



DATAMATICS

Service Definition Document –Lot 3

For

G-Cloud 15 Framework Agreement

Framework reference: RM1557.15

Framework Authority: Crown Commercial

Service

Intended Users: UK public sector

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DISCLAIMER

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ALL TRADEMARKS ACKNOWLEDGED

Any agreement entered into between Datamatics and **UK public sector organization** shall be governed entirely by such agreement and not by this document.

PROPOSAL VALIDITY

Datamatics Proposal submitted for Procurement identifier (OCID): ocds-h6vhtk-0504a3 RM1557.15 G-Cloud 15 will stand valid until 120 days from the date of submission of this proposal.

1 Executive Summary

Datamatics Global Services Limited (hereinafter referred to as “Datamatics”) is pleased to participate in the **G-Cloud 15 Framework Agreement**, established by **Crown Commercial Service (CCS)/ UK public sector organizations**. This submission outlines Datamatics’ cloud support service offering and demonstrates our commitment to supporting **UK public sector organisations** in achieving secure, resilient, and value-driven cloud outcomes.

Datamatics is a **CMMI Level 5–certified organisation** with a well-established delivery model and an experienced team averaging over **15 years of global technology delivery experience**. Our ITIL-aligned operational framework and mature service management practices enable us to consistently deliver reliable services against defined service levels. Datamatics supports organisations in improving agility, optimising costs, and driving innovation through cloud transformation, DevOps consulting, and managed IT services.

As an **Advanced Consulting Partner of Amazon Web Services (AWS)**, Datamatics brings strong expertise in designing, migrating, and supporting cloud solutions on AWS platforms. In addition, we have extensive experience delivering solutions on **Microsoft Azure, Google Cloud Platform, and IBM Cloud**, enabling us to support public sector buyers across public and hybrid cloud environments.

Through G-Cloud 15, Datamatics aims to work collaboratively with **UK public sector buyers** to provide **Cloud Support Services** that assist organisations in planning, migrating, operating, and optimising their cloud environments. Our services focus on managed cloud operations, migration support, security, governance, optimisation, and continuous improvement, aligned to buyer requirements and government standards.

The G-Cloud 15 Framework Agreement enables eligible UK public sector organisations—including central government departments, executive agencies, non-departmental public bodies, NHS organisations, local authorities, and educational institutions—to procure services through call-off contracts of up to **36 months**, with an optional **12-month extension**.

G-Cloud 15 is structured across three lots:

- **Lot 1a: Infrastructure as a Service (IaaS) and Platform as a Service (PaaS)**
- **Lot 1b: Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) above OFFICIAL**
- **Lot 2a: Infrastructure Software as a Service (iSaaS)**
- **Lot 2b: Software as a Service (SaaS)**
- **Lot 3: Cloud Support.**

This document focuses specifically on **Lot 3 – Cloud Support**, detailing Datamatics’ approach to delivering high-quality, secure, and value-for-money cloud support services to UK public sector organisations.

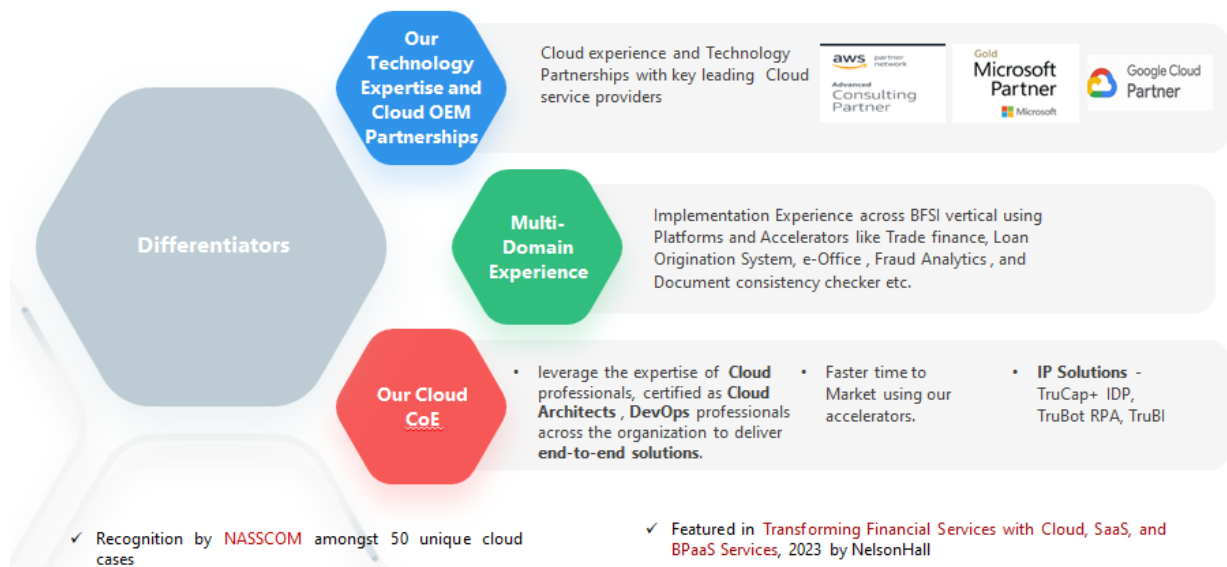
Benefits of the G-Cloud Framework

The G-Cloud 15 Framework Agreement offers significant benefits to UK public sector buyers, including:

- **Direct Award Procurement** – Enabling buyers to procure services quickly without running further competitions.
- **Flexible Contract Duration** – Call-off contracts of up to 36 months, with an optional 12-month extension.

