

Lot 3 – Cloud Support Jan 2026

Cloud Data & Analytics Strategy | Data Analytics & Modern BI | Data Governance, Data Quality, Data Integration and MDM | Data Modelling, Data Warehouse, Data Lake and Lakehouse, Data Visualisation Update | Data Science, ML and AI services | Implementation of MLOPs Methodology



CONTENTS

1 Introduction to Innova-tsn

2 Service Attributes/Service Name/About our Service

3 Service Features and Benefits

4 Planning

5 Setup & Migration

6 Quality Assurance & Performance Test

7 Security Services

8 Training

9 Ongoing Support

10 Service Scope

11 Reselling

12 User Support

13 Staff Security

14 Standards and Certifications

15 Social Value



1 | Introduction to Innova-tsn

With a 20 years tenure as specialists in intelligent business solutions and we have grown until becoming a leading company in the application of Analytics and the design of customised solutions.

Our expertise in Cloud, Artificial Intelligence, Data Analytics & Modern BI allows us to design real and flexible vanguard solutions to effectively exploit all the company's data.

In short, our solid command of the latest trends and technologies makes us a reference for the sector and a

LEADER IN INNOVATION.

WHY INNOVA-TSN?

Excellence in the quality of the service and in obtaining results

Commitment in taking the customer's goals as our own

Forward-looking approach. We offer innovative solutions with the help of the latest technologies



Artificial Intelligence

Solving business problems using Machine Learning, Deep Learning and Artificial Intelligence techniques to harness the full power, efficiency and accuracy of automated advanced analytics.



Cloud

Design of a Cloud Strategy and Architecture; implementation, migration and operation of cloud, on-premise or hybrid solutions.



Data Analytics & Modern BI

Direct exploitation of data available to all users, with a view to strategic and operational improvements and in a governed environment.

2 | Service Attributes/Service Name/About our Services

Service Attributes

Cloud Support

Service Name

Cloud Data & Analytics Strategy

About our Services

Innova-tsn helps clients progress towards their vision of a “data driven” organisation and lean on data and analytics to take business decisions. Migrating towards a really data-driven enterprise requires integrating data and analytics into business strategic and tactical decisions, as well as transforming the team’s dynamics. Innova-tsn helps clients establish the necessary frameworks defining policies, identifying needs, building a roadmap and helping with change management.



3 | Service Features and Benefits

Our Service Features	Our Service Benefits
• Data & Analytics maturity assessment • Data and Informational Strategy • Design thinking sessions to identify and prioritise use cases • Gap analysis • Roadmap, including data, process & analytical use cases & requirements • Required capabilities and deficits by stage and objective • Strategic insights and learnings	• Data-driven vision focused on business purpose • Independent support and lead • Experienced practitioners with technical and business acumen • Out-of-the-box thinking process and findings • Identify resources and gaps and roadmap to cover the gaps • Totally customized approach • Strategic findings along down-to-earth use cases • Clear sequence of actions to the desired “to be” • Onboarding and upskilling of existing resources



2 | Service Attributes/Service Name/About our Services

Service Attributes

Cloud Support

Service Name

Data Analytics & Modern BI

About our Services

Innova-tsn supports data driven organisation gaining the most of their data, either through strategic and operational reports and dashboards or through data integration into other corporate or third-party systems (incl. web/apps, API integration, etc.).

As BI usage increases, we also support organisations redefining ways of working and related tools, facilitating users' self-service while ensuring proper governance mechanisms are in place.

Innova-tsn also supports the design, deployment, administration of BI platforms and their rationalisation (incl. benchmarks, migration and decommissioning) in cloud, on-prem and/or hybrid architectures.



3 | Service Features and Benefits

Our Service Features	Our Service Benefits
• Dashboard and Web design (UX/UI) and implementation • Action based dashboards, including triggers and alerts • Ways of working (from self-service to fully supported BI). • Change management (incl. Training and communication) • Semantic layer to facilitate data access and exploitation • Data integration to upstream and downstream applications (real time and batch). • BI architecture (incl. cloud native services, integrations with other tools, etc.) • BI tools benchmarks, migration and/or consolidation • BI architecture definition, deployment and administration • BI governance (incl. Data transformations inside BI tools, Corporate vs. Departmental KPIs, etc.)	• Gain value from your data faster • Increased BI users autonomy to access and exploit data • Reduced BI support through self-service enablement and promotion • Enhanced BI and dashboard experience • Data sets and data flows reusability and users collaboration • Governed BI, data and analytics environments • Improved Business and IT efficiency • BI tools rationalisation (incl. consolidation and journey to Cloud) • Lower total cost of ownership (TCO) • Gain valuable insights through real-time analytics 

2 | Service Attributes/Service Name/About our Services

Service Attributes

Cloud Support

Service Name

Data Governance, Data Quality, Data Integration & MDM

About our Services

Innova-tsn supports its clients on defining and implementing their data strategy and governance framework. This implies supporting organisations in defining which data governance approach is better suited to its needs and context and then translating this into an operational model, defining who does what, how and when. From the definition of decision making bodies and their responsibilities at the highest level to the definition of policies, standards and procedures to be followed by data owners, data stewards or business users.

From a technological perspective, we can provide support in selecting and implementing Data Governance and MDM tools that are properly integrated into your IT systems and fulfil each organisation specific requirements at reasonable costs and complexity.

When it comes to the implementation of DG frameworks, policies or tools, Innova can support you in defining an implementation roadmap that, step by step, ensures a successful adoption by relevant users and stakeholders through several iterations and accompanied by change management mechanisms.



3 | Service Features and Benefits

Our Service Features

- Data governance and MDM strategies and implementation plans (incl. change management)
- Definition and implementation of new ways of working (roles, processes and tools)
- Definition and implementation of data governance policies and standards
- Data Catalog, Business Glossary and Data Lineage across systems
- Data quality standards and policies definition, implementation and monitoring
- Data access and exploitation aligned with security and privacy policies
- Data integration from different data sources (real-time, batch, IoT and Big Data)
- Enterprise Data Models and Data Architectures (incl. Data Fabric, Data Mesh)
- Competences analysis and training tailored for different profiles (from CDOs to business users)
- Comparison, selection and deployment of Data Governance and MDM tools.

