

G-Cloud 15

Service Definition Document

Cloud Support Application Services



Adecco UK is a leading provider of workforce solutions, specialising in connecting talent with opportunities across a wide range of industries. They deliver services that include permanent and temporary recruitment, managed services, and outsourced staffing solutions. Leveraging innovative technology and deep local expertise backed by global resources, Adecco UK helps businesses streamline their hiring processes and build agile, high-performing teams. Beyond recruitment, they focus on lifelong employability, offering career development support, upskilling programmes, and advisory services to ensure individuals and organisations remain competitive and future-ready. Committed to diversity, inclusion, and social mobility, Adecco UK positions itself as more than a recruitment agency—it is a strategic partner for shaping the evolving world of work.



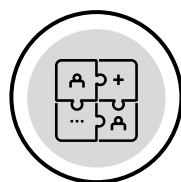
**High touch,
visible
team**



**Proactive
approach to
engagement**



**Tailored
Approach**



**Structured
approach to
communicati
ons**



**Internal
Communicatio
ns Alignment**

Adecco deliver real business services results through the expert design and delivery of targeted project solutions that perfectly match our clients unique Cloud Support requirements. Our milestone-based solutions have been designed to cater specifically for clients whose internal resource requirements extend beyond the provision of people.

Through our Statement of Work (SOW) programmes, we provide our clients with access to high quality IT and Technical professionals to support business critical programmes. Adecco's dedicated Service Management teams deliver a range of Cloud Support services to Public and Private sector organisations across the UK, including;

- **Consultancy Solutions**
- **Outcome Based Projects**
- **Process and IT Outsourced Managed Services**

Our unprecedented track record supporting the UK's public sector spans over four decades. Our in-house team of service delivery managers have been involved in an extensive array of large cross government programmes, partnering with clients including, Home Office, Dept. Work & Pensions, Ministry of Justice, Ministry of Defence. Furthermore, we have delivered programmes across several Healthcare trusts to deliver complex Cloud Support services such as Cloud Strategy & Architecture, Programme Management Services, Service Integration and Software Development.

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Capability Overview

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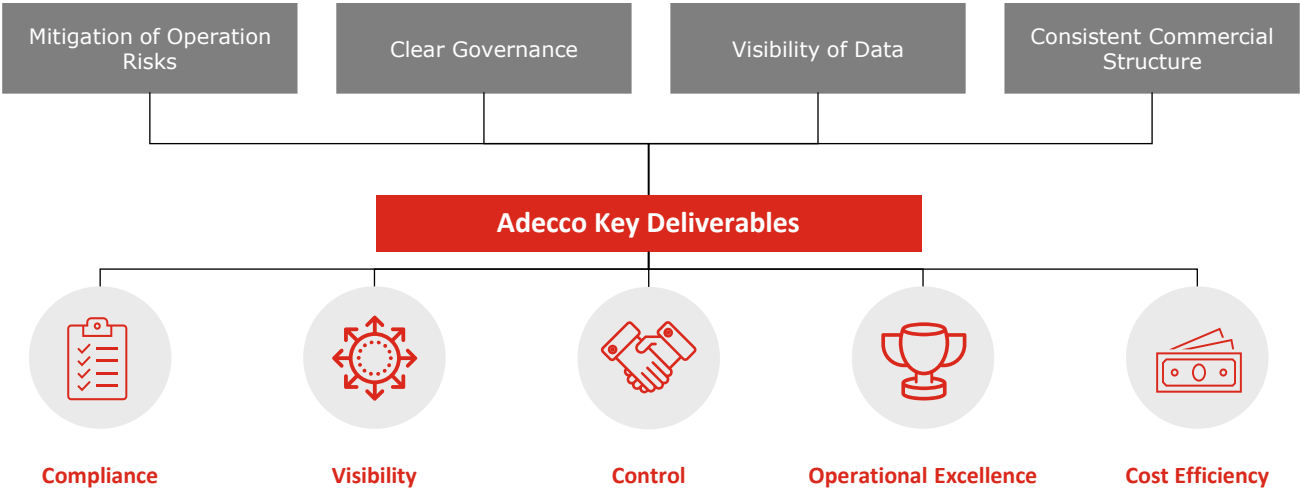
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- **Cyber Security**
 - **Digital Resiliency**
 - **Deskside Services**
 - **Application Development**
- **Infrastructure**
 - **Software Implementation**
 - **Business Continuity**
 - **Service Integration & Management**

Your Strategic Goals



Delivery Capability

The focus of every project we undertake is to deliver real-world value to client organisations. We achieve this in part by providing a best practice framework, strong project governance and the flexibility to meet our public sector clients varying Cloud Support demands through the expert application of best in class services delivered by leading industry specialists.

We work in line with ITIL v3 ITSM (methodology inset right), applying these principals to drive continuous improvement and best practice across our contracts. Our continuous improvement framework supports robust, end-to-end performance measurement focused on Service Design, Service Transition and Service Operation.



Our services can be broken down across the four key delivery streams detailed below, all of which focus on a specific element of the business journey to guarantee maximum impact.