- **Clear Contractual Structure** – Use of supplier terms and conditions in line with the framework’s order of precedence.
- **Digital Marketplace Access** – Transparent service discovery and management via the G-Cloud Digital Marketplace.
- **Value for Money** – Opportunities for pricing reductions, volume discounts, and time-limited offers.

Our Differentiates for the Cloud Service



Benefits we bring to CCS

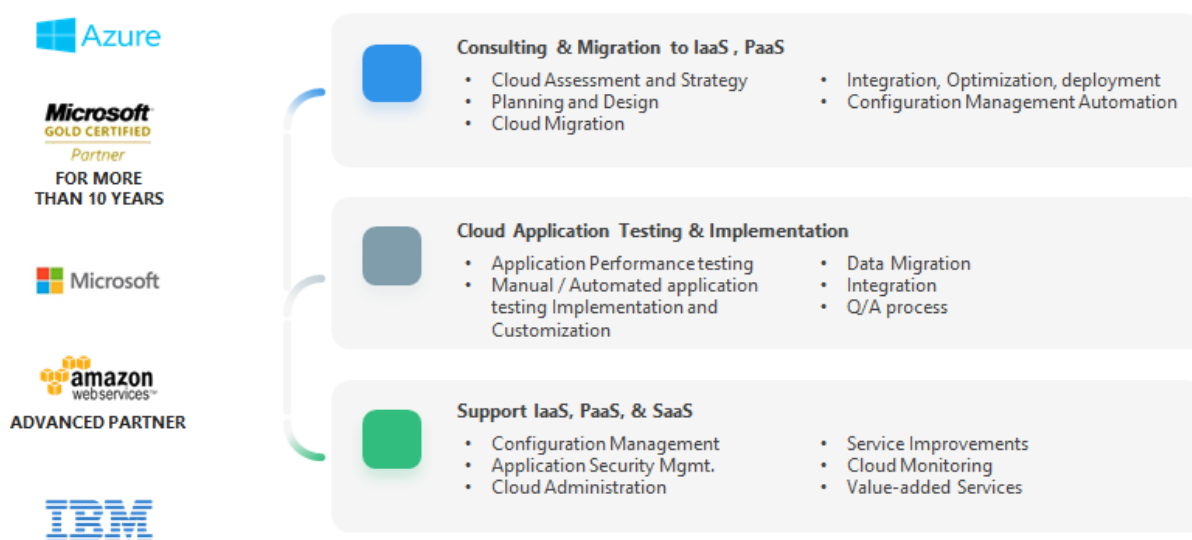
- **Know-how coupled with *knows-why***: Our approach starts with understanding CCS business requirement in great detail and only then design the technology layer to support your need.
- An **experienced and committed development team** with key profiles who can provide superior service with high quality of work
- Our **quality standards** are based upon **LEAN and Six Sigma approaches** that bring quality at the right price for CCS
- **Robust 3-Tier Governance model** and comprehensive **Performance Management**.
- We can execute engagement/contracts of **varied sizes and length**. Our team members can work as a part of a big team or can work independently
- We can fulfill any resource requirements **within 2-5 weeks**
- **Global delivery capability & Flexible delivery models – Offshore, Onsite & Hybrid**

Datamatics provides the best combination of qualifications, experience, and track record that together offer the lowest risk, highest quality and best value to CCS. We have understood the RFP and responded accordingly, and trust CCS will find our response technically sound and commercially attractive.

