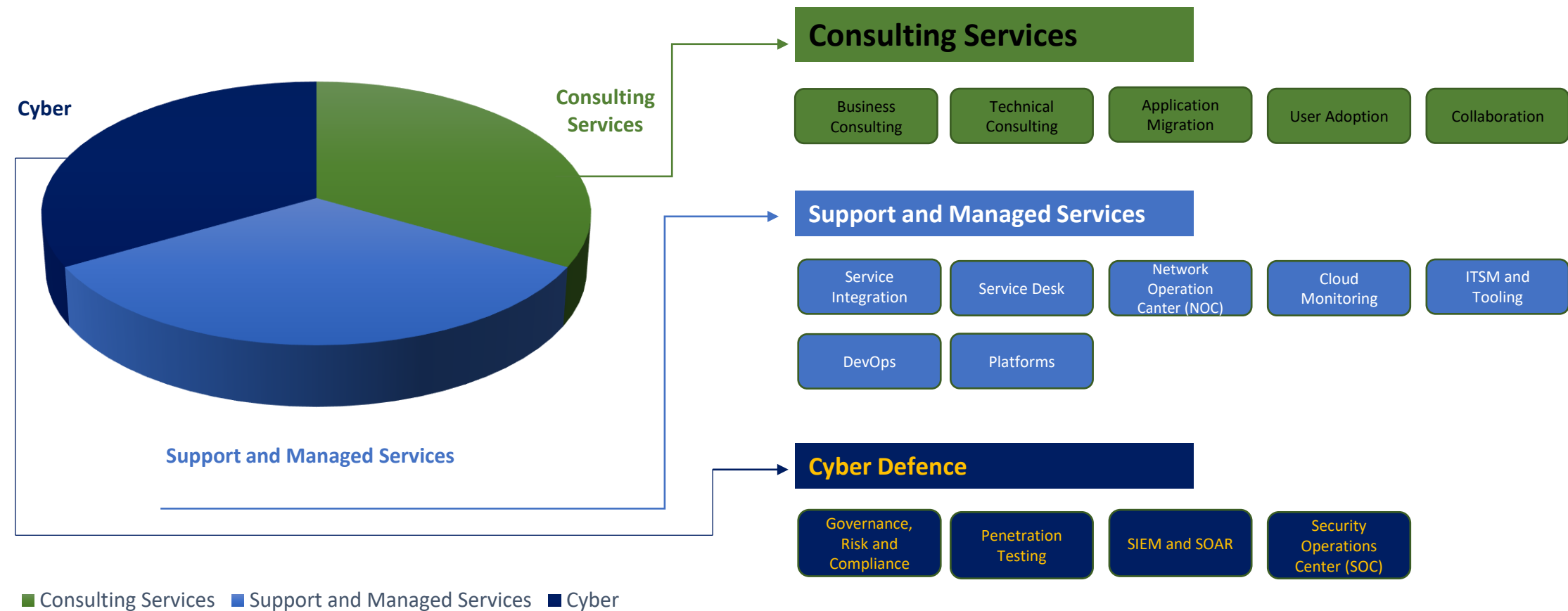




New Scaler Service Defination

New Scaler Limited
Registered in England and Wales
Company number: 08187585

Service Offering



New Scaler Services



Technologies									
Microsoft 365					Azure				
Microsoft 365	Microsoft Teams	SharePoint	Enterprise Mobility + Security	Intune	IaaS	PaaS	Data BI	Enterprise Landing Zone	Data Mesh
Autopilot	Voice	App Modernisation	Windows 10/11 Deployment	Information Architecture	DRaaS	Azure Lighthouse	Artificial Intelligence	Machine Learning	Azure Firewall
Mailbox Migration	Identity	Azure ATP	Tenant Design		Azure Policies	Azure Governanc		Azure Virtual Desktop	Azure Purview
Consulting Services									
Technical Consulting					Change Management		Business Consulting		Governance and Security
Hybrid Cloud Assessment	M365 Readiness Assessment	Azure Migration	M365 Design and Deployment	Network Assessment	User Research & Analysis	User Adoption	Road Mapping	Business Case	Pen Testing
Cyber Security	Core Productivity Service	Identity and Access Management	Go Paperless	Desktop-as-a-service	Change Management	Training	Interim CIO	Microsoft Licensing	GRC Consulting
Managed Services									
Support Services			Service Management		Managed Cloud		DevOps Services	Security & Compliance	
Service Desk	On-site support	M365 Support	Digital Insights	BMS	App Modernisation	IaaS/PaaS	Automation	SIEM & SOAR	
Noc	On Prem/Azure Managed Services	Managed Services	SIAM	Vendor Management	BaaS	Public Cloud	Migration as a Services (MaaS)	MAS	SOC

New Scaler G-Cloud Services: Overview

New Scaler has the knowledge, skills, expertise, and scale to provide consulting services that are of a high quality at prices that are reasonable. Whether you need assistance designing your future technology roadmap, need assistance driving forward your new services, technologies, and processes in the middle of a project, or need assistance empowering users to work and differ significantly, New Scaler can help.

Our Team

Our team has extensive public sector experience and a demonstrated track record of pushing the limits of technology and supporting new working practices and service delivery models in order to make things operate more smoothly for our customers.

Ordering Process

New Scaler provides both project-based and ad hoc services. During the pre-sales phase, we interact with clients to determine their requirements, intended objectives, and commercial advantages. Then, we design and agree upon the services that will be detailed in a Statement of Work (SoW). Prior to issuing a Purchase Order to cover the cost of the service, the client must accept and sign the Statement of Work together with the specified invoicing schedule. We immediately mobilise resources for the project after receiving them.