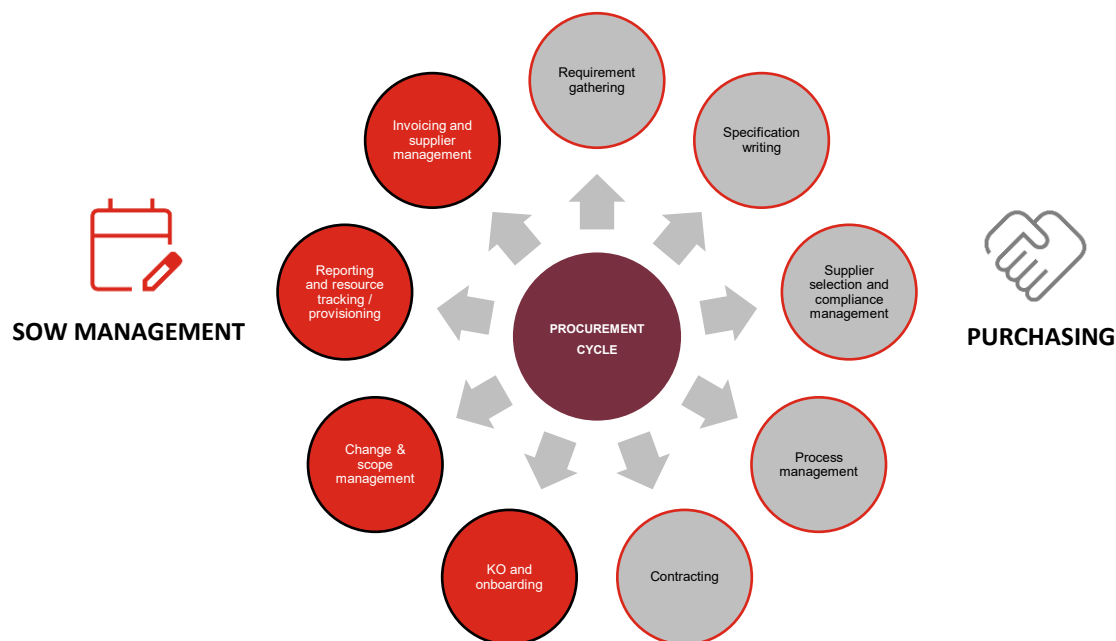
Consultancy Services: Our consultancy offering lends our experience to guide client organisations through any Cloud infrastructure challenges they may encounter. Leveraging our expertise and network of specialist talent across a variety of technical and business fields, we work towards ideal solutions tailored in partnership with client stakeholder groups. We provide a range of consultancy services, including detailed analysis of key challenges, performance health checks, solution strategising, insightful reports and more to ensure goals are effectively achieved.

Project Solutions: Sometimes projects require expertise that client organisations simply do not have the internal resources or time to source or upskill the specialists needed to deliver objectives. We have the capability to deploy a targeted workforce with the specialist skills to plan, initiate and deliver part or all of a project's requirements, or even a series of project requirements. To supplement our client's internal expertise and project teams, we also offer a project rescue service where a rapid response team of highly-qualified professionals can be deployed to ensure projects and programmes remain on track.

Managed Projects: For projects and larger scale programmes where in-house management of requirements is impractical for client organisations, our managed solutions enable an outsourcing option focused on the control and expert, quality driven delivery you can trust. Managed solutions usually run for a fixed period, specified by milestone delivery metrics and governance. Some popular managed solutions include:

- **Enterprise Software Upgrade or Integration**
- **Hardware Replacement**
- **Data Centre Moves**
- **Cyber Security Maturity**
- **Business Continuity & Resilience**
- **Programme Management.**

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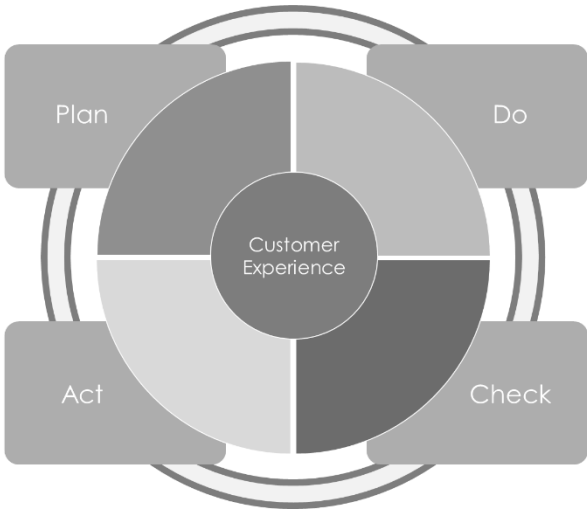
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IT Managed Services: Our experienced team have the capability to take care of client organisation’s IT. With our demonstrable success in IT and Business Process Outsourcing alongside our well-established talent services, and expertise in managing projects of all kinds, we can plan, run, and manage a variety of services to match your precise specifications, including:

- **Deskside Support**
- **Service Desk**
- **Project Management Office**
- **Business Process Outsourcing**
- **Technology Development**
- **Service Integration and Management.**

Customer Experience

We recognise the importance of ensuring that all relevant stakeholders are kept fully up to date throughout each project or programme lifecycle. We provide regular campaign update sessions and progress summaries as required – feeding back about successes and challenges and ensuring effective measures are implemented to maximise the effectiveness of our delivery function. Adecco allocate a dedicated, single point of contact to each of our client accounts, aligned by service specialisms and areas of expertise.



Establishing a regular communication structure from contract award ensures that we are engaging at a high level with key stakeholders, fully defining requirements and forecasting levels of support that will be required to successfully deliver Cloud Support requirements as they evolve. Furthermore, our insights and partnership approach enable us to consult on the most efficient and cost-effective solutions to support any urgent or unplanned demands as they arise.

Adecco Cloud Support

Extensively experienced in the delivery of Application Cloud Support provisions, Adecco offer independent advice and expertise to support all client infrastructure requirements. Our highly skilled Cloud specialists have the capability and capacity to offer a fully flexible delivery model tailored in line with client specific specifications and objectives.