Our Service Benefits

- Well-defined and structured Data Governance policies
- Increased productivity in data usage in AI/ML modelling and reporting
- Common understanding of what data means and its characteristics
- Governed Enterprise Data Architecture and its evolution
- Flexible yet governed data access and exploitation by business users
- Specific governance policies for Corporate KPIs vs. Department KPIs
- Data with accuracy, timeliness, consistency, completeness and integrity
- Reliability in data security and privacy
- Improved impact and relationship analysis through data lineage
- Corporate approach to Master Data Management across applications



2 | Service Attributes/Service Name/About our Services

Service Attributes

Cloud Support

Service Name

Data Modelling, Warehouse, Lake & Lakehouse and Visualisation Update

About our Services

Innova-tsn supports its clients on organising their data to ensure it is efficiently captured, ingested, stored, transformed and made available to its different users, from business users to data scientists.

Following advanced approaches such as Data Fabric or Data Mesh or more conventional ones, we support our clients in designing extendable and scalable Data Models and Architectures while integrating and governing them across different systems, from Datalakes to BI tools' semantic models, from Big Data to analytical environments.

Moreover, we also guide our clients on their journey from legacy systems or data architectures (e.g., from On-prem Data Warehouses) to modern data architectures and technologies (e.g., Cloud-based LakeHouses)



3 | Service Features and Benefits

Our Service Features

- Implementation of new Informational systems
- Migration from legacy systems or data architectures to modern architectures
- Enterprise Data Models and Data Architectures
- Data Architecture strategies (e.g., Data Mesh, Data Fabric, etc.)
- Layered Data Structures (Raw, Curated, Consumers)
- Semantic layers and Data Virtualisation for data exploitation
- Big Data and Analytical environments (including, Sandbox)
- Data Ingestion and transformation (ETL and ELT processes)
- Data integration from different data sources (real-time, batch, IoT and Big Data)
- Technological architectures (Public/Private clouds, hybrid, on-prem)
- Cloud based and other tools: benchmark, implementation and administration
- Data Governance and Data Quality

Our Service Benefits

- Easier to govern and maintain data architectures and related processes
- Improved and more efficient data storage and data quality processes
- Improved data availability for different purposes
- Easier to exploit data architectures
- Improved data access to business users with different levels data literacy
- Scalable data architecture and related technology
- More flexibility for Data Scientist when exploring data
- Governance levels and procedures adjusted to data characteristics
- Fit-for-purpose and scalable technological architecture



2 | Service Attributes/Service Name/About our Services

Service Attributes

Cloud Support

Service Name

Data Science, ML and AI services

About our Services

Unlock the full potential of your data with Innova-tsn's "Data Science, ML and AI Services." Leveraging two decades of experience, we deliver tailored solutions encompassing advanced analytics, machine learning, and AI. Whether on-premise or in the cloud, our comprehensive approach ensures the design, development, and deployment of models that drive innovation, data-driven decisions and enhance operational efficiency. Proven experience in diverse fields: MLOps, LLMs, Computer Vision, Demand Forecasting, Predictive Maintenance, Fraud detection, Churn prediction, Credit Risk models, Clustering and consumer segmentation, Behavioral profiles, Content Personalization, Customer Lifetime value, Pricing and Logistic Optimization, Recommendation systems.



3 | Service Features and Benefits

Our Service Features	Our Service Benefits
• Specialization in GenAI and LLMs for cutting-edge solutions • ML and DL model development with Python, R, PySpark and SAS • On-prem, hybrid and cloud infrastructure to develop and deploy ML models. • Analytical and technical integration approach tailored to each project's requirements. • Application of Responsible AI principles following OECD & UNESCO recommendations. • MLOps expertise: Cross-industry assessment and implementation. • Deep knowledge in Computer vision and IoT applications for diverse industries. • Lab activities simulating real scenarios for testing techniques and technologies. • End-to-end solutions following CRISP-DM methodology for model development and deployment. • Business-aligned solutions (defining objectives, scope, metrics, and risk mitigation strategies).	• Build End-to-end tailored solutions meeting business requirements. • Automate of the entire ML pipeline with MLOps. • Uncover hidden patterns to drive strategic decision-making. • Use LLMs to enhance AI models capturing the semantic meaning of texts. • Merge structure and unstructured data for holistic data science approaches. • Lower expenses by automating tasks through AI processes for cost reduction. • Tailor offerings to individual preferences leveraging personalized experiences. • Anticipate trends, mitigate risks, and seize opportunities through Predictive Analytics. • Leverage cutting-edge AI technologies and strategies to stay ahead. • Easily adapt to evolving demands and scale operations efficiently.



innova-tsn 2 | Service Attributes/Service Name/About our Services

Service Attributes

Cloud Support

Service Name

Implementation of MLOPs methodology

About our Services

Innova-tsn supports its clients in the definition and implementation of collaborative environments aligned with the MLOps principles, for the development and exploitation of analytical solutions. MLOps fits when approaching the analytics industrialization challenge, offering a complete governance of the life cycle of predictive models within organizations, which implies addressing two dimensions: technological and methodological.

To this end, Innova-tsn proposes the following steps within the implementation process:

- To address a consultancy project in which the starting point of the organization is established, from the technological, methodological, organizational and business point of view, together with the roadmap and a preliminary implementation plan.
- To implement the designed strategy, both from a technological and methodological point of view, previously establishing a collaboration model during the process, facing an adequate change management plan.
- To provide support in the maintenance of the deployed framework and help their users in during the transition to the new way of working.



3 | Service Features and Benefits

Our Service Features	Our Service Benefits
• Technological and methodological diagnosis based on business objectives • Design and implementation of architectures aligned with analytical objectives. • Definition of methodologies fully adapted to the defined architectures. • Consensus definition of the implementation and verification plan • Establishment of flexible collaboration models during the implementation phase. • Migration of the ML&AI models to the MLOPs framework. • Support to the change management process • Maintenance and evolution of the implemented architecture, applications and infrastructure • Support and continuous knowledge transfer to the end users.	• Optimization of predictive models development and deployment processes • Improvements in model traceability, reproducibility and governance • Reduction of efforts during the model's productization process • Reducing human intervention and increasing automation throughout the whole cycle • Speed up the evolution to business changes • Significant reduction in models average time to market • Enhancing and promoting the collaboration of the profiles involved. • Alignment of technical and business needs and users • Improvements in the analytical and technological capabilities of the Organization • Continuity of the technological and methodological evolution process



Do you provide planning services for the implementation of cloud hosting or cloud software?

Yes. Within the scope of the services that we present from the cloud architecture area, we help our clients choose the cloud services that best fit their current and future business needs, designing cloud architectures taking into account their current cloud ecosystems and applying the security policies and best practices of each cloud, whether 100% cloud or hybrid.

Describe how you help buyers plan how they'll implement cloud hosting or software services.