On-boarding

For all engagements, New Scaler employs a standardised onboarding and mobilisation procedure. Typically, project kickoff meetings are held with the client's stakeholders, the project sponsor, and any other relevant parties to confirm project scope, the primary activities and outcomes, and the resources/inputs required for a successful project. The agreed-upon follow-up activities are then organised and executed.

Security and Information Assurance

Any classification of service can be accommodated by our contracts. Our personnel hold a variety of National Security Vetting (NSV) levels and are able to work with information at all levels of the Government Security Classification (GSC) scheme.

Skills and Knowledge Transfer

A key component of our G-Cloud services for all Public Sector clients is ensuring that our customers' employees are equipped with the necessary skills and expertise. With our consultants and engineers, we have extensive experience in giving training that is tailored to the specific needs of everyone to guarantee that the training is both successful as well as consistent.

Service Management

The team at New Scaler has extensive knowledge of service management and toolkits for a wide range of platforms. We work closely with each customer to implement the most appropriate set of technologies, including Kaseya BMS, Azure and Microsoft 365 native monitoring, and third-party Service Management solutions.

Pricing

Pricing document has full details.

Off-boarding

It is our responsibility to make sure that all agreed deliverables have been delivered and acknowledged by the client, as well as completing any necessary skills transfer. When the engagement is over, we delete all client data in accordance with the information classification level-specific deletion policy.

Hybrid Cloud Assessment

Overview

A strategic approach to the hybrid cloud.

Running workloads in the Cloud can provide significant benefits; driving flexibility, agility and scale. However, the journey to the Cloud can be complex with many projects stalling due to challenges encountered while undertaking the task.

Our Hybrid Cloud Assessment investigates which options fit your business best and why. During the assessment we will help you to identify potential opportunities, risks and costs of moving workloads to the Cloud. With our global partnerships, we can also provide guidance across multiple Cloud providers.

No matter where you are on your journey, we will help you identify the right path to achieve your cloud and data centre transformation goals.