Experts across HM Government and wider public sector, we apply a partnership approach to planning and delivery, conducting robust Cloud readiness assessments and working with stakeholder groups to plan, design and implement services and mitigation strategies. Our business first approach and dedicated account and service management provisions have been designed to drive service excellence throughout our programmes, delivering several key benefits, including:

- **Maximisation of Cloud capabilities.**
- **Access to market leading Cloud specialists and expertise.**
- **Tailored, fully scalable and flexible solutions to suit changing needs.**
- **Partnership approach enabling consistent delivery and trusted advisory.**
- **Transparency and benefit led solution approach.**
- **Flexible commercial arrangements tailored to client requirement.**
- **High level knowledge and skills transfer, training and ongoing support.**
- **Service continuity and reliability.**



GOVERNMENT AND PUBLIC SECTOR SERVICE LINES

Adecco

AI Strategy and Scaling Services

Adecco helps NHS and government departments define, implement, and scale AI in a controlled, sustainable way. We enable teams to move from isolated pilots to organisation-wide adoption that delivers value, working with leaders and digital, data, and operational teams to set strategy, establish governance and embed capabilities scale AI safely.

AI Policy and Governance Services

Adecco delivers AI policy and governance services to establish and operationalise safe, ethical and compliant AI use. We translate government and NHS principles into practical policies and controls. We work with policy, legal, digital, data, security and operational teams to ensure AI is governed effectively from design to ongoing monitoring.

AI Automation Services

Adecco delivers AI policy and governance services to establish and operationalise safe, ethical and compliant AI use. We translate government and NHS principles into practical policies and controls. We work with policy, legal, digital, data, security and operational teams to ensure AI is governed effectively from design to ongoing monitoring.

Robotic Process Automation (RPA) Services

Adecco RPA services identify, map and analyse business processes to determine automation suitability then develop and integrate bots into IT environments to work alongside human employees. Our teams leverage RPA technologies including UiPath, Blue Prism, Automation Anywhere and Microsoft Power Automate to deliver solutions across the public sector and NHS.

Operational AI Services

Adecco supports departments to continuously improve AI-enabled agents and services once they move beyond pilots and proofs of concept. The Adecco service ensures AI solutions are reliable, secure, transparent, and compliant when used in live operational environments. We work alongside various teams to embed AI agents into BAU operations, providing end-to-end support across the AI lifecycle including deployment, monitoring, governance, performance management, and continuous improvement.

Cyber Security Governance, Risk Management and Information Assurance Services

Adecco helps organisations build and improve cyber security governance, risk management, and information assurance. We protect sensitive data and critical services while meeting government security and regulatory requirements. Working with security, data, and operational teams, we deliver proportionate, risk-based frameworks from policy and governance to assurance and ongoing risk management.

Security Architecture

Adecco supports its clients to design, assure, and embed security architectures that protect data, systems, and services while enabling digital transformation. Our service helps departments translate security policy and risk into practical, proportionate, and implementable security designs across Cloud, On-Premise and hybrid environments.

Security Operations Centre-as-a-Service

Adecco provides departments with a managed, scalable Security Operations Centre capability to continuously monitor, detect, investigate, and respond to cyber security threats. Adecco's SOC-as-a-Service enables departments to strengthen their security posture without the cost, complexity, and staffing challenges of running an in-house SOC. Our service integrates with existing tools and processes and supports both on-premise and cloud environments, ensuring effective protection of critical services and sensitive data.

Identity and Access Management Services

Adecco supports departments to design, implement, operate, and optimise Identity & Access Management (IAM) capabilities that ensure the right people have the right access to the right systems at the right time. The Adecco service helps departments protect sensitive information and services while enabling secure, seamless access for civil servants, partners, suppliers, and citizens.

Governance and Assurance for Cloud Services

Adecco help public sector organisations develop frameworks of policies, procedures and controls needed to secure, manage and optimise Cloud resources across multi-Cloud environments. Our services ensure compliance with key standards including ISO27014 and ISACA COBIT to manage risks and accountability.

Cloud Enterprise and Solution Architecture Services

Adecco provide Cloud Architecture services to support organisations migrating to Cloud-based platforms. developing a roadmap towards future target operating model and aligning business strategy. Enterprise Architects analyse business, data, technology and processes delivering architectural capabilities guided by TOGAF, Zachman, MODAF and ITIL principles whilst providing knowledge transfer during architecture transformation.

Cloud Platform Services (PaaS, IaaS, SaaS)

Adecco design and develop cloud platforms and architecture, covering high-level and low-level designs/services from IaaS, PaaS through to SaaS solutions. Our certified cloud specialist Solution, Technical & Enterprise architects utilise Google, Azure, Oracle, AWS and other niche technologies to delivery digital development from legacy systems to self-sufficient cloud platforms.

Cloud Software Engineering as a Service

Adecco provides skilled cloud engineering teams to design, modernise, and operate secure, scalable digital services. We help departments deliver user-centred solutions that meet government standards while reducing delivery risk. Working alongside internal teams, Adecco offers end-to-end capability from discovery and alpha through to build, deployment, and live service operation.

Cloud Technology and Infrastructure Assessment

Adecco provides independent, evidence-based assessments of departmental technology and infrastructure to guide cloud adoption and modernisation decisions. We evaluate readiness, risks, costs, and dependencies across on-premise, hybrid, and cloud environments, working with digital, technology, security, and commercial teams to deliver clear recommendations and a prioritised cloud roadmap.

Cloud-Based Knowledge and Information Management (KIM)

Adecco expert teams assist organisations to centralise, share and manage their operational data on Cloud platforms focusing on capabilities within Document Management, Web Content and Records Management. Our teams integrate these capabilities with Microsoft productivity applications to provide a single source of truth whilst leveraging AI for search and automation.