Innova-tsn are proud to say that we can help buyers plan the implementation of cloud hosting or software services by providing guidance, recommendations, and insights based on the specific needs and requirements. We base ourselves on three fundamental aspects when recommending the deployment of a Cloud architecture to a client:

1

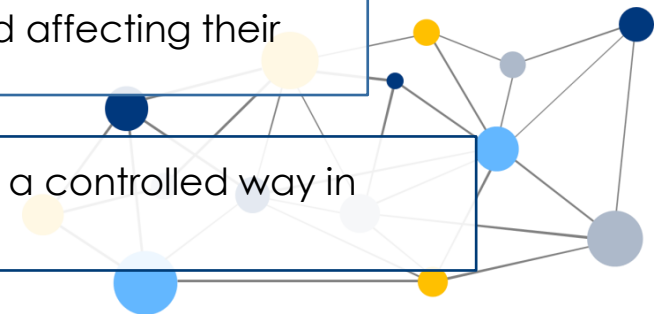
Taking into account the current and future needs of the business.

2

If the client already has a Cloud subscription with deployed services, we take them into account so that our solution complements theirs using the greatest possible synergies and affecting their current services as little as possible.

3

Deploying a scalable architecture based on IAC that allows us to grow in a controlled way in service and costs, as well as deploy environments in an agile way



Is your planning service for specific hosting or software services?

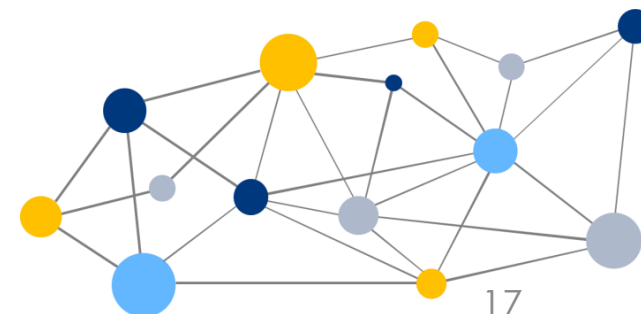
Its main objective is the deployment of native cloud services, but if the client and the proposed solution requires it, we can include third-party tools that complement the cloud services.

Which hosting or software services is your planning service for?

We provide services for any service already available in the cloud marketplace (we have support in the three main hyper scalars) and include third-party software as long as it is compatible and does not compromise the security of the environment. We have found that leveraging cloud services for planning empowers your us to streamline processes, enhance collaboration, improve decision-making, and drive business growth.

Other benefits include:

- Scalability
- Accessibility
- Collaboration
- Data Integration
- Security
- Cost Effectiveness
- Flexibility
- Automation
- Analytics and Reporting
- Continuous Improvement



5 | Setup & Migration

Does your service help buyers migrate to the cloud or between cloud services?

Yes, we can perform migration in different ways:

From On Premise architectures to:
Cloud / Hybrid / Multi Cloud

From an existing Cloud Architecture to:
Different Cloud / Multi Cloud / Hybrid

Describe how you help buyers migrate to the cloud or between cloud services.

AS-IS & TO-BE

Conduct a study of the client's needs (AS-IS) and propose the best scenario for their use case and business (TO-BE).

Lift and Shift

Making an exact copy of current services

Upgrade

Migrate services and tools to the cloud.

Migrate

Migrate services or tools to native cloud services

How the setup or migration service works

Our data migration service to/from the cloud or on-premise modernises your data utilisation in line with your business needs. Our end-to-end data migration implementations are solution agnostic and developed alongside your business leaders to facilitate a smooth transition. Migrating to cloud is key for any company to become more data centric and Protiviti subject matter experts are here to support you every step of the way.

We have the right blend of experience and skills, ranging from advisory through to the deep technical Cloud expertise. Our proven method for data migration ensures data is moved successfully and efficiently. With our trusted partnership with market leading migration solutions ensure we can help you make the most of the transition, creating a bespoke solution for your company's needs. Design thinking workshops identify your current data capabilities and possible benefits, in turn creating a more streamlined process. Communication throughout all migration projects with client business specialists is a vital to ensure your business logic resonates with the foundation of your data.

Is your migration service for specific cloud services?

No, we can deploy in Cloud any service and tool that is compatible with the cloud taking into account our aforementioned migration modalities, all of them in the three main clouds.

Which cloud services do you work with?

We work with the 4 main services provided in the Cloud:

IaaS

Infrastructure as a service

PaaS

Product as a service

SaaS

Software as a service

CaaS

Container as a service

6 | Quality Assurance & Performance Test

Innova-tsn take quality assurance and performance seriously, and is at the forefront of any data service we offer, to guarantee you complete peace of mind in safety and security.

We can deliver a range of services using deliver complete Data Quality – following the steps below.

Data Quality Analysis

Data Quality Improvement

MDM

STEP 1 – DATA PROFILING

- Analysing and cleansing sample data for complete accuracy, completeness, conformity, duplications and timeliness.
- Identifying data quality improvement opportunities and enhancements

STEP 2 – DATA MAPPING

- Mapping attributes of source systems.
- Designing of bespoke Data model
- Building of Data syllabus, dictionary and thesaurus to ensure coherence and competence

STEP 3 -DATA ACQUISITION

- ETL process for data data source and systems extractions. i.e CRM, Data Houses, Central points of information (Repository)

STEP 4 DATA HARMONISATION

- Data enrichment and enhancements
- Calibration of data entities, address and enrichment
- Creation of data house repository of exception records

STEP 5 MATCH & MERGE

- Automate duplication records
- Data ownership
- Develop data house repository of potential match records

STEP 6 DATA SURVIVORSHIP

- Apply survivorship rules.
- Merge processes for seamless integration
- Ensure tracking and history is enabled
- Cross reference historic records

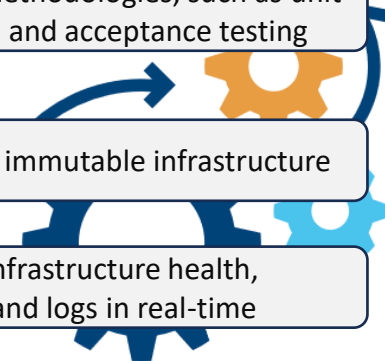
Do you provide quality assurance and performance testing?

No, we can deploy in Cloud any service and tool that is compatible with the cloud taking into account our previously mentioned migration modalities, all of them in the three main Hyper scalars.

Describe how you help buyers do quality assurance and performance testing.