Attributes

- ✓ Seamless Secure Scan of your servers and to create a dependent workloads and servers map
- ✓ Comprehensive reports on Business and Operations feasibilities
- ✓ Server sizing and refinement based on performance and utilization data imported from other tools
- ✓ Machine learning to improve your own Workload libraries
- ✓ Advanced Cloud Migration Methodologies with simple to sophisticated modes



Service for Application Platforms and Migrations

Overview

Using the New Scaler Application Value Management Framework, organisations can take advantage of the growing variety of various infrastructure and platform solutions now available to application owners, with a focus on cloud, SaaS, PaaS, and IoT opportunities. This service is provided by the Service for Application Platforms and Migrations (SAPM).

We can assist you in taking advantage of evolving cloud technologies by offering review, assistance, design, audit, planning, and delivery of cloud migrations. End-to-end governance of technology transitions and retirements will also be provided through our Application Platform & Migration Management Service.

Attributes

- ✓ Up to five days of complimentary consultation
- ✓ Engagement models with fixed or variable costs
- ✓ Service Design Manual compatibility: Discover, Alpha, Beta, Live, and Retirement
- ✓ Solid preparations for technical and process migrations.
- ✓ Solid preparations for technical and process migrations.
- ✓ Well-developed method for assessing and mitigating risk
- ✓ As required, rigorous testing and validation of computer systems Suitable for a single application as well as a whole portfolio

Gains

- ✓ Involved in cloud migration assessment, assistance, audit and planning
- ✓ Identifying and implementing the most appropriate technological solutions
- ✓ Delivers end-to-end Governance of technology retirement and transformation

Secure Identity and Access

Overview

Optimize access to your applications from anywhere via a unified identity platform. Engage with internal and external users more securely regardless of the location of the work.

Enforce the Zero Trust principle of never trusting and always verifying.



Requires only one set of credentials and reduces the number of sign-in prompts for employees



Centralizes management of SaaS apps, plus custom and on-premises line-of-business apps



Automates join, move, and leave scenarios to maximize user productivity and help ensure compliance



Gives users self-service tools to scale IT

Attributes

- ✓ **Modernize Legacy Apps.** Securely connect all your legacy applications hosted on-premises or in any public or private cloud, that are using authentication protocols.
- ✓ **Streamline access for users.** Improve your end-user experiences by deploying apps to employees from a centralized portal.
- ✓ **Manage user account provisioning.** Automatically import user data from HR and export it to apps for just-in-time access upon hire or role change.
- ✓ **Secure-access for apps.** Create security policies per application using Azure AD conditional access. Measure the user, location, and device risk to determine whether access should be allowed, verified, limited, or blocked.
- ✓ **Scale Efficiently**

Desktop as a service

Overview

Virtual desktop architecture in the cloud that is adaptable to practically any use case, wherever.

Maintain the security and compliance of your applications and data with security features that can proactively detect attacks and take corrective action.

Attributes

- ✓ Secure access to Windows 10 & applications remotely.
- ✓ Seamless teams and office experience
- ✓ Reduces Costs



Deliver Windows 10 desktops and applications virtually anywhere

Provide employees the best virtualized experience with the only solution fully optimized for Windows 10 and Microsoft 365.



Built-in intelligent security

Help keep your applications and data secure and compliant with security capabilities that can proactively detect threats and take remedial action.



Deploy and scale in minutes

Simplify deployment and management of your infrastructure and scale quickly based on your business needs.



Reduce cost using existing licenses

Use existing eligible licenses to reduce costs with a modern cloud-based virtual desktop infrastructure (VDI), and pay only for what you use.

Infrastructure Cost Optimization

Overview

New Scaler can help organisations to save money, improve efficiency and increase protection by migrating workloads to the cloud.

New Scaler can also help organisations to achieve cost efficient target operating model

Attributes

- ✓ Spend less time managing server infrastructure.
- ✓ Respond quickly to changing business requirements
- ✓ Pay only for what you use in cloud
- ✓ Cost management tools to easily track utilization and automation to receive recommendation on cost saving.

Business Change & Adoption Services

Overview

Having completed many projects over the years, we understand that the successful deployment of any technology is dependent on the users to the extent of 80 percent, while the technology itself accounts for only 20 percent. As one of a company's most valuable assets, the focus of any IT transformation should be on the company's employees.