API Development and Integration Services

Adecco provides authenticated integration services between multi-platform cloud and hybrid environments. Adecco development teams use expert up to date working knowledge of integration and programming languages such as REST, JSON, SOAP Python, JavaScript, .net, Scala, Ruby, PHP, Apex and Visual Basics (VB) to deliver complex system integrations.

Business Analysis

Adecco's expert Business Analysis service includes functional and non-functional requirements gathering, effective stakeholder engagement, traceability matrix development, benefits realisation planning, user story development, business process mapping, 'as is' and 'to be' state definition and gap analysis, process re-engineering and supporting long-term business change justification.

Business Case Development

Adecco helps public sector organisations structure, analyse and justify Cloud and digital investments through supporting all types of business case development (including SOC, OBC and FBC). We provide impartial advice coupled with HM Green Book Treasury guidance and assurance ensuring proposals are financially viable and aligned with your strategic goals.

Benefits Realisation

Adecco's benefits realisation service provides a structured, strategic approach to Cloud adoption. Our teams deep-dive into your data using Cloud-based business analytics to focus on benefits realisation and requirement engineering to ensure that your technology investments align with business goals, reduce risk and deliver measurable value.

Business Change Transformation

Adecco supports public sector organisations to ensure benefits are defined, measured and realised by Cloud transformation programme delivery. Our expert teams use structured business change frameworks and approaches to develop bespoke change management strategies for your organisation using Prosci ADKAR, 7S and ITIL principles to maximise benefits realisation..

Target Operating Model (TOM) Design and Implementation

Adecco supports organisations to design, implement, and embed Target Operating Models that enable effective delivery of objectives. Our service helps departments define how people, processes, technology, governance, and suppliers operate in the future state. We focus on design, implementation, and adoption to ensure TOMs deliver real, sustainable change.

Digital Business Model Design

Adecco digital business model design services help public sector organisations transform from traditional to digital-first models by developing strategic roadmaps, redesigning services and identifying how digital tools can solve problems in new ways. Our teams use Lean principles to develop Minimum Viable Products to validate new models before full implementation.

Digital Strategy Services

Adecco Digital Strategy services help public sector organisations define a digital vision, set goals and develop roadmaps to ensure transformation initiatives align with objectives. Our teams evaluate current and emerging technologies, business processes and digital capabilities to identify gaps and develop actionable improvement plans.

Digital Technology Transformation Managed Services

Adecco provides digital transformation experts to integrate advanced digital technologies into organisational business processes. Cloud computing capabilities, AI, automation and data analytics to improve efficiency and customer experience. Our teams support strategic planning to align IT initiatives to business goals and accelerate transformation delivery and adoption.

Application Rationalisation

Adecco helps organisations understand and modernise their application estates by identifying opportunities to retire, consolidate, modernise, or replace systems. We reduce complexity, technical debt, cost, and risk while improving resilience and security. Working with cross-functional teams, we deliver evidence-based rationalisation strategies that balance operational continuity with transformation goals.

Technical Specification Services

Adecco technical specification service teams work with public sector organisations to architect Cloud-based systems before proceeding to implementation. We align IT roadmaps with business goals and provide a structured approach to transforming your IT infrastructure from On-Premise to Cloud-native environments.

Test Strategy and Management for Cloud Services

Adecco provides testing services to help departments effectively deliver testing strategies for cloud-based services to ensure systems are secure, resilient, performant, and fit for live operation. The Adecco service helps departments manage testing across complex cloud, hybrid, and multi-supplier environments while maintaining alignment with government service standards and assurance requirements. We provide end-to-end test leadership and management, from strategy and planning through to execution, reporting, and live service assurance.

Testing Automation, Validation and Quality Management

Adecco provides this service to embed automated testing, robust validation, and quality management practices across the digital service lifecycle. Our service helps departments improve the speed, reliability, and consistency of service delivery while ensuring systems meet government standards for security, accessibility, performance, and usability.

DevOps / WebOps Cloud Solution Services

Adecco delivers DevOps and WebOps Cloud services to design, build, operate, and enhance secure, resilient, high-performing digital services. We help departments adopt modern engineering and operational practices that boost reliability, delivery speed, and efficiency while meeting government security requirements, supporting the full lifecycle from development to live service operation.

User Experience, Interface and Interaction Design (UX/UI)

Adecco supports customer facing public sector organisations to design and build digital products including applications and websites that are intuitive, efficient, and engaging. Our teams adopt an Agile delivery approach across the full UX/UI product development lifecycle including research, prototyping, wireframing, virtual design, usability testing, continuous integration and deployment.

Web and Mobile Application Development

Adecco designs, builds and supports secure, accessible, user-centred web and mobile applications using modern technologies following government digital and security standards. We deliver across the full development lifecycle from discovery, design, build, deployment and live operation ensuring scalable, resilient solutions using HTML, JavaScript, mobile, APIs, Cloud platforms and CI/CD tooling.

Legacy System Replacement Services

Adecco helps government and public sector organisations replace ageing, high-risk legacy systems with modern, secure, sustainable digital solutions. We reduce technical debt, operational risk, and costs while improving service quality, resilience, and compliance. Adecco delivers end-to-end legacy replacement programmes from discovery to delivery, migration, and live service operation.

Programme Management Services

Adecco provides Programme Management services ensuring multiple related projects achieve strategic goals to recognised standards using suitable methodologies such as PRINCE2, MSP and SAFe Scaled Agile. We provide end-to-end capabilities including Strategic Alignment, Business Case Development, Stage Gate delivery, RAID and Vendor Management, Benefits Realisation and ongoing support.