As a policy, we always deploy all services through IaC, this makes it easier for us to execute all the tests (unitary, integration, regression, load, stress, dr , etc) and necessary quality tests that guarantee correct operation, availability and performance of the platforms we deploy. By leveraging IaC for quality assurance, Innova-tsn can streamline infrastructure management, improve testing effectiveness, and deliver higher-quality software products with greater efficiency and confidence. Benefits of IaC include:

Consistency	Configurations are standardized and consistent	Scalability Testing	Scale infrastructure resources up or down
Version Control	QA teams can track changes	Integration with CI/CD Pipelines	Infrastructure changes can be automatically tested, validated, and deployed
Automated Provisioning	QA environments can be provisioned quickly and reproducibly	Testing Infrastructure Changes	QA teams can apply testing methodologies, such as unit testing, integration testing, and acceptance testing
Environment Reproducibility	QA environments can be easily reproduced or cloned	Immutable Infrastructure	IaC promotes the concept of immutable infrastructure
Configuration Management	Configurations are standardized and consistent	Monitoring and Alerting:	QA teams to monitor infrastructure health, performance metrics, and logs in real-time



7 | Security Services

Do you provide security services?



Yes, at Innova-TSN we have a security department that audits all the platforms we deploy, applying the specific security policies of our clients, the best practices of each of the clouds and as a baseline our own security policies that we apply (at least) to all platforms.

What kind of security services do you provide?

We provide **cloud architects**, the following services are provided that seek to guarantee the integrity of data in the cloud and access control.

Depending on the type of cloud or whether it is Hybrid or Multi Cloud, the solutions to be applied are more or less complex, but our baseline (this aspect depends greatly on the needs and circumstances of each client) is the following:

Design of the architecture security strategy.

Identity management and access control.

Risk and Threat Management

Data encryption at rest and in transit

Management of security incidents

Audits of perimeter security and deployed services.

Data Loss Prevention

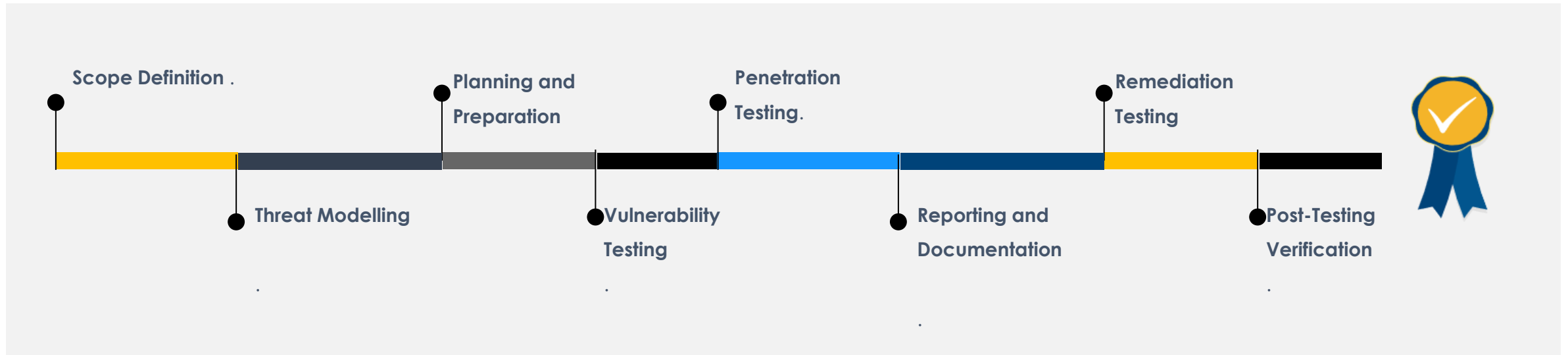
Security Information and Event Management

Is your security testing performed by certified testers?

Yes. both the Cybersecurity team that performs the different security tests and audits the platforms, and the team of architects that design, deploy and configure the cloud services are certified as Cloud Architects of the cloud in which the deployment is carried out as in their security certifications.

Security testing performed by our certified testers involves assessing the security posture of software, applications, or systems to identify vulnerabilities and weaknesses that could be exploited by attackers.

An overview of the process:



7 | Security Services

Which security certifications do your security testers have?



Our security testers are certified to the industry standard. They possess:

SC-100: Microsoft Cybersecurity Architect

SC-200: Security Operations Analyst Associate

What **other** security certifications do your testers have?



Further certifications that our testers possess are:

CISM – Certified Information Security Manager

CISA – Certified Information Systems Auditor

Do you provide training for cloud software and hosting services??

Yes. We provide training about the platforms that we deploy to our clients , and our client request that this forms part of the knowledge transfer phase .

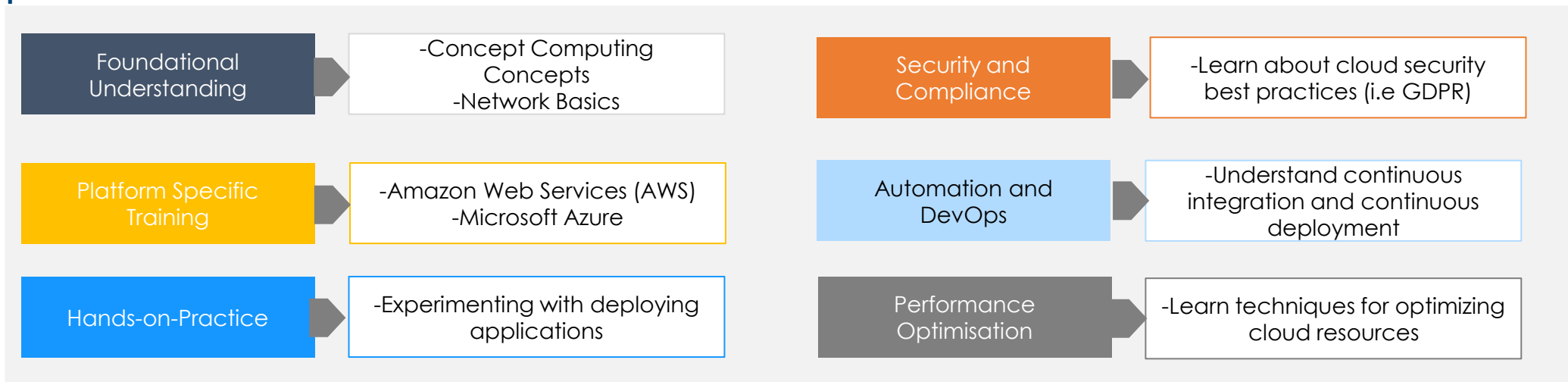
Do you provide training for cloud software and hosting services?

Innova-tsn provides training for cloud software and hosting services.

Describe the training you provide.