To facilitate a successful deployment of Microsoft 365, we have developed and tested a well-defined methodology. Our methodology focuses on the commercial value at the core of technology, company strategy, and user goals. This guarantees that your organisation utilises technology in a manner that actually supports your staff and facilitates their transition to enhanced methods of work. Our methodology is divided into three parts: Prepare, Manage, and Reinforce, which correspond to the pre-, during-, and post-deployment phases of a typical Microsoft 365 programme.

Attributes

- ✓ Change Management discovery workshop
- ✓ Change planning - Communications, resistance, training, champions
- ✓ Employee focussed adoption strategy
- ✓ Business engagement workshops / sessions

Gains

- ✓ Targeted recommendations on how ways of working can be optimized
- ✓ Gain detailed insight and analysis of users' behaviours and needs
- ✓ Identify risks with change assessments understanding cultural and processrelated aspects

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Managed Azure Cloud

Overview

A collection of interdependent offers, each of which combines services to maintain the health, compute and capacity management, security, and data protection of a client's Azure platform.

Including the outsourcing of monitoring and deployment of security updates to Windows servers, protection of guest replication of Azure Site Recovery, and ongoing management of the IaaS compute and storage profile.

The objective is not only to maintain power to keep systems running, but also to optimise and secure the platform.

Attributes

- ✓ **Managed Network Operation Center (NOC)**
- ✓ **Patch management**
- ✓ **Backup management**
- ✓ **NOC Advanced monitoring**
- ✓ **Cost Optimisation**
- ✓ **Capacity Planning**

Gains

- ✓ **Project Resourcing to manage and deliver major platform upgrades and implementations facilitates a complete Azure managed wrapper.**

Managed Cloud

Overview

New Scaler provides customer with on-going support and design and development of applications, platforms, servers and networks.

This service may involve and cover one or more of the following areas:

- ✓ Design and build of tailored cloud platforms to meet your specific needs.
- ✓ Selection, integration and deployment of IaaS, PaaS, SaaS, Software and On-Premise services.
- ✓ Facilitation of software and development deployment and scaling.
- ✓ Automation and orchestration.
- ✓ Integration and process management.
- ✓ Access management and sign-on.
- ✓ Licence and subscription management and aggregated billing.
- ✓ Deployment and presentation.
- ✓ Dynamic scaling of services (up and down) in line with needs.
- ✓ Database development and maintenance.
- ✓ Patching, Anti-Virus and maintenance.
- ✓ Disaster recovery planning and back-up

Attributes

- ✓ Virtual platform, server, network and firewall design and provisioning.
- ✓ Monitoring, management and alerting.
- ✓ Vendor independent.
- ✓ Help desk support.
- ✓ User and on-site support.
- ✓ Access management and sign-on.
- ✓ Licence and subscription management and aggregated billing.
- ✓ Option for unified provisioning and user management.
- ✓ Deployment and presentation of services and applications.
- ✓ Dynamic scaling of services (up and down) in line with needs.
- ✓ Option to enable a number of databases, applications and specialist services within the cloud environment and maintain overarching support and service desk.

Gains

- ✓ Assessment, design and migration services
- ✓ Gain reassurance that your cloud service is continually managed and optimised
- ✓ Single provider for the management of multiple cloud environments
- ✓ Unified service level, capacity and cost reporting
- ✓ Proactive managed support services to ensure availability and performance
- ✓ Deep security and compliance expertise, all services built secure-by-design
- ✓ Tailored and bespoke application configuration and patching.
- ✓ Scalability (up and down) of infrastructure, platform, software and support to meet needs and demand.
- ✓ Cross service management and support of a cloud-based ecosystem without single (SI) outsource.
- ✓ 24/7 access to our Cloud experts
- ✓ Reduce operational support complexity and cost.