Project and Programme Review Services

Adecco independently provides an unbiased expert assessment of in-flight or completed project health, benchmarking using structured criteria across key focus areas against best practice standards for HM Government and wider public sector. Our service includes expert review of performance, risk, stakeholder engagement, governance and readiness to provide pragmatic implementable recommendations.

Portfolio, Programme, Project Management Office (PMO) Services

Adecco delivers efficient, flexible and scalable PMO services for Cloud-based portfolio environments quickly embedding standardisation and effective governance. Our PMO capabilities include; reporting & information management, programme mobilisation, project maturity assessment, capacity planning, RAID management, project support and training, benefits realisation, portfolio investment analysis, financial management, remediation and recovery services.

Delivery Management for Cloud Environments

Adecco provide end-to-end Cloud Delivery Management services automating, securing and monitoring the deployment of applications and infrastructure within public, private, or hybrid environments. Our teams manage IT resources (IaaS, PaaS, SaaS) using automated, scalable and secure methodologies following GDS guidelines.

Agile Coaching and Cloud Training

Adecco accelerates organisational change through embedding agile mindsets by coaching individual teams and leadership whilst focussing on long-term sustainability by enabling teams to identify and address implementation challenges. Adecco develop bespoke guidance for your specific business units including key support functions like HR and Finance.

Product Management as a Service

Adecco provides flexible, on-demand product management to lead the definition, delivery, and improvement of digital products and services. We work with teams across the lifecycle from discovery and prioritisation to live service management aligning delivery with policy, user needs, and constraints while building internal capability and confidence.

Service Management and Transition Support Services

Adecco help public sector organisations build, test, and deploy new or changed services into live production environments whilst ensuring minimal disruption to ongoing business operations. Our teams transition services in a controlled manner aligned to overall service strategy and addressing detailed specific service design requirements.

Transition Planning and Delivery Services

Adecco supports government departments to plan, manage, and deliver complex transitions including technology, service, supplier, and operating model changes while maintaining continuity of critical public services. Our service helps departments move from current-state to the future-state in a controlled, low-risk, and governed manner. Adecco provides end-to-end transition capability, from early planning and mobilisation through to cutover, stabilisation, and handover to BAU.

Salesforce Deployment Services

Adecco provides expert Salesforce teams that utilise a range of tools (Salesforce DX, Change Sets) to seamlessly deploy solutions following an end-to-end lifecycle. Our teams ensure activity is aligned with wider DevOps strategy and specific Cloud service configurations are developed to enable embedded service delivery and Cloud Data Bundle deployment.

ServiceNow Deployment

Adecco provide end-to-end ServiceNow application deployment services involving configuration, module implementation (ITSM, HRSD, CSM) and management of the ServiceNow platform. Our teams deliver workflow customisation and automated, governed release management to drive seamless end-user adoption.

Enterprise Resource Planning (ERP) Cloud Deployment Services

Adecco deliver successful Public Sector HR, Finance and Supply Chain transformation by providing expert ERP deployment services. Our teams are Oracle, SAP, Microsoft Dynamics and Workday experts migrating, configuring and managing your ERP software on vendor-hosted servers eliminating hardware, ensuring automatic updates and offering scalable, secure access to integrated datasets.

Customer Relationship Management (CRM) Support

Adecco provides CRM services to design, implement, operate, and optimise platforms that support consistent, efficient, citizen-focused engagement. We help departments manage multichannel interactions while ensuring security, data protection, and compliance. Working with policy, digital, operational, and service teams, Adecco delivers integrated, CRM solutions aligned with service delivery objectives.

Desktop Infrastructure Support Services

Adecco provides end-to-end desktop, hardware and deployment support to the public sector, Windows OS and Microsoft 365 / O365. Our services cover device build, rollout, user migration, configuration and both remote and onsite troubleshooting. We ensure our clients have secure, standardised and reliable workplaces that increase productivity and reduce downtime.

NHS CLOUD SERVICES

Ambulance NHS Trust Technical Delivery Services

Adecco delivers cloud technology services specifically designed for Ambulance Trusts. We appreciate the unique challenges that Ambulance Services face, so have developed services that align to ePCR requirements, Emergency Services Network delivery, AI and automation for creating ambulance service efficiencies and increasing infrastructure capability for 24/7 operations

Blue Light Emergency Services Cloud Support

Adecco provides technical and cloud support services specifically designed for Blue Light Emergency Services. Understanding of the unique challenges facing Police / Fire / Emergency responders, and the operational technologies used to support, we enable the development and management of technology, infrastructure and digital systems across Blue Light services.

Electronic Patient Medicine Administration (ePMA) Services

Adecco provides ePMA implementation, stabilisation and upgrade services to the NHS, across all major suppliers. This includes clinical workflow design, ePMA system configuration, integration and interoperability, testing, training, go-live support, clinical safety signoff and benefits realisation. We assure patient safety, user adoption and medicines governance

Electronic Patient Record (EPR) Services

Adecco supports the NHS with the end-to-end implementation, stabilisation and optimisation of EPR systems. Our services include; business case development, supplier engagement and options appraisal, procurement support, programme and project management, PMO, business change and requirements gathering, benefits realisation, data migration and reporting, testing, training, technical readiness and go-live support.

Modernised Digital Healthcare Delivery

Adecco's NHS and technical expertise supports NHS organisations with decommissioning outdated models of care to create resources and space for new ones to emerge. This supports innovation and the ability to adopt established best practices and deliver to the digitalisation requirements of the NHS 10 Year Health Plan.

