



Freshworks Application Management Service

G Cloud 15

www.xcession.co.uk



Agenda

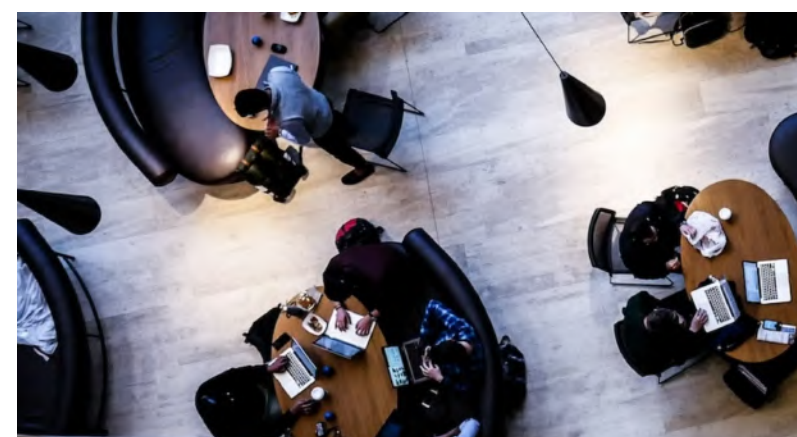
- 1** Our Mission
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1 Our Mission

Successfully implementing and managing an Enterprise Service Management system is one of the most important yet challenging technology journeys a company can make.

Our mission is to help you maximise the value of your ESM solution by increasing service performance, business agility, speed and cost-effectiveness whilst delivering an exceptional experience for your customers.

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Service Introduction

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Thank you for considering Xcession to deliver your Cloud Support services. Xcession delivers market leading ITIL-compliant Service Management solutions on client sites and remotely as secure cloud services.

Xcession are vendor agnostic but with broad and deep expertise on a variety of Enterprise and IT Service Management leading platforms including ServiceNow, Freshworks, Xurrent, Halo and BMC Helix.

With an exceptional record of delivery Xcession offers the public sector a unique knowledge of the leading technology platforms as well as industry best practice from all major markets including manufacturing, media, telecommunications, financial services, public sector and retail.

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Service Overview - Freshworks Application Management Service

We specialise in delivering enterprise scale Cloud support services across multi-site and multi country platforms. Our people live and breathe Enterprise and IT Service Management and have unparalleled experience delivering small and medium solutions, to the biggest most complex solutions for the largest organisations all over the world.

We will always work in the interest of you, the Customer, not the technology supplier. We will scale to work with your staff and existing suppliers collaboratively to deliver the most complex of your cloud project requirements.

Service Overview

- We optimise and scale the service to meet current and future Cloud service needs.
- Our team bridges the gap between your organisation and the technology you need to support it.
- Our team will always be proactive working for you to deliver projects benefits.
- Our team have many years experienced working in both industry and the public sector.

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Service Overview - Freshworks Application Management Service

Service Features

A standard Service would comprise of the following:

- Incident management
- Operational change management
- Problem management
- Knowledge management
- Configuration management
- Daily operations and monitoring
- Interface management to ensure tickets and data pass through the interfaces without issue
- Licence management
- Capacity management
 - Review of current usage of applications
 - Forecast changes in application usage from the organisation and explain the impact both from a system and licensing perspective
- Strategic and architectural guidance and planning
- Add-on dev-ops services
 - Through agreed pre-paid hours Xcession deliver a service to ensure you meet your constantly changing business requirements
 - User stories or specific requirement / use case-based solution, development, test and deployment and support
 - Achieve continuous business change with clarity on cost

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Service Overview - Freshworks Application Management Service

Service Benefits

- Expert at supporting Freshworks solutions including FreshService, FreshDesk and FreshSales
- Vendor independent to ensure you get the best from your technology supplier
- Advising on the best technology to fit your needs and supporting you to gain real business value from your ITSM toolset
- Demonstrable success delivering services to industry and the UK Public Sector.
- Best practice from broad industry customer base.
- Highly efficient, flexible and value for money service.
- UK based SME with additional near shore and offshore based SMEs to optimise costs where applicable.

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Our Approach

Xcession focuses on key customer outcomes:

1. Improving Customer Experience (both internal and external customers)
2. Improve the ability of IT and the Business to implement change whilst minimising risk
3. Increase productivity and the value of people's work
4. Extend best practices within IT to other lines of business like HR, Finance, Facilities and Security

Our service offerings fall into three core areas:

1. Enterprise and IT Service Management Advisory
2. Enterprise and IT Service Management Implementation and Value Realisation
3. Application Management Services (Support and Development)



5 Pricing and Commercial

This service is priced in accordance with the SFIA Rate Card.

Xcession has on, near and off shore teams offering competitive rates as appropriate. Projects can be priced as Fixed Price or Time & Materials depending on the customer requirement.

Please refer to the Supplier Terms although Xcession would be happy arrange a call or meeting to discuss your requirements in more detail.

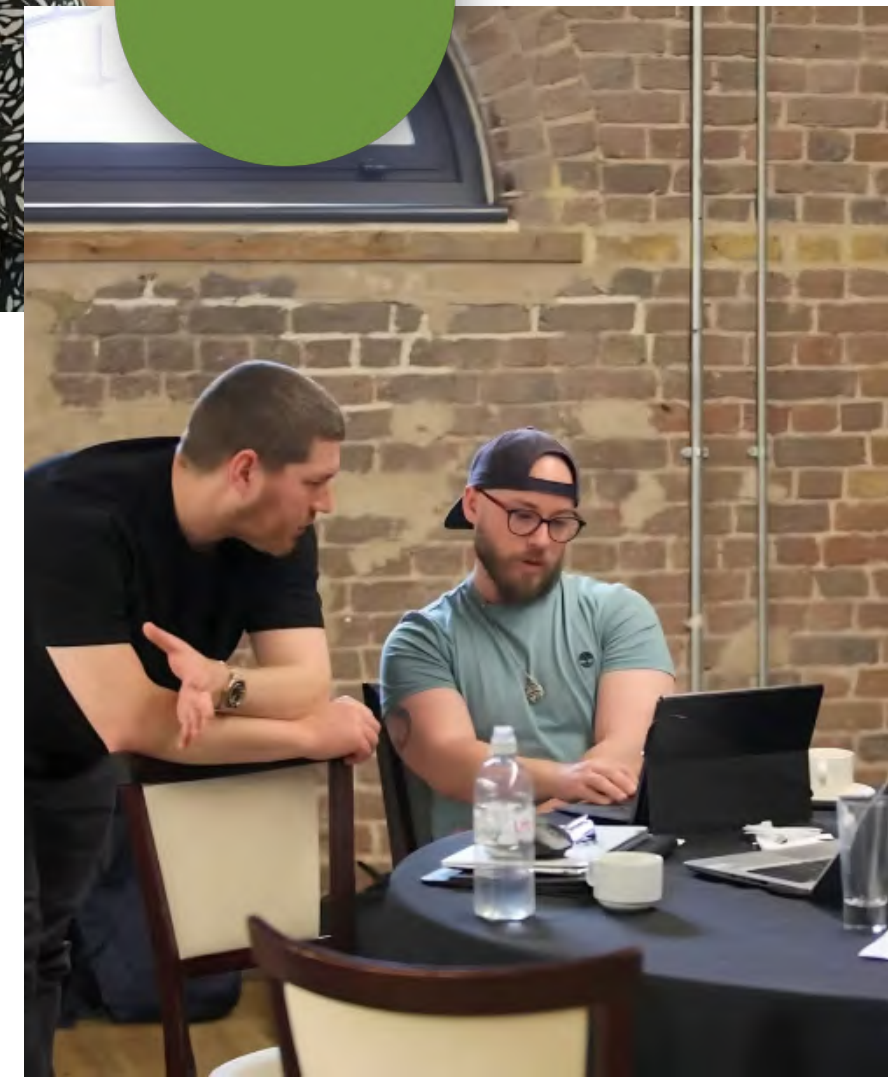
6 Social Value

Xcession is a UK based SME with a fully remote permanent and contract workforce. Our organisational values align with the UK Government initiative to Kick-Start the UK Economy, and we commit to:

- Provide an environment where our staff can enjoy their work and flourish
- Continually learn from each other, and our customers and partners
- Remain 100% unbiased in respect to people and technology
- Embrace change, constantly looking at how we are able to improve

We invest in frequent training and development of our staff for both technical and non-technical skills. We conduct annual employee surveys, and as an employer of staff who work remotely, we take very seriously our responsibilities to support our staff in their home environment.

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For more information about this or any of our G-Cloud services, please contact us:

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