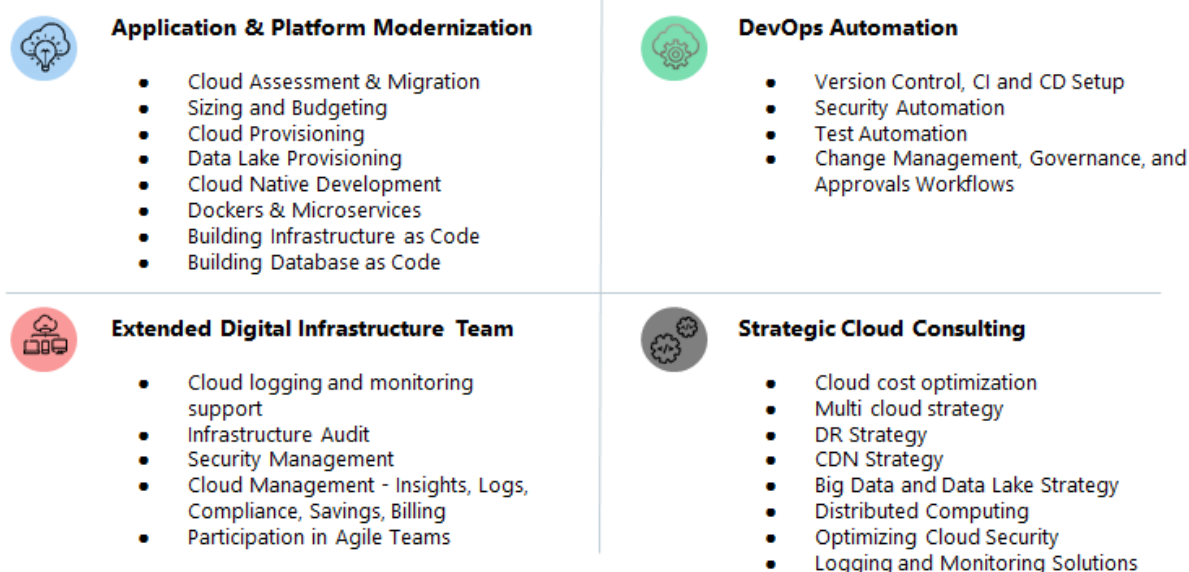
2 Our Cloud Capabilities

Datamatics Cloud Practice simplifies the process of reimagining the workplace for organizations. It empowers them to innovate with greater agility, fostering advancements in straight-through processing. Leveraging the benefits of containerization and microservices architectures, this initiative enables companies to modernize their applications seamlessly and transition to Native Cloud environments.

Datamatics Cloud Offerings



Cloud COE- Key Offerings & Capabilities



Datamatics Managed Cloud Services

Businesses can start pursuing their Cloud Migration objectives with the help of Datamatics Managed Cloud Services (MCS) and its group of **Certified Cloud Professionals** with a focus on **Cloud Data Governance**. The group assists companies with their efforts related to Cloud **Readiness Assessment, Migration, Configuration, Optimization, and Maintenance**. It provides **scalable and reasonably priced** business (MCS) solutions.

Cloud Native environment services that best suit workloads, **maximize performance**, and **save operating expenses** are offered by Datamatics Cloud Managed Services. With dedicated services regulated by Non-Disclosure Agreements (NDAs), it helps enterprises to manage complex settings and easily integrate their infra. Businesses can benefit from scalable and reasonably priced disaster recovery and backup solutions.

In order to avoid obstacles in the way of cloud adoption and migration, Datamatics helps businesses that want to move to the cloud adopt the **best Cloud Governance practices** with regard to Cloud **regulatory compliances, data localization, data privacy, workload orchestration, and data resilience**. Similar to this, scalable Multi-Cloud arrangements made possible by Datamatics help firms embrace a **Multi-Cloud paradigm** and avoid lock-ins that typically stifle innovation.

3 Datamatics Cloud Support Experience

Datamatics is eager to participate in all Lots. However, the focus of this document is to define our services for Lot 3. Here are some of our notable experiences in cloud support:

3.1.1 # 1 - Centralized Data Repository using Azure and Power BI for UK's largest pharmacy group

Business Challenges

- Business was growing, so managing stores was getting tougher.
- Manual upload of data files earlier and data was discrete and was not easily accessible.
- It took enormous amount of time to come up with even simple reports

Datamatics Solution

- We provided a centralized Data Warehouse solution created Data Marts for ease of reporting.
- The various data sources of different types are integrated into the Data Warehouse.
- Proper history of the data is maintained along with house-keeping and archival.
- At least 40+ reports made live for end users to access the same globally.

Business Benefits

- The end users are provided with **rich interactive reports** versus the very basic Power BI reports that they were using earlier based on limited siloed sources.
- Since now the files upload and database querying is all automated using jobs it saves on operational time and there is **little or no manual intervention**

3.1.2 # 2 - One of India's largest passive telecom infrastructure providers. They enable to connect India like never before.

Business Challenges

- Data was scattered and siloed. There was no consolidation of data. The legacy dashboards were PowerPoint and Excel-based and were disparate. The purpose of Dashboard was defeated.

Datamatics Solution

- The source system integration was done using an EDW database. This is source-system neutral consistent integrated data.
- The Dashboards and reports are created using a state-of-the-art Visualization tool, i.e., Power BI. Thus, the dashboards are now global in nature and available for access to end-users as per their authority.

Business Benefits

- Processing speed of data improved up to 50 times.
- No manual intervention hence further error reduction by over 80%.
- Group-wise reporting and drill-down up to lowest granularity.