Patient Administration (PAS) Services

Adecco treats the Patient Administration System (PAS) more than a simple records system. We offer expertise to move the PAS to become more clinically and operationally effective. Our expertise helps treat patients more effectively, giving healthcare staff easier access to up-to-date information and increases patient experience and confidence.

Clinical and Healthcare Data Management, Business Intelligence and Reporting Services

Adecco delivers NHS-focused data management, business intelligence and reporting services, which enables faster access to accurate performance information across the whole NHS system. We improve data quality, streamline and automate information flows and develop robust dashboards and analytics to support operational performance and clinical decision making and planning.

EPR Clinical System Testing Services

Adecco delivers end-to-end EPR and clinical system testing services to the NHS, including functional, integration, regression performance and user acceptance testing. Our existing knowledge of all major EPRs and clinical systems within the NHS, combined with our structured approach, assures system and clinical safety, interoperability and readiness for go-live.

EPR Clinical System Training and Floor Walking Services

Adecco provides NHS specialist system training and go-live floorwalking services, supporting the clinically safe and engaged adoption of new clinical systems, including all EPRs. Our NHS-expert Trainers deliver classroom-based, online and e-learning solutions, tailored to role-based requirements, whilst our floorwalkers offer proactive 'at the elbow' support to reduce go-live pressures

Pathology IT & Digital Pathology Services

Adecco delivers expertise within Pathology IT, guaranteeing successful LIMS and OrderComms implementations and upgrades across all suppliers. We provide a proven methodology for unified testing across all pathology services and guarantee clinical safety signoff and governance. We focus on reducing impact on BAU services, whilst enabling knowledge transfer and upskilling.

Healthcare Information Governance Services

Adecco delivers information governance services to the NHS, successfully assuring compliance with Freedom of Information, Data Protection and wider Information Governance requirements for patient data. We deliver compliance to the Data Security and Protection Toolkit (DSPT), National Data Guardian standards and GDPR legislation, whilst also delivering assured data security.

HOUSING CLOUD SERVICES

Social Housing Digital Modernisation and Enablement

Adecco delivers modern, secure and tenant-focused digital solutions, tailored to the Social Housing sector. We help registered providers transform legacy systems, enhance tenant satisfaction and asset maintenance, improve data insight and streamline operations through cloud adoption, automation, system integration and strategic technology guidance. Adecco enables sustainable, efficient, tenant-centric digital services.

Improving Residents Online Experience

The dedicated Housing services team at Adecco provides the social housing sector with access to services, which improves residents' online experience. A digital discovery service provides social housing organisations with the ability to determine the needs of the users and identify the most appropriate return on investment.

Housing Repairs Digital Discovery

A digital discovery into housing repairs provides social housing organisations with the ability to determine the needs of the users and identify the most appropriate return on investment. Adecco provides digital teams to identify the issues, gather user requirements and assess feasibility for various solutions on offer.

Digital Neighbourhoods

Adecco's consultants bridge the gap between traditional housing management and modern technology. We work with housing associations, local councils, and developers to transform services, foster digital inclusion, and create sustainable, connected communities.

Housing Customer Relationship Management (CRM) Support

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Process Methodology

Adecco services help customers effectively and diligently plan and migrate their systems, applications and data from an existing physically based environment to the cloud - be it private, public or hybrid, on premises or hosted. Throughout the planning process Adecco utilise our expert team of in-house consultants to assess, analyse and document existing environments in detail, providing guidance on which elements are cloud-ready, and those that will need attention prior to any migration.

We work with our customers to determine appropriate solutions that deliver value fully in line with current organisational business goals and can scale up/down accordingly. A fundamental goal of this planning exercise is to ensure the risk of any outage and data loss during the future migration process is minimised, our controlled step by step cloud implementation and migration plans will be developed following the planning process. Each phase of the plan gives clients confidence that their apps, data and infrastructure will be transitioned securely and seamlessly.

Setup and Migration

For each new project or programme, we firstly undertake a detailed cloud readiness assessment with customers to ascertain business, technology and user requirements. This assessment forms a significant part of the cloud road mapping exercise which will document a migration strategy and environment setup state.

The migration planning process will provide a comprehensive overview of the steps that are required to be taken for a successful migration to be completed. The setup/ staging process will ready the cloud environment as per the recommendations outlined in the migration plan. This ensures there is no discrepancy between what is planned and what is provided.

We implement our programmes according a structured methodology, aligning processes and procedures to ensure we are developing and defining a solution fully aligned to client specifications. Our implementation methodology comprises five stages.