During the entire life cycle of the deployment of the cloud architecture , we prepare a series of very detailed documents on how the services have been deployed, their functionality within the platform and particularities. This information is subsequently shared with the client and a series of of training sessions with the team of cloud architects to resolve doubts and transfer knowledge.

Our Approach



Our Structured Approach to Training

Develop their Foundational Understanding

Cloud Computing Concepts IaaS, PaaS, SaaS) and deployment models (public, private, hybrid).
Networking Basics: networking concepts relevant to cloud computing, such as TCP/IP, DNS, and load balancing

Platform-Specific Training

Amazon Web Services (**AWS**)
 Microsoft Azure
 Google Cloud Platform (**GCP**).

Involvement of Hands-on Practice

Experimenting with deploying applications, setting up infrastructure, and managing services.
 Participation in online labs, tutorials, and projects to gain practical experience.

Security and Compliance

Learn about cloud security best practices, identity and access management (IAM), encryption, and compliance standards like GDPR. Explore tools and services for monitoring and auditing cloud environments.

Automation and DevOps

Gain proficiency in infrastructure as code (IaC) tools
 Understand continuous integration and continuous deployment (CI/CD) pipelines using

Performance Optimization

Learn techniques for optimizing cloud resources, such as right-sizing instances, utilizing auto-scaling, caching strategies, etc.

Soft Skills Development

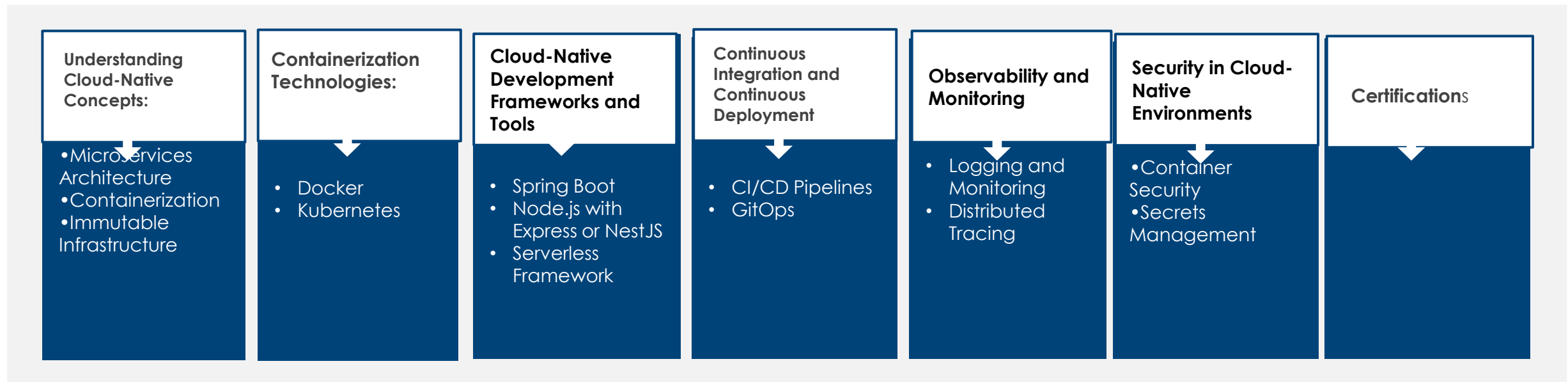
Communication, teamwork, problem-solving, and project management

Is your training for specific cloud hosting or software services?

Yes, We perform training about deployed cloud platforms and services by our architects .

Which cloud hosting or software services is your training for?

We carry out Cloud-native training for cloud hosting/software. We focus on building and deploying applications that are designed specifically to run on cloud infrastructure



9 | Ongoing Support

Do you support cloud hosting or software services?

Yes. Innova-tsn supports services for cloud, hybrid and multicloud platforms. We understand that support services for cloud, plays a critical role in ensuring the smooth operation, optimization, and security of cloud environments.

Which services do you support?

The main support lines we support are the following :

Four trapezoidal shapes arranged horizontally, each containing text. From left to right: a yellow trapezoid with 'Cloud Platform Administration', a grey trapezoid with 'Incident Management', a yellow trapezoid with 'Review and improvement of Architecture', and a blue trapezoid with 'Cost Analysis'.

Cloud Platform
Administration

Incident
Management

Review and
improvement of
Architecture

Cost Analysis

How do you support cloud hosting or software services?

Innova-tsn can provide advice and guidance on various aspects of cloud hosting and software services, including choosing the right cloud platform, selecting appropriate services, optimizing infrastructure, and addressing specific challenges via tailored customisation and guidance.

Troubleshooting and Issue Resolution

Troubleshoot and provide solutions based on the information provided.

Best Practices and Recommendations

Share best practices, industry standards, and recommendations for optimizing cloud hosting environments, ensuring security, implementing scalability, and improving performance.

Training and Education

Offer training and educational resources on cloud hosting and software services, including tutorials, explanations of key concepts, and guidance on using specific tools and platforms effectively

Automation and Efficiency

Assist with automating repetitive tasks, implementing DevOps practices, and optimizing workflows to improve efficiency and productivity in cloud hosting and software services

Integration and Compatibility

Provide insights and recommendations on integrating different cloud services, ensuring compatibility between various components, and optimizing interoperability in a cloud environment

Security and Compliance

Offer guidance on implementing security best practices, ensuring compliance with regulations and standards, and mitigating security risks in cloud hosting and software services

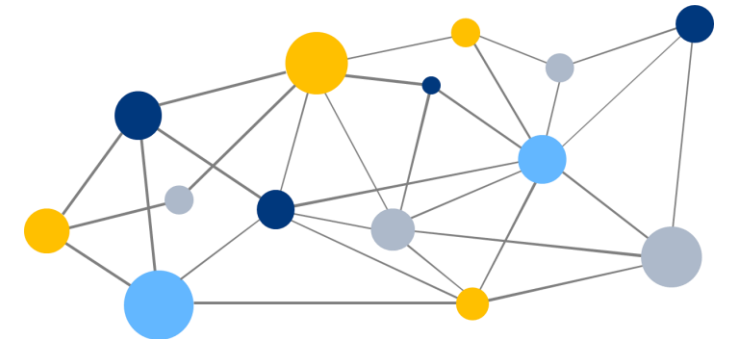
The main services Innova-tsn provide in support of cloud platforms are the following :

- Administration and maintenance of the platform and Cloud services
- Resolution of incidents and requests.
- Review of the correct execution of
- Management of registration/deregistration of users on the platform
- Security policy monitoring
- Monitoring Status Review
- Documentation/reporting, roadmaps and change planning
- Validation tests against platform changes
- Cost review
- Preparation of reports on the status of the platform and its costs.