Network Operation Center (NOC)

Overview

New Scaler's NOC monitors infrastructure to detect and rectify problems. Monitoring the health and availability of your

- ✓ Networks
- ✓ Routers and Switches
- ✓ Servers
- ✓ Firewalls
- ✓ LANs/WANs/MANs

Our professional NOC technicians monitor your network infrastructure 24x7. They will seek to prevent errors and defects, correcting issues before they become costly downtime, and limiting outages. New Scaler's NOC is built for Scalability: Flexible, reliable and Secure.

Attributes

- ✓ Desktop, Laptops and Server remote monitoring and management.
- ✓ Deployment, patching and updating for Windows, Mac and 3rd Party App.
- ✓ Security Service Management (AV, Anti-malware and ransomware)
- ✓ Cloud and onsite backup and recovery management.
- ✓ Auto-remediation of IT incidents.
- ✓ IT Process Automation Audit and compliance reporting.

Gains

- ✓ Proactive 24x365 Network monitoring and management
- ✓ Collaborative working with 3rd Party suppliers
- ✓ Support compliant with legislation and standards
- ✓ Helping you to meet the 'Cloud-first' government initiative for monitoring

Cloud Support Service Description

Overview

AWS and Microsoft are supported by Cloud Support. With New Scaler's status as an official AWS and Microsoft partner, your organisation can be confident that you're getting the finest possible support for your use of AWS, Microsoft, or both in your environment.

As a time-limited service with a minimum 10-hour support agreement, our UK-based Enterprise support staff provides remote troubleshooting and resolution of documented ICT issues for your company's benefit. The International Service Management Standard for IT service management, known as ITIL v3, is used for technical support.

Your remote support will be provided by a dedicated online service portal, e-mail or phone between 8am and 5pm Monday through Friday. Employees of your designated organisation can also log and examine their support tickets on our online service desk, which is open twenty-four hours a day, seven days a week. Our service team's raised tickets and correspondence will be visible to the organization's designated contacts, ensuring complete transparency of our service delivery.

There will be an assigned service technician who will perform troubleshooting in accordance with our published service level agreement (SLA). In accordance with the terms of the signed service contract, all outstanding tickets and updates will be communicated to the main nominated contact in full. When an organization's designated contact person quits or changes responsibilities, the organisation must notify us so that we can continue to provide service.

SLA Response Times

So that the New Scaler technical support team can ensure that all customers who submit tickets and requests receive the same level of service and response times. As shown in the table below, our technical support service is governed by Service Level Agreement (SLA) response times. No fix timings can be provided by our technical services team since we support a wide range of hardware and software that may be dependent on "3rd party" support SLA that do not meet our own requirements.

Severity ²	Description	Target Response
P1	Complete loss of business functionality, unable to continue work.	Available to work on this incident within 2 business hour ¹ of calling supplier
P2	Partial loss of functionality, able to work with reduced functionality.	Available to work on this incident within 8 business hours ¹ of calling Supplier
P3	Informational or How-to based advisory, no immediate loss of functionality	Available to work on this incident within 35 business hours ¹ .
	- Request for information. - Change Management requests for software, hardware installations that are not classed as projects	24 hours

¹ Business hours are generally defined as 08:00 to 18:00 Local Standard Time, excluding UK holidays and weekends.

² Severity as defined by the Client

Key roles for Support Service Delivery

- Customer Service Delivery Manager
- Customer Support Engineer
- Customer Support Architect

Change Management

Overview

All changes to the Customer organisations are recorded, tracked and addressed as part of the Change Request Management process described herein mentioned as “Change Request” or CR.

All CRs will be formally made by the Client using an agreed Change Request Form. This form shall describe the proposed change to the solution including any possible effect to the scope, the contract and resulting into change in additional fee and expenses.

New Scaler will respond to a change in an agreed period of time and will only start work when authorized by the designated service owners from both the client and New Scaler.

Scope Change Management

Any changes to the scope of the solution as described in the SoW, may result in change to the agreed time lines and cost. Any post implementation changes will be addressed via an agreed change request process as mentioned herein.



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