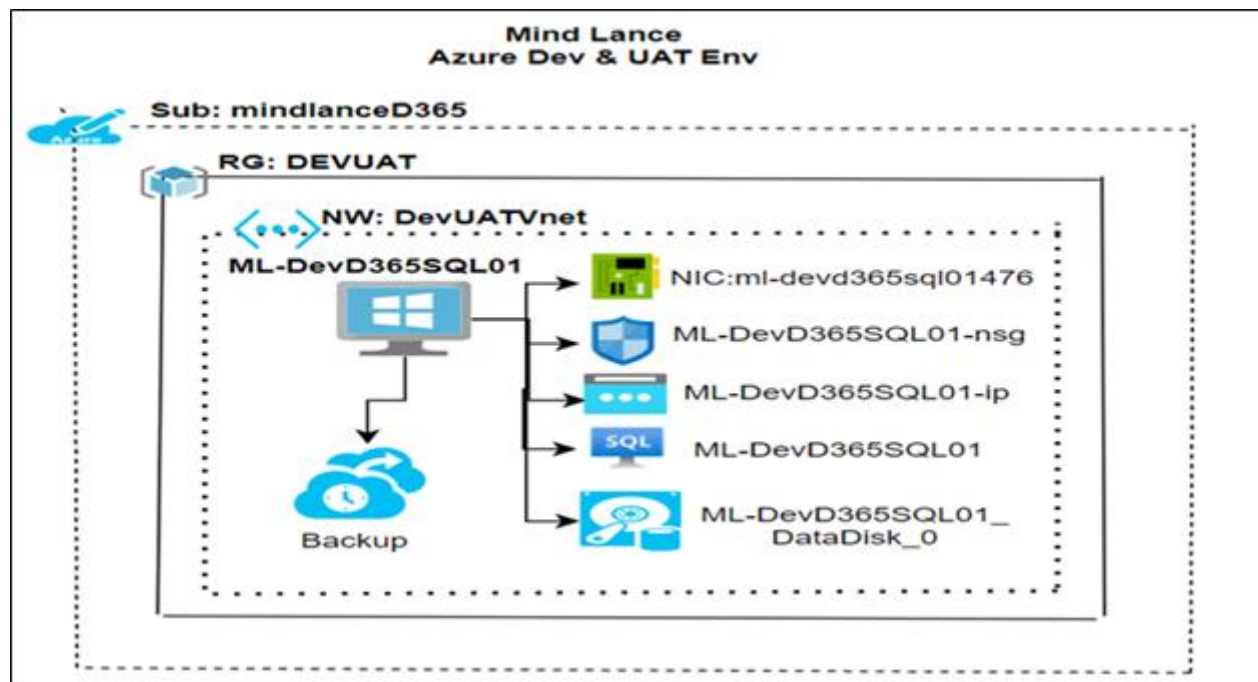
3.1.3 # 3 - Mindlance: Azure Managed Service

Client:

- Mindlance is a certified diversity business (MBE) and has been ranked one of the fastest growing U.S staffing firms by SIA for nine consecutive years.

Datamatics' Solution:

- Provision, configure, monitor, backup, support Azure infrastructure and managed services for Mindlance Dev, UAT and Production environments. We also offer solutions to optimize Azure infrastructure, cost and improve performance.



- **Virtual Machines:** We create Virtual machines for various environments including Prod, Development and UAT. We are managing all the servers.
- **Backup:** Backups for the Dev and production servers are scheduled as per the client requirement on regular basis.
- **Recovery Service Vault:** To securely store the backup data recovery vaults have been created for each environment separately.
- **Automation Account:** To automatically run certain scripts for repeated tasks. (Ex: Auto start and stop the VMs.)
- **Disks:** Attach additional disks for required VMs on-demand basis.

Managed Service Support:



- VM deployment and VM related issues.
- RBAC role assignment.
- Azure AD role assignments.
- Backup monitoring.
- Upgradation of backup agent.
- Provisioning a jobs for repetitive tasks in automation account.
- Installing the patches.
- Provisioning custom roles.
- Database related issues.

- Microsoft engineer for supported related issues.
- Windows related issues.

3.1.4 # 4 - Ashapura gets its overall ROI improved by 40% after moving to cloud

Ashapura gets its overall ROI improved by 40% after moving to cloud





CHALLENGES
To move the data across multiple geographies from SAP to cloud for Ashapura, a leading Indian multi-mineral solutions provider

SOLUTION
Partnered with AWS to host data of all group companies on cloud within a short period of time



IMPACT
40% improvement in ROI

Significant Savings in annual licensing, support and maintenance costs

TCO Reduction by reserving instance after 3 months of deployment for 3 Years



3.1.5 # 5 SBFC moves to AWS Cloud to improve efficiency

SBFC moves to AWS Cloud to improve efficiency





CHALLENGES
SBFC was maintaining local private datacenter which was very costly endeavor.

SOLUTION
Datamatics built a cloud road map after completing IT infrastructure and application assessment. The application architecture, Database Structure, Security Configuration, Business and Resource requirement for AWS cloud migration was discovered along the way.



IMPACT
Cost was controlled as cloud instances were backed up and stopped when not in use

Centralized IT infrastructure, all environments viz. development, testing and production are moved to the AWS Cloud and being monitored by Datamatics remotely



3.2 Our Azure Partnership

Datamatics, recognized as a Microsoft Cloud Solution Provider (CSP), possesses the capability to offer consumption-based billing for cloud services, complemented by the official CSP authorization from

Microsoft. Enclosed herewith is a snapshot of our authorization letter from Microsoft CSP for your reference.

MAF ID: MID_41ce5812-883d-4df7-9e5a-5cfcb94d4a53	
Microsoft Corporation (India) Pvt. Ltd. 807, New Delhi House Barakhamba Road New Delhi Central Delhi DL 110001 Email: nitesh.sinha@microsoft.com CIN: U74899DL1988PTC032549	Tel: +91-124-4158000 Fax: +91-124-4158080

**Microsoft**

Sunday, February 25, 2024

To
United Nations Children's Fund (UNICEF)
United Nations Children's 73 Lodi Estate New Delhi NEW DELHI 110003 India