10 | Service Scope

Does your service have any constraints that buyers should know about? Constraints might include support only being available remotely?

No. As long as the architecture complies with the security requirements and cloud best practices , We adapt to the needs and circumstances of each client.



Are you reselling another organization's services?

No. We do not sell third party services .

Which organization's services do you resell?

We would only do this in the event that the client has a specific requirement. This will be carried out under a contractual agreement. Should this be a requirement, we would carry out a due diligence activity of the reseller, including but not limited to:

- Requirements Definition
- Evaluation and selection
- Implementation and Planning Parameters
- Training and Onboarding



Do you provide email or online ticketing support?

Whenever we provide a support service we generate email accounts necessary for the provision of the Service. it's essential for our support staff to maintain clear and timely communication with users, providing accurate and helpful information, and strive to resolve issues effectively to ensure a positive customer experience.

Initial Contact Users initiate contact with our support team by sending an email to a designated support email address provided by Innova-tsn including information such as the user's account details, and a description of the issue.

Triaging: Support staff triage incoming emails to prioritize urgent issues and assign them to the appropriate support team or individual for resolution.

Response: A support representative responds to the user's email, acknowledging receipt of the inquiry and providing an initial response or asking for additional information if needed.

Resolution Support staff work to resolve the user's issue based on the information provided. This may involve troubleshooting the problem, providing guidance or instructions, or escalating the issue to higher-level support personnel if necessary.

Follow-up: Once the issue is resolved, the support representative follows up with the user via email to confirm that the problem has been resolved satisfactorily.

Closure: Once the support request is resolved, the query is marked as closed in the customer support system. Users may also be invited to provide feedback on their support experience to help improve the quality of support services.

How quickly do you respond to questions?



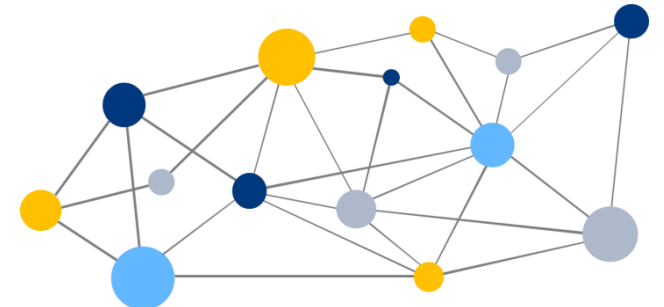
Our response time takes into account several factors such as, nature of the incident raised and available resources.

As a general rule, we always work towards our clients SLAs, which varies depending on the project. Typically, we aim to respond to user inquiries as quickly as possible, ideally within hours or even minutes for critical issues.

In order to best service our client needs, we will work with you to develop a response time Service Level Agreements that define the expected response times for different types of inquiries or support channels, as well as defining the priority levels

Innova-TSN always we try to solve the problem of the clients with the greatest possible agility ,

Our ultimate goal is to provide timely and effective support that meets or exceeds our client expectations while balancing resource constraints and operational considerations.



Can users manage the status and priority of their support tickets?

When a user logs the ticket, they can state whether their query should be marked as priority or urgent. Support staff can assess the ticket and action the query as necessary. With each ticket being unique, each ticket can be reprioritised.

What accessibility standards does your online ticketing support management meet?

Innova-tsn does not have a proprietary ticketing support management system. We adapt and use the systems of our customers following an integration model. We have found this process beneficial as it streamlines processes, improves collaboration, and enhances data sharing.

We would consult with our clients to ensure the ticket support management system abides to the **Web Content Accessibility Guidelines** and has the following:

- Keyboard Accessibility and Screen Reader Compatibility
- Visual Design
- Responsive Design and Scalability
- Accessible Forms and Controls
- Alternative Input Methods



Do you provide phone support?



We are able to provide this service should it be a requirement from a client for the service/project.

This is a straight forward process for Innova-tsn. We can create a customer service number, where users will be able to reach support staff.

Do you provide web chat support?

No. Innova-tsn believe that due to the nature of our services the Incidents or queries must be treated in a personalized way. We do not tend to Level 0 support services (Service Desk). The dialogue with our architects will be the time that the incidents are qualified.



When can users get phone support?



The use of a telephone Contact information is exclusive to inform or escalate incidents cataloged as critical.

The number will be displayed on the “Contact Us” tab of the website with the opening times of support. This is typically within normal business hours (Monday – Friday (9am-5pm) however, we would be happy to discuss whatever your specific requirements may be.

What accessibility standards does your web chat meet?

Innova-tsn does not currently have a web chat functionality.

Describe how your web chat is accessible.

We do not currently offer this functionality

Describe any web chat testing that you've done with assistive technology users.

We do not currently offer this functionality

How do you manage staff security clearance checks?

Managing staff security clearance checks is of optimal importance at Innova-tsn. We have a set of processes to ensure that our employees have the appropriate level of clearance for their roles and responsibilities.

Identify Clearance Requirements	Determine the level of security clearance required for each position.
Initial Screening	During the hiring process, candidates are made aware of the security clearance requirements.
Background Checks	We conduct comprehensive background checks on potential employees, including criminal history, employment history, education verification, and personal references.
Security Clearance Application	Completion of the necessary paperwork to apply for security clearance.
Clearance Maintenance	We ensure that clearance statuses are monitored and initiate renewal procedures as needed.
Training and Awareness	Educate employees about the importance of security clearances, their responsibilities in safeguarding classified information, and the consequences of non-compliance.
Record Keeping	Maintain accurate records of employees' security clearance statuses, including dates of clearance, renewal, and any incidents or changes in status

If the role requires it, what level of security clearance are you prepared to make sure your staff have?



Our team assess the sensitivity of information being handled within a project and identify which roles and responsibilities will be needed. The specific level of clearance needed for staff will depend on factors such as their job duties, level of access to sensitive information, and the requirements of Innova-tsn and our clients.

