuring transparency and clarity in all invoicing processes, and we remain available to address any queries or concerns regarding invoicing procedures.

3.5 Termination Terms

Either party reserves the right to terminate the Agreement immediately by providing written notice to the other party in accordance with our Terms and Conditions. Termination of the Agreement will not impact the accrued rights of the parties as of the termination date.

On termination of the Agreement in accordance with our T&C, the Client will be entitled to a refund of all Charges paid to FRT in respect of any Services which would have been provided after the date of effective termination of the Agreement (and will be released from any obligation to pay such Charges). The amount of such refund will be calculated by FRT using any reasonable methodology.

3.6 Aftersales support

For all inquiries and correspondence with Flat Rock Technology, please direct them to the following email address: info@flatrocktech.com. We are committed to providing prompt and effective aftersales support to address any queries or concerns you may have.