RFP Ref. No: RFP/2024/002/9187862 [AEP ID] **Dated of issue of RFP 1/18/2024**

Sub: - Manufacturer's Authorization Form

Dear Sir/Madam,

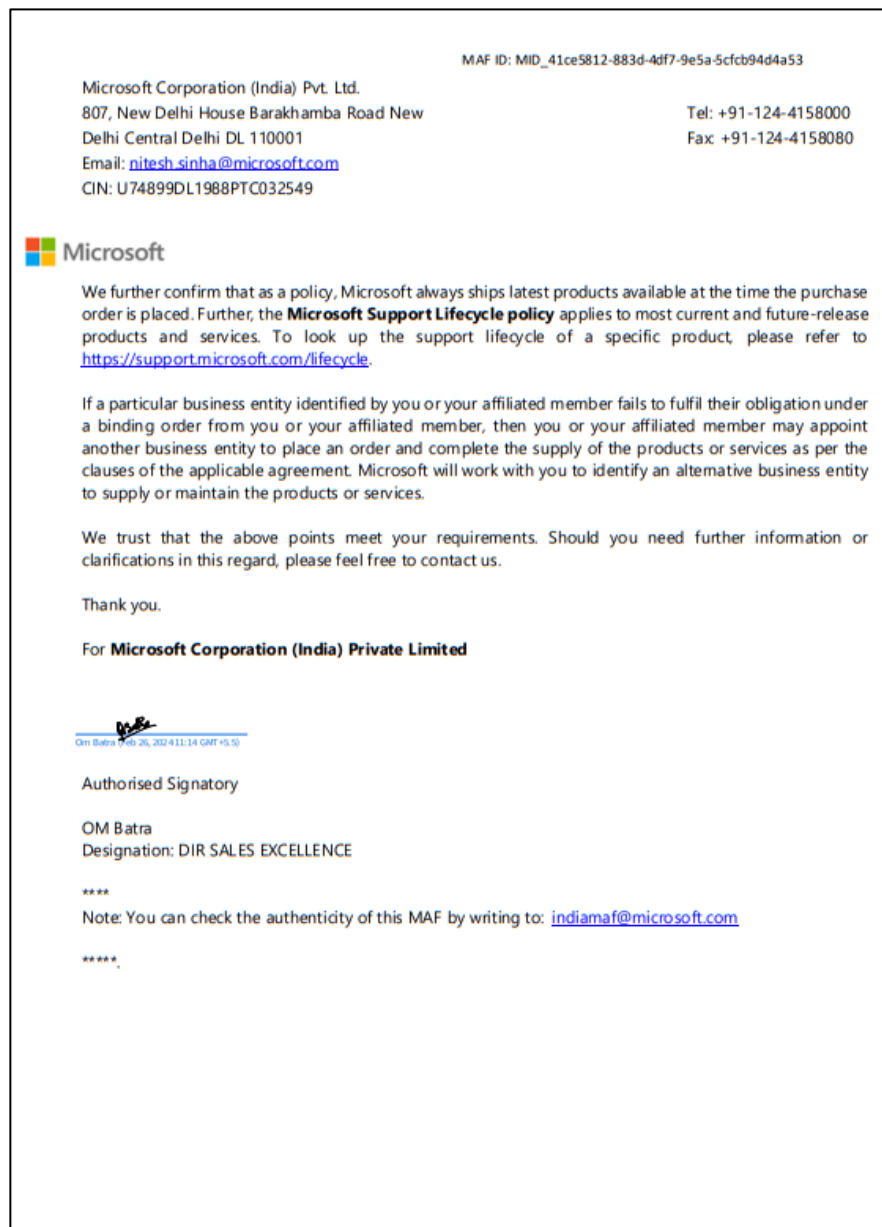
We would like to thank you for considering Microsoft products.

Microsoft Corporation is a global producer of products and services that enable digital transformation and Microsoft Corporation (India) Pvt. Ltd. ("Microsoft India"), a private limited company duly incorporated in India, is a wholly owned subsidiary of Microsoft Corporation.

As per our worldwide distribution model, Microsoft India appoints third-party distributors, resellers and others in India (each, a "business entity") to distribute and resell Microsoft products and services to all customers. Microsoft India does not sell these products and services directly to end customers. Microsoft is the sole manufacturer of products like Cloud service which are procured through these business entities. These business entities also sell access to Microsoft's cloud computing services, such as Azure, Microsoft 365 and Dynamics 365.

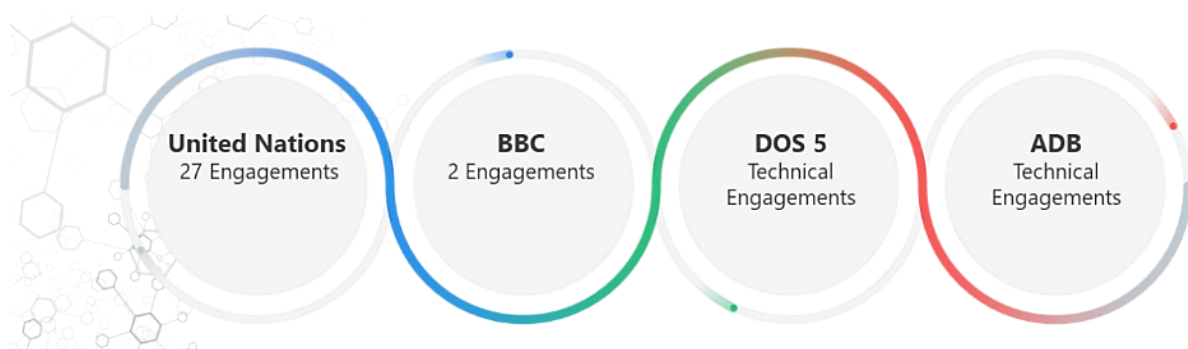
We confirm that, as at the date of this letter, Datamatics Global Services Limited having its office at Knowledge Centre, Street No. 17, Midc, Andheri (East), Mumbai – 400 093 India, is one such business entity in India among others with Microsoft Partner ID 1954649, one of these business entities authorized for the abovementioned tender to resell Microsoft products and services in India, to quote their terms and conditions for Microsoft's range of products, and to negotiate and contract with you independent of Microsoft.

