

Service Definition – Business Change for SaaS Solutions

1. Introduction

This document provides further definition for Epion Consulting Limited's (Epion's) Business Change for SaaS migration / rollout service for the G-Cloud 15 framework.

2. Service Overview

To realise the benefits of your Software as a Service (SaaS) solution, we enable adoption through high-quality business change, communications, and tailored training/upskilling. Our Business Change for SaaS service is led by business change experts. We don't use entry-level consultants, meaning your change project is supported by flexible, experienced team players who get things done.

The service is provided by experienced consulting teams, all domain specialists, and are tailored and scaled to the individual client need.

3. Disaster Recovery et al.

The nature of Epion's services is such that focus on disaster recovery, data backup, etc is on its own data. Epion's teams manage all working papers, information and documents securely with back-up.

4. Onboarding & Offboarding

All Epion consultants are provided with thorough client and project inductions as part of their normal onboarding for a new project. They expect to participate in building and safety inductions (and similar) and abide by all relevant client policies and procedures.

All Epion projects incorporate planned and managed handovers and lessons learned sessions with clients to ensure that the benefits of work undertaken are sustained, and assets created during that work are effectively deployed going forward. We look to add value through knowledge transfer to client teams so that the client is able to sustain techniques and approaches adopted during our work.

5. Service levels & constraints

Service levels are those that would reasonably be expected of an established, professional, high quality consulting organisation. This includes continuity of service in the event of illness or unavailability; the ability to scale teams as required; consistent approaches; normal business working hours at all times and working beyond that when situations require it (within reason); an ability to work at client sites throughout the United Kingdom; and a proven ability to work online during any Covid-19 or similar restrictions and ongoing.

All projects have Director-level oversight guiding work and providing a point of escalation if at any point these service levels are considered by the client not to be met, with a commitment to make good any shortfall.

6. Performance, availability & support hours

Epion does not provide technical support and deployment services for Cloud software, so there is no need for 24-hour support; However, we will work outside normal working hours where required, for example, training or briefing shift workers or those who need out-of-hours support.

7. After sales support

As standard, all our engagements have Director-level project oversight, which extends beyond the life of the project if there are any queries or concerns, or if troubleshooting advice is required.

8. Technical requirements

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Not applicable for this service.

9. Outage & maintenance management

Not applicable for this service.

10. Hosting options and locations

Not applicable for this service.

11. Access to data (upon exit)

We prefer to work within the client's Microsoft 365 (or equivalent) tenant to ensure all data remains secured and managed according to their policies and procedures.

If this is not possible, we will ensure all data is moved or copied over to the client's preferred storage location.

12. Security

Epion is Cyber Essentials certified and all consultants must sign up to our Information Security policy, reviewed annually.

All consultants are also required to follow the client's physical security policy, including when accessing client premises or data.