Innova-tsn are pleased to inform that the staff screening that we perform; conforms with BS7858:2019

You can read more about our supplier and the standard here <https://www.giantgroup.com/screening>

We conduct various levels of security clearance such as:

Confidential

Secret

Top Secret

Specialised Clearances

14 | Standards and Certifications

Question	Answer/Response
When was the certification accredited?	N/A
What is not covered by your ISO 28000:2007 certification?	N/A
Do you have a current CSA Security, Trust & Assurance Registry (STAR) certification that covers the security of your service?	No
When was the certification accredited?	N/A
What level is the certification?	N/A
What parts of your service are not covered by your CSA STAR certification?	
Do you have a current Payment Card Industry Data Security Standard (PCI DSS) certification?	No
Who accredited you?	N/A
When was the certification accredited?	N/A
What is not covered by your PCI DSS certification?	N/A
Do you have a current Cyber Essentials certification?	Yes

Question	Answer/Response
Do you have any other security certifications that cover this service?	Yes
What other security certifications do you have?	ISO 27701:2019 (UKAS)
Do you have a current ISO/IEC 27001 certification (2005, 2013 or 2022) that covers the security of your service?	ISO 27001:2013 (UKAS)
Who accredited the ISO/IEC 27001 certification?	NQA
What is not covered by your ISO/IEC 27001 certification?	The certificate covers a comprehensive approach to information security and asset protection in accordance with the ISO 27001 standard, plus data protection extension 27701
Do you have a current ISO 28000:2007 certification that covers the security of your supply chain?	No
Who accredited the ISO 28000:2007 certification?	N/A

We are aware. We want to be part of the change

- Social action
- Environmental protection and improvement
- Ethical management
- Equal opportunities

We believe a well-defined sustainability governance structure is the foundation for successful management of sustainability. Innova-tsn has policies within all relevant sustainability areas, including the fundamental principles of how everyone at Innova-tsn should act. Policies are revised on an annual basis.

In the following slides there is a description of how Innova-tsn approaches **service** in the face of **climate change**.

Environmental protection from **a sustainable technology perspective** represents a crucial advance in our continuing effort to harmonise human progress with the well-being of the planet. At its core, this technology seeks to innovate and develop solutions that are not only efficient and advanced, but also environmentally friendly and responsible with natural resources.

This kind of technology spans a wide range of fields, including renewable energies such as solar and wind power, green building construction, electric vehicles, and sustainable agricultural practices, among others. What unites them is a focus on reducing carbon footprint, saving energy, and minimising negative environmental impact.



At Innova-tsn we have always been characterized by our excellence, This being one of our primary values.

For this reason, and because it is a company **aware and concerned about our environment**, we have established a **Environmental Policy** from which objectives are established that allow us to direct our professional activity - internal and external - to certify environmental protection.

Since 2015, when we obtained the first certification in the **ISO 14001**, We have annually renewed our commitment to sustainability and environmental care.

[Access to all information related to ISO 14001](#)



During all these years, we have made Corporate Social Responsibility an integral part of our activity, committing ourselves to acting as a responsible company.

- ✓ **Implementation of measures that guarantee prevention**
- ✓ **Reduction of the impact on the environment derived from the scope of work in projects and services offered**

Social Value

Through said regulations we seek **promote positive change in society, focusing on three main aspects:**

**HalfAtmosphere**

Compliance and application of Legal Requirements
Waste management

Risk focus
Reduction of environmental impact

It encompasses all those internal and external measures and actions (projects and services) related to minimizing the impact on the Environment: climate change, purchasing ecological/responsible material, “best practices” in resource and waste management, etc.

**Innova-tsn Team**

Team awareness

It encompasses the creation of a social and responsible culture, in which all collaborators participate and are aware: health care, labor responsibility (waste management, ethics, solidarity commitment, ethics and good conduct...).

**Communication**

InternalExternal

It encompasses all actions for responsible and transparent communication, which contributes to sustainable development.

Sustainability should not be an afterthought in a company's IT strategy. Instead, it should be a key factor in decision-making. By integrating sustainability into IT strategy, Innova-tsn and its partners can make more informed decisions and create more sustainable policies and practices to be implemented in service

Sustainable technology plays a key role in the fight against climate change, offering viable and efficient alternatives that reduce greenhouse gas emissions and represent a necessity on our path to a greener and healthier future.

By adopting these technologies, we are not only protecting the planet, but also ensuring a more liveable and prosperous world for future generations.

In conclusion, sustainable technology presents numerous examples demonstrating its impact and usefulness with a focus on environmentally friendly innovation and resource efficiency, as the following proposals provide:



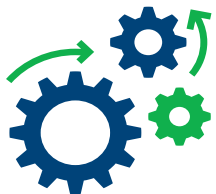
Energy Efficient Data Centres

We are committed to modern data centers which can adopt sustainable technologies such as advanced cooling, use of renewable energy and efficient architectural designs to reduce their carbon footprint, minimise energy consumption and use renewable energy sources.



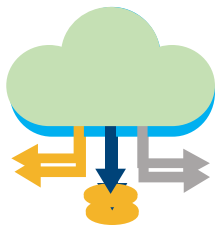
Green Cloud Computing

Offers a more efficient way to store and process data. By centralising computing resources in energy-optimised locations, the need for hardware at each user site is reduced, which in turn reduces overall energy consumption and greenhouse gas emissions.



Energy Efficient Hardware

Technology companies are designing and manufacturing hardware that is more energy efficient, such as state-of-the-art processors and servers designed to perform more calculations per watt of power consumed, reducing the environmental impact of intensive data use.



Efficient Energy Management Software

The development of software that optimises energy use in devices and systems is a key sustainable computing technology for us. We believe it is essential to work with modern operating systems that include features to better manage a device's power consumption, shutting down unused components and adjusting performance according to the user's needs.



Recycling and Reuse of Electronic Devices

The adoption of electronic equipment recycling and reuse programmes is critical to reducing e-waste. These initiatives not only help prevent environmental pollution, but also allow for the recovery of valuable materials and a reduction in the demand for natural resources to manufacture new devices.

Furthermore, we are aware that **sustainable technology involves cutting-edge innovations in materials, engineering and design**, which open up new possibilities for sustainable and responsible development in areas such as **solar energy** for powering telecommunications equipment, **LED lighting** in data centres, the use of **sensitive materials** in hardware,

Our Commitment to Fighting Climate Change

Innova-tsn are ambassadors of climate change. We enforce a holistic approach that involves integrating sustainability into core business practices, engaging with stakeholders, and taking concrete actions to reduce emissions and build resilience to climate impacts.

Innovatsn has certified an ISO 14001 environmental management system that represents the assumption by the entire organisation of a series of commitments to the environment that encompass the activity of the company.

These commitments are directed both internally, in the activities and tasks of its areas and departments, and externally, in the professional activity that Innova tsn develops in the technological solutions and services it provides to its customers. In the field service work, the proposed objectives translate into the following commitments:

In addition, Innova-tsn verifies the annual measurement of its carbon footprint through the GHG Protocol.

Environmental Impact Reduction:

Innovatsn's main goal is to develop technological solutions and services in full compliance with management standards, especially the ISO 14001 standard. This goal is complemented by a clear and stated intention to prevent pollution and minimise as far as possible the impact of the organisations activities on the environment.

Risk Approach

Within the framework of the preventive approach, of crucial importance in the quality, environmental and information security management systems. Innovatsn carry out a preventative analysis of preventative and environmental risks and contingencies arising from the project / service.

Legal and Applicable Requirements:

Innova tsn adopts the appropriate measures to ensure strict compliance with all current EU and State, Regional, Provincial and Local environment legislation applicable to the work on the project/service

Waste Management

In order to manage waste properly, Innova-tsn provides its team with a sufficient number of marked containers for its correct separation. Subsequent waste management is ensured in an appropriately manner by an authorised waste management provider and by law.

In the aftermath of the COVID19 pandemic, Innova-tsn focused on two specific actions to recover: by adopting new ways of working and, related to the former, ensuring that workplaces are adapted to help promote Covid-19 recovery (**accommodating remote working, social distancing, sustainable travel**, etc.) with protocolised actions plan shared with all people in the company.

The emergence of COVID19 saw a new scenario in the world of work and socially; characterised by:

- **Alert** situation declared by Governments
- **Confinement** of the population
- Recommendation **not to go** to **work** unless absolutely necessary.
- Declaration of some (possible) **cases** of **contagion** in Innova-tsn's offices.
- Clients (overwhelmingly) opt for **teleworking** for their employees and for suppliers who were in their offices



Organisations are required to analyse the situation and define a contingency plan to ensure the continuity of workflow

- Ensure that each service team has the tools to telework (connection, PC).
- Ensure that teams usually in the office can telework from home.
- Ensure that teams usually at the client's premises can telework from home.
- Confirm accompaniment of profiles with less experience
- Sending PCs home
- Permanent monitoring of the health status of the entire team
- Ensure continuity of projects and services
- Monitoring of the continuity of the service, ensuring the agreed quality levels.

Innova-tsn understands that tackling economic inequality is a complex and multifaceted issue that requires a comprehensive approach involving stakeholders, policies, and interventions. We have developed a robust approach that targets the socio-economic factors and ensures fair and transparent practices.

In accordance with the principles set out in the **corporate social responsibility policy**, Innova-tsn makes a series of commitments to its team in particular to eliminate economic inequality.

Minimum Wage Policies	Setting and periodically adjusting minimum wage standards to ensure that workers earn a living wage can help lift people out of poverty and reduce income inequality.
Investing in skills and Training	The annual training plan has two fundamental objectives: to be able to respond to the technological needs of our customers and to provide access to quality education and professional training opportunities to all employees, regardless of their educational background.
Promoting Fair Labour Practices	Compliance with labour laws that protect workers' rights, such as working conditions, freely chosen employment, humane treatment, non-discrimination, freedom of association, the right to a safe and healthy workplace, and the right to fair wages and benefits.
Addressing Systematic Barriers	Identifying and addressing systemic barriers that perpetuate economic inequality, such as discrimination based on race, gender, or ethnicity, creates a inclusive workforce at Innova-tsn where everyone has an equal opportunity to succeed.

Innova-tsn carries out an annual salary register and a salary audit that results in a diagnostic study of the equality situation in the company, both from the perspective of gender and age, seniority, level of studies, category, salary, etc. The results obtained are translated into a plan that includes equality objectives.



Our Approach to Equal Opportunity

Innova-tsn ensures that everyone, regardless of their background, has an equitable chance to succeed and thrive in various aspects of life, including education, employment, healthcare, and social participation. Here are some ways to address equal opportunities:

We Implement policies and practices that prohibit discrimination based on factors such as race, ethnicity, gender, sexual orientation, disability, religion, or socioeconomic status. This includes promoting diversity and inclusion in hiring, providing equal pay for equal work, and fostering a culture of respect and tolerance.

We are proud to say that we create an inclusive workplaces: foster inclusive work environments where diversity is valued and everyone feels respected, supported, and empowered to contribute their unique perspectives and talents. This includes implementing diversity and inclusion training, establishing employee resource groups, and offering flexible work arrangements to accommodate diverse needs.

We base our recruitment practices solely around skills and competency and we provide targeted support and resources to marginalized communities that face systemic barriers to equal opportunities, such as racial minorities, LGBTQ+ individuals, people with disabilities, and low-income families.

As part of our equal opportunities process, we regularly monitor and evaluate progress towards achieving equal opportunities across various sectors and demographics. This involves collecting disaggregated data on key indicators of inequality, conducting impact assessments of policies and programs, and soliciting feedback from affected communities to inform future actions.



Our Commitment to Wellbeing

Innova-tsns welfare policy refers to the set of measures adopted by the organisation to reward its work team through salary, but also through other types of rewards condensed into what could be called emotional pay, considered as a determining factor when it comes to preserving the welfare of the professional team.

Our people policy aims to achieve objectives such as:

Greater ability to attract new talent by incorporating a differential value proposition.

Greater possibility of retaining the loyalty of those already hired, thus avoiding brain drain and excessive staff turnover.

Increase in the level of satisfaction and motivation of the workforce and, therefore, of productivity.

Possibility of increasing the purchasing power of the workforce without resorting exclusively to salary increases thanks to benefits with significant tax advantages.

Increased physical and mental well-being of the teams, which translates into a greater capacity for innovation and creativity and better treatment of customers and suppliers.



Innova-tsn's remuneration policy includes concepts such as training, flexibility, work development, conciliation and motivation, as well as salary and social benefits to reward employees without falling into inequality, trying to respond to the specific needs of the workforce and their expectations through a plan that takes into consideration aspects such as:

- Avoid, as a rule, recourse to subjective aspects such as fringe benefits.
- Put equality in terms of working conditions, professional category, etc at the centre.
- Personalisation, where possible, to respond to individual needs, always observing principles of coherence.
- That the services or goods are interesting and provide sufficient stimulus or real incentive with benefits such as
 - Childcare vouchers
 - Group health insurance
 - Reflex plan that allows part of the salary to be used for meal tickets.
- Also make conciliation measures available to the team, such as:
 - Flexible working hours
 - Teleworking
 - Improvement of training itinerary
 - Performance evaluation and personal growth



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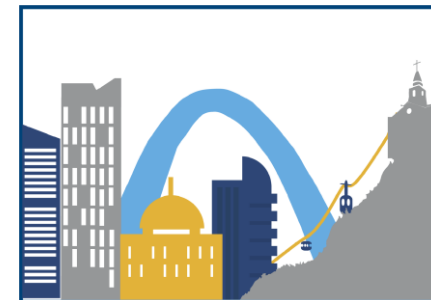
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Thank you



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