Microsoft products and services sold through our distribution and resale network of partners come with our full standard warranty.



3.3 Procurement Frameworks

Datamatics has a framework agreement with following organisations:



Following is the **partial list of Datamatics Long Term Agreement** engagements with United Nations and International Organisations (list sorted as per Org type):

Sr. #	Agency & Location	Framework Details
1	UNIDO, Vienna	Provision of Drupal Web Design On-Site and Remote Consultancy Services
2	UNFPA, NY and CPH	Provision of web services on Drupal Web Content Management System
3	UNICEF, NY	Develop, Maintain and Provide Quality Assurance/Testing of Software based in DRUPAL
4	OPCW, Hague	Long Term Agreement for Provision of IT Consultancy services
5	UNOPS, Geneva	Application Development and Maintenance Support Services and SharePoint Services.
6	UNICEF, NY	Microsoft SharePoint based software development services and solutions
7	UNICEF, NY	Turn-Key Microsoft SharePoint based Software Development Services
8	UNICEF, CPH	LTA for Staff augmentation Services for Business Application Development
9	IAEA, Vienna	IT Services, Application development at Onsite and offshore
10	OECD, Paris	Application Development and Maintenance development services
11	IFAD, Rome	Provision of IT Technical and Functional Consultancy Services
12	IFAD, Rome	Publishing Services
13	FAO, Rome	Technical assistance in IS and ICT support
14	UN HQ, NY	Learning Management System on Moodle
15	UN HQ, NY	Transcription services for English and French
16	FAO, Rome	Provision of Business Analysis Work Packages
17	UNFPA, NY and CPH	Web Applications Development and Related Services Personnel as and when required
18	ITU, Geneva	Provision of On-call Global Support during Conferences, Maintenance and Developments
19	UNHCR, Geneva	LTA for ICT project support and engineering services
20	UNAIDS, Geneva	LTA for provision of open source IT services
21	UNFPA, NY	Application Development and Support Services for Java Development and Mobile Application Development

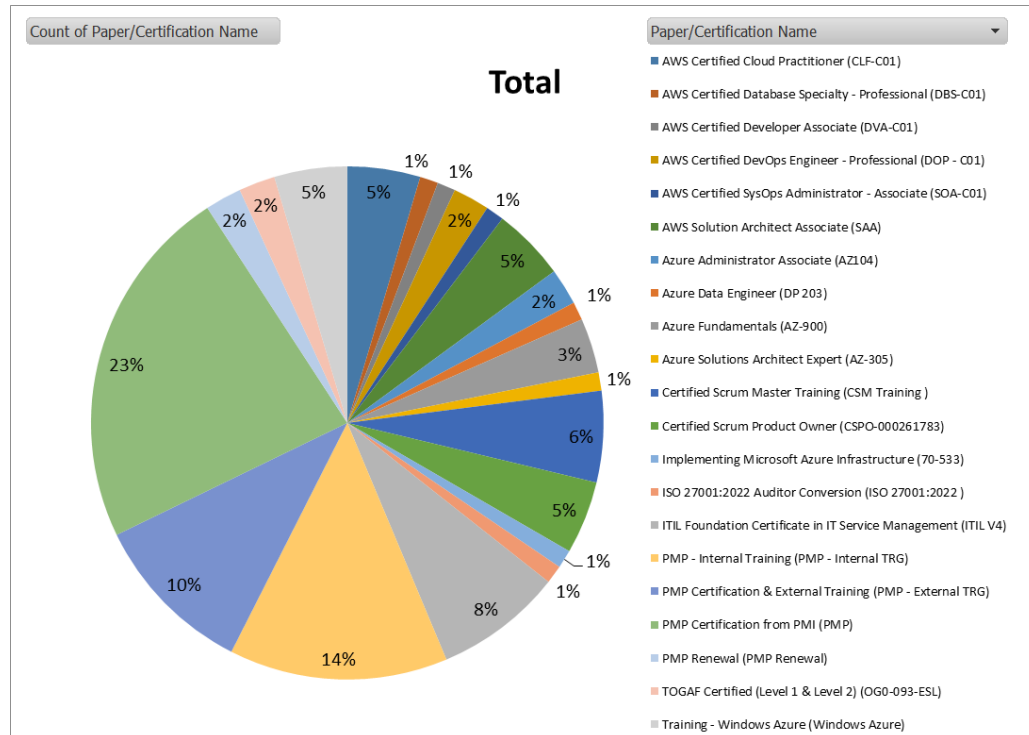
NOTE:

The engagements are applicable for all Lots.

3.4 Employment Strength & Certifications

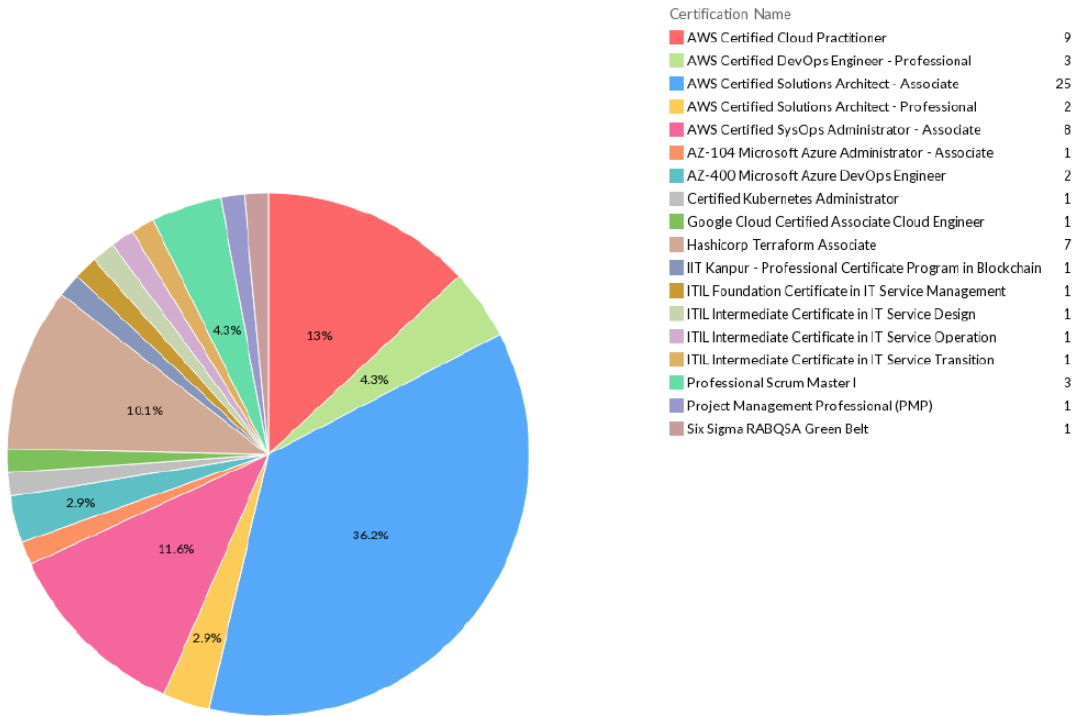
3.4.1 Employment Bifurcation

The following chart illustrates Datamatics extensive array of certifications, providing a clear representation of our commitment to excellence and adherence to industry standards.



Certificate Names	Total Count
AWS Certified Cloud Practitioner (CLF-C01)	4
AWS Certified Database Specialty - Professional (DBS-C01)	1
AWS Certified Developer Associate (DVA-C01)	1
AWS Certified DevOps Engineer - Professional (DOP - C01)	2
AWS Certified SysOps Administrator - Associate (SOA-C01)	1
AWS Solution Architect Associate (SAA)	4
Azure Administrator Associate (AZ104)	2
Azure Data Engineer (DP 203)	1
Azure Fundamentals (AZ-900)	3
Azure Solutions Architect Expert (AZ-305)	1
Certified Scrum Master Training (CSM Training)	5
Certified Scrum Product Owner (CSPO-000261783)	4
Implementing Microsoft Azure Infrastructure (70-533)	1
ISO 27001:2022 Auditor Conversion (ISO 27001:2022)	1
ITIL Foundation Certificate in IT Service Management (ITIL V4)	7
PMP - Internal Training (PMP - Internal TRG)	12
PMP Certification & External Training (PMP - External TRG)	9
PMP Certification from PMI (PMP)	20
PMP Renewal (PMP Renewal)	2
TOGAF Certified (Level 1 & Level 2) (OGO-093-ESL)	2
Training - Windows Azure (Windows Azure)	4
Grand Total	87

Employees Certifications Graph



Certification Provider Count

Certification Provider	Total count
AWS	47
Azure	3
Cloud Native Computing Foundation	1
GCP	1
Hashicorp	7
ITIL	4
PMI	1
Scrum.Org	3
Six Sigma	1
University	1
Grand Count	69

4 Understanding of Requirement

4.1 Our Understanding

Crown Commercial Service (CCS) is establishing the G-Cloud 15 Framework Agreement to support the diverse needs of UK public sector organisations. Eligible buyers include central government departments and their agencies, non-departmental public bodies, British Overseas Territories, Crown Dependencies, NHS bodies, local authorities, and universities.

The Framework Agreement provides these eligible contracting authorities with a streamlined and efficient mechanism to procure cloud services through call-off contracts of up to 36 months, with an optional 12-month extension, enabling continuity, flexibility, and value for money in service provision.

Cloud Support Services (Lot 3):

Under G-Cloud 15, **Cloud Support Services (Lot 3)** are designed to assist **UK public sector buyers** with the planning, setup, migration, operation, security, and ongoing optimisation of cloud software and hosting environments. Services are focused on advisory, migration support, managed cloud operations, and continuous service improvement, aligned to government standards and buyer requirements.