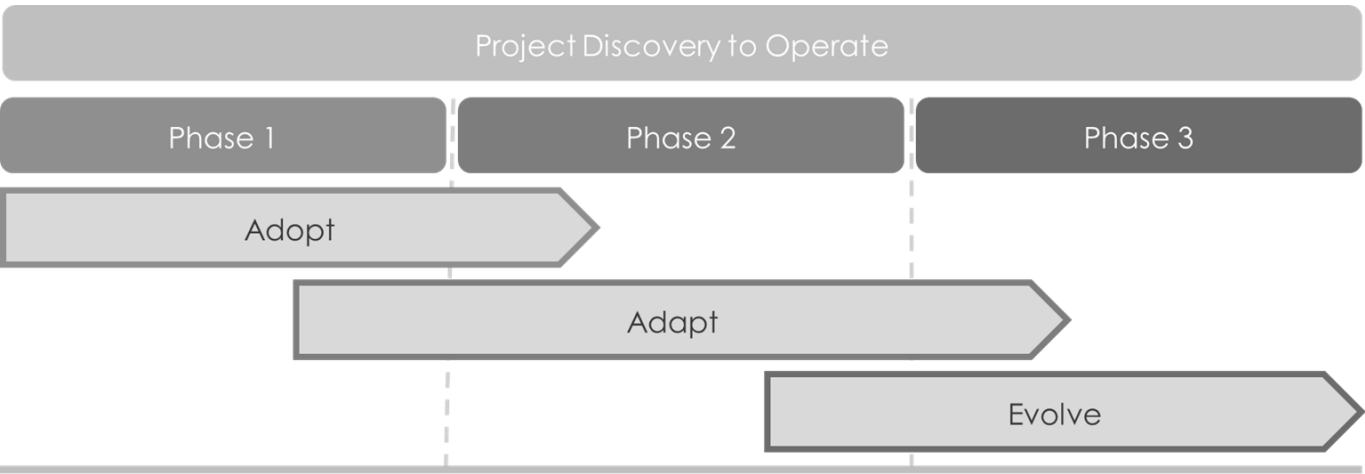
- **Identify:** Scope, specifications, timescales, objectives and feasibility is explored
- **Define:** Solution requirements detailed and defined across work streams Data Centre Moves
- **Construct:** Project team designs and tests the detail of the solution
- **Implement:** Project team launches the tested solution
- **Review and Close:** Assessments and learnings drive best practice and continuous improvement.

Our clients are supported by dedicated delivery consultants and project managers throughout the duration of the project or programme lifecycle, who oversee the project and ensure deliverables and timelines are agreed achieved.

Continuous Improvement

We are dedicated to continuous improvement and innovation – monitoring and measuring performance through a series of regular review sessions to ensure our solution delivers the highest standards of excellence and remains on track throughout the service period. Adecco engage at a high level with stakeholder groups, establishing a clear and transparent communication schedule to guide and shape our delivery models whilst enabling us to establish a partnership approach from day one.

Establishing a high touch communication structure with client stakeholders supports the ongoing development of action plans against objectives throughout the contract lifecycle. Our delivery teams work with clients across three key project stages, Adopt, Adapt, Evolve – augmenting delivery in line with changing needs and applying lessons learned and best practice initiatives to drive greater results.



Quality Assurance Testing

Adecco follow robust quality and performance processes. Technical and user teams are identified within client organisations to work with our consultants to determine key performance markers and service acceptance to ensure our solution is fit for purpose. All design plans and processes (technical and business) are formally quality assured internally through our team of expert consultants.

We utilise an internal knowledge portal for our consultants to document and capture peer reviews and recommendations, in doing so we can share lessons learned. Once an environment is provisioned, we utilise a diligent transition process that includes extensive testing involving both technical and customer UAT teams with the test criteria being pre-agreed and followed accordingly. The testing process is used to ensure complete validation of the environment’s requirements are met including:

- **Environment is complete and accurate**
- **Performs as expected, or better**
- **Test plans are executed accordingly, and results are as planned**
- **Track and document any defects or performance constraints**
- **Provide test metrics/testing summary reports**
- **Ensure services are approved for full usage**

All our processes are underpinned by our commitment to our continued ISO 9001 accreditation.

Security Testing

We offer assurance of full security throughout the end-to-end process – supported by our certified and CREST accredited security testers. Adecco ensure security is maintained through:

- **Security strategy**
- **Security risk management**
- **Security design**
- **Cyber security consultancy**
- **Security testing**
- **Security incident management**
- **Security audit services**
- **Certified security testers**

Furthermore, our staff screening is delivered in line with BS7858:2012 and our staff are security cleared up to Developed Vetting (DV) level.

Business Continuity

Adecco has an overall Business Continuity Management System ("BCMS"), that incorporates all its structures and procedures for reacting to a given crisis or incident. Contained within the BCMS are Business Impact Assessments ("BIAs"), internal Business Recovery Plans ("BRPs") and Client Onsite Business Recovery Plans ("COBRPs"). We develop and agree in conjunction with our clients a Client Onsite Business Recovery Plan (COBRP) that can be initiated immediately following a crisis event that affects the onsite service provision of a contract.

The COBRP ensures that Adecco has adequate infrastructure and provisions in place to respond effectively to a crisis event. The plan will enable us to:

- Ensure continuation of business functions, which are most critical to the company's operations and that of our clients
- Identify the minimum essential resources needed to continue the critical functions
- Ensure smooth, effective transition from normal to alternative means of operation
- Ensure full support is available during all phases of business resumption
- Adheres to the principles of ISO22301.

Each contract or account is unique, we work with our clients to agree specific recovery plans as required. It is part of our approach to ensure that the COBRP would align to client approach and plans for Business Continuity.

Service Support

We can offer email or online ticketing support at an extra cost. Depending on the priority of the ticket, our response time will vary between 1/8/24 hours excluding bank holidays. This is dependent on individual client requirements. Users can manage status and priority of support tickets:

Online ticketing support accessibility	WCAG 2.1 AAA
Phone support is available:	24 hours, 7 days a week
Web chat support is available	24 hours, 7 days a week
Web chat support accessibility standard	WCAG 2.1 AAA
Web chat accessibility testing	All Adecco software is tested for accessibility in line with our group equality and diversity global requirements. This includes additional functionality for sight/hearing impaired users for example.

Training and Support

Across each of our Cloud Services Adecco can provide training to cover any aspect of the services we provide. As standard, all documentation we create as part of any engagement is stored on a secure central repository which our customers can access which will provide details of all designs, plans and processes created or followed during the tenure.

