

PARICO

G-Cloud 15: Service Definition Document

Service Management Managed Service for Operational Cloud Services

Parico provide a Managed Service, delivered by experienced Service Management professionals providing Service Management capabilities for critical Operational Communication and Information systems based on a customer's business needs. Parico's ITIL-based service includes provision of Service Design, Service Operations, Service Delivery Strategy and support with Service Transition.

FEATURES

- ITILv4 certified Service Delivery and Management for operational Cloud services
- Promotes a continuous service improvement ethos aligned to ITIL/ISO standards
- Includes event, incident, problem and change management and request fulfilment
- Supported by a secure ITSM toolset at OFFICIAL and SECRET
- Implementation of suitable standards, processes, policies and key performance indicators
- Support to new cloud service specifications and requirement documentation
- End to end implementation of changes required for service connection
- Rationalisation of current service management provisions and service maintenance requirements
- Delivers against agreed service levels and key performance indicators
- Delivers daily and monthly service reports and real-time service dashboards

BENEFITS

- Specialist service management solutions for cloud transformation programmes
- Knowledge transfer, improving in-house capability to drive long-term sustainability
- Service Improvement planning leading to improved business performance
- Increased collaboration and opportunities for shared services
- Efficient, structured change and release management
- SC and DV cleared Service Management Professionals
- Sole UK National Service Management Professionals
- ISO2000 Aligned



Established in early 2018, our primary goal at Parico is to develop a positive reputation across the defence sector, as a UK SME Technology Disruptor within Public and Private Sector organisations.



At Parico, we're incredibly passionate about our people and encourage the development and growth of our engineering community. Every Parico Rockstar has the freedoms to innovate and develop the next generation of disruptive products and services for our customers.



As an SME, we're able to respond to our customers requests quickly and efficiently, embracing Agile working practices across our entire organisation.

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