The G-Cloud 15 Framework Agreement enables buyers to procure services through a **direct award** process, without the need for further competition. This approach streamlines procurement while providing access to a wide range of cloud support services that help organisations improve efficiency, strengthen security, optimise costs, and support innovation in the delivery of public services.

4.2 In Scope

Datamatics provides **Cloud Support Services** under **G-Cloud 15 – Lot 3** to assist UK public sector buyers in **planning, setting up, migrating, operating, and optimising cloud software and hosting environments**. Services are delivered across **public and hybrid cloud environments** and support the full cloud service lifecycle.

4.2.1 In-scope support categories include:

4.2.1.1 Planning Assistance

- Cloud advisory and strategy
- Cloud capability assessments
- Enterprise and solution architecture design
- Cloud gap assessments and options analysis
- Delivery road-mapping and operating model definition

4.2.1.2 Setup and Migration Services

- Cloud environment setup and configuration
- Application, platform, and data migration support
- Migration planning, coordination, and cutover support
- Data auditing, organisation, and structure design

- Project management and governance for cloud initiatives

4.2.1.3 Security Services

- Cloud security strategy and design
- Security risk management and assurance
- Implementation of cloud-native security controls
- Security incident management and operational support
- Alignment with UK Government Cloud Security Principles

4.2.1.4 Managed Cloud Operations and Ongoing Support

- Managed cloud operations for public and hybrid cloud
- Monitoring, incident, problem, and request management
- Application management within cloud environments
- Service reporting, service reviews, and continuous improvement
- Operational optimisation and right-sizing

4.2.1.5 DevOps, CloudOps, and Optimisation

- DevOps and CloudOps support
- Automation and CI/CD enablement
- Performance, resilience, and availability optimisation
- Cost optimisation and FinOps governance aligned to cloud usage

All services are delivered as **support, advisory, and managed services** and do not include ownership or supply of cloud infrastructure or software licences.

4.3 Out-of-Scope

The following services are **explicitly out of scope** for Datamatics' G-Cloud 15 Lot 3 Cloud Support Services:

1. Procurement, resale, or licensing of hardware or non-cloud software
2. Co-location or data centre hosting services
3. Non-cloud-related consultancy or advisory services
4. Bespoke application design, software development, or coding
5. Supply of physical hardware (except where incidental to cloud support)
6. Recruitment services, staff augmentation, or provision of interims
7. Setup or management of non-cloud third-party services
8. Application-level security implementation beyond cloud environment support
9. Cost optimisation activities unrelated to cloud usage or subscriptions
10. Performance tuning of individual applications beyond cloud operations
11. Network configuration outside cloud-related components
12. Integration of unrelated third-party tools or platforms
13. Direct management of on-premises infrastructure
14. Physical security implementation or site security services
15. End-user device provisioning or management
16. Regulatory compliance activities outside cloud environments
17. Customisation of third-party applications unrelated to cloud support

18. Business continuity planning beyond cloud service resilience and availability
19. Ownership or operation of private cloud infrastructure
20. Any services not directly related to **cloud support, migration, or managed cloud operations**

4.4 Assumptions & Dependencies

1. It is assumed that the Buyer will define and document their service requirements, priorities, and expected outcomes at call-off stage.
2. It is assumed that the Buyer's existing cloud environment is operational and accessible, with agreed baseline configurations for networking, security, and identity management relevant to the services being provided.
3. It is assumed that relevant documentation, such as architecture diagrams, application inventories, and operational procedures, is available or can be made available to support effective service delivery.
4. It is assumed that knowledge transfer and onboarding activities will be completed to enable Datamatics' support team to understand the Buyer's cloud environment and service context.
5. The Buyer is responsible for providing appropriate access, credentials, and permissions required to manage, monitor, and support cloud environments, in line with security policies.
6. It is assumed that monitoring, logging, and management tools are in place or can be agreed and implemented as part of the service scope.
7. Cloud scalability and capacity adjustments are assumed to be supported by the underlying cloud platform, with changes aligned to Buyer approvals and budget constraints.
8. Service levels, response times, resolution targets, and support coverage will be defined and agreed at call-off stage through a documented service definition or service level agreement.
9. It is assumed that the Buyer's cloud environment operates within applicable security, data protection, and compliance requirements, and that Datamatics' services will align to these requirements.
10. Effective communication and escalation channels will be agreed, including service reporting, incident communication, and governance arrangements.
11. It is assumed that an incident and problem management process is in place or will be agreed, defining prioritisation, escalation, and resolution responsibilities.
12. Change management processes will be defined or agreed, including approvals, documentation, testing, and rollback procedures for changes to cloud environments.
13. It is assumed that backup and disaster recovery arrangements for the cloud environment are defined by the Buyer, with Datamatics' responsibilities limited to agreed support and operational activities.
14. Responsibility for regulatory and statutory compliance remains with the Buyer, with Datamatics supporting compliance activities only where they relate directly to cloud support services.

15. Delivery of services may depend on integration and coordination with third-party suppliers, platforms, or internal Buyer teams supporting the cloud environment.
16. It is assumed that cloud subscription costs and budgets are owned and managed by the Buyer, with Datamatics supporting cost optimisation and usage efficiency within agreed financial constraints..

5 Cloud Solution Approach