Additionally, we can provide formal training through webinars or coordinated classroom training to cover specifics in detail. Further on-the-job (technical) and floor walking (user) activities are provided to ensure that the service experience we provide is delivered to a high standard. Our consultants will always provide a thorough and detailed handover to customers technical teams where required.

Ongoing Support

Across each of our Cloud Services Adecco provide end-to-end training to cover all aspects of the services we provide, including:

- Buyer hosting or software
- Hosting or software provided by your organisation
- Hosting or software provided by a third-party organisation
- How the support service works.

Adecco utilise robust, industry standard ITIL service management on all our engagements, this ensures the quality of our delivery and engagement is rigorously maintained. A dedicated service delivery manager will be allocated to customers as the first reference point should a problem arise. Our in-house expert consultants are also available to address non categorised service faults or irregular failures once any environment is live. Prior to go-live our team will always be available and proactively resolving faults should they arise.

We can complement our service with a dedicated cloud self-service portal which allows you to log and progress of incidents regardless of your location or device. We offer dynamic dashboards and a customer centric knowledge base, offering a rapid resolution to many common faults. Adecco's support is flexible and scalable enabling the buyer to adapt to market changes quickly. Our support services offer standard and bespoke Service Level Agreements, delivering KPI driven operational reporting through online ITSM portal and Microsoft's interactive service dashboards.

Service Levels

We work in partnership with our clients to define the size and scale of individual Service Level Agreements suitable for the service being outsourced or the project milestones being delivered. Adecco apply a strategic approach to service level development, identifying target performance levels and timescales and refining these targets against measurable service metrics to provide transparency throughout the end-to-end service experience.

Targets in areas where key metrics can be recorded will be established as Key Performance Indicators (KPIs). These KPI's are then included in any final agreed SLA ensuring expected performance standards are driven from the outset. As well as agreeing specific delivery based KPIs we also set strategic goals and targets aligned to client procurement motivations, driving contract improvements and efficiencies throughout the project lifecycle.

Our service operation is built to ensure the rapid scaling of operations in line with client demand, operating a 24/7 facility for clients demanding 'around the clock' and 'follow the sun' services.

Operating hours	9-5, Mon-Fri
Enhanced Service	9-5, 7 days a week
Premium Service 24/7	P1 IRT (Initial Response Time) 15mins, 4 hour fix P2 IRT (Initial Response Time) 30mins, 8 hour fix P3 IRT (Initial Response Time) 45mins one business day fix P4 Service/Change Requests Only IRT (Initial Response Time) 1 hour

Furthermore, we would expect to agree how we would address any failure to perform adequately against the final agreed KPIs set out within the SLA. Adecco deliver stringent reporting as standard across our accounts to ensure end-to-end performance capture is achieved. We monitor output metric by metric and where necessary can provide granular service penalty management on some services as required, which can operate in an automated fashion if a service level under our control fails. We would typically expect these service penalties to comprise an agreed discount or credit against the next billing cycle.

Contract Terminations

Adecco work with our clients to develop our standard terms and conditions around the individual needs of client organisations. Adecco terms and conditions are typically tailored to suit the nature of the specific project or service engagement to ensure complete adaptability in line with client service objectives. Specific terms relating to contract termination clauses would be negotiated and agreed following contract award.

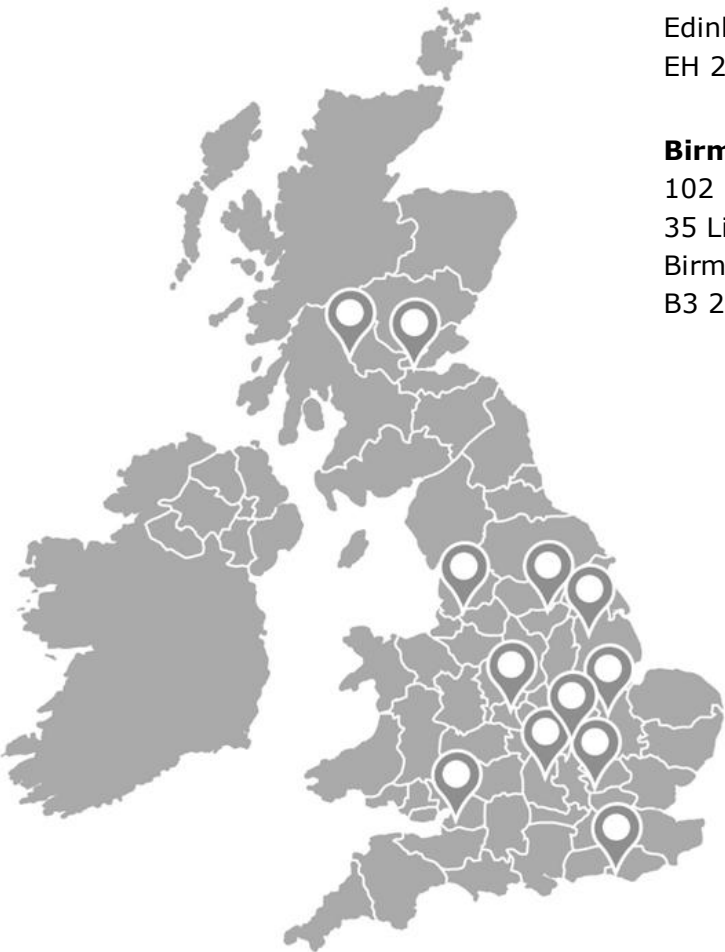
Pricing

Price is dependent on customer requirement and these factors will have a heavy influence on the overall price. Adecco can also deliver different managed services models including price per device, price per user and fixed monthly pricing. Customers are allocated a service management representative to steer the service and provide ongoing continual service improvement.

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