
txp
Technology
X People

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G-CLOUD 14 SERVICE DEFINITION

Performance Analysis

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PERFORMANCE ANALYSIS

The key aim of TXP's Performance Analysis offering is to provide hard evidence of service performance based on the real time and historical data.

Performance Analysts can find and process the data relevant to the use of the service or define the data performance strategy for new service.

This includes:

- Data for proto-personae recognition
- Performance analytics and data advisory
- Data sources recognition and mapping
- Analysis and visualisation of data
- KPIs' and benchmarks aligned to GDS Service Standard
- Contextual analysis of users' behaviour in real time service environment

Performance analysis offering includes:

- User needs mapping support by providing real time data analytics
- Proto-personae data for User Research
- User journey data analysis
- Channels analysis and users' origin and demographical data for User research
- Recognition of source of data
- Recognition of the competitor's data and existing services data which can be reused for setting KPIs' and Benchmarks.
- Strategy for data real time analysis, advisory on tools and frameworks
- Strategy for go Live and continuous improvement data analysis.
- Reporting data for GDS assessment

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FEATURES & BENEFITS

Features

- Highly experienced Performance Analysts with deep public sector knowledge and understanding
- Full lifecycle support from design to implementation with data evidence
- Embedding, adopting, implementing and executing performance strategy and/or frameworks
- Recognition of data origin and existing data sources both internal and external to organisation
- Support in Service Design and User Research activities which require data driven analysis
- Support in setting realistic KPIs' and ways to measure performance
- Experience of working within the GDS Service Standard and GDS assessment

Benefits

- Support for the service strategy with data
- Funnel the issues and problems for customer/user of existing service through data analysis
- Robust performance strategy which allows analysis of ROI and service success for users and organisation
- Multi-level analysis introducing historical, real time and third-party data for the most effective decision making
- Service Design is supported not only through the User Research but by data as well
- Data visualisation which is understandable and easily digestible for the diverse audience
- Preparation for going live and continuous improvement data strategy
- Reporting data for GDS Service Standard requirement and GDS assessment

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ADDITIONAL SERVICE INFORMATION

Backup, Restore and Disaster Recovery

TXP has a robust DR plan, tested six-monthly (further details on request). Though we would look to use shared repositories when executing work with the client, any repositories which are within our domain will be subject to these disaster recovery and backup plans. The majority of repositories and tooling are typically cloud based and so benefit from the associated assurance of continuity of service.

Onboarding / Offboarding

As part of the service design phase, the onboarding requirements would be carefully scoped and planned. Typically, this would be sensitive to the impact of business change and underlying technology and services.

Benefits

TXP has a general four phase implementation plan that looks to pragmatically onboard, measure and continually improve services. Further information is available on request, but the phases are summarised as:

	Overview	Milestone
Phase 1	Scoping & Planning	Agree Plan
Phase 2	Initial Setup	Agree SLAs, KPIs
Phase 3	Transition	Service Sign Off
Phase 4	Continual Improvement	Monthly Service Reviews

Benefits

Due to the nature of the services being provided, the pricing is reflected in the SFIA model, referenced in the Pricing Document within the G-Cloud Service Description on Digital Marketplace.

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ADDITIONAL SERVICE INFORMATION

Service constraints

There are no specific service constraints.

Service levels for support hours

Support is available by email/ticketing, phone and web – and is available 24/7/365. Extra charges may apply.

Service levels

These are typically on a project-by-project basis, but mechanisms for remedy include the use of service credits for example.

The process

Ordering, invoicing and cancellation are as per the G-Cloud process.

After-sales support

After-sales support for the cloud related services provided under G-Cloud is typically 9am-5pm and available by phone and email.

TXP also operates an ITIL-aligned, SLA driven support function which can provide 24/7 support as part of a specific offering. Our governance wrapper extends to the use of third-party support providers to deliver scalability.

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WHAT WE CAN DO FOR YOU

25

Years in Operation



True Technology Partner

180+

Staff Base



4 Specialist Sectors



Innovative Engagement Models

£40m

Annual Turnover



Near-shore & Off-shore development Partners



Access to more than 1000 Associates

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WHY TXP



Secure, Agile Cloud Development

We execute cloud projects using agile DevSecOps.



Driving ROI

We help clients drive out improving ROIs, by upwards of 20%.



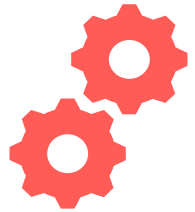
UK - Led

Our client engagement, execution and design governance teams reside in the UK



Industry Experience

We have a proven track record of successful delivery within the Public Sector



Scalable Offering

We are able to respond rapidly to emerging resourcing needs and scale up and down at pace.

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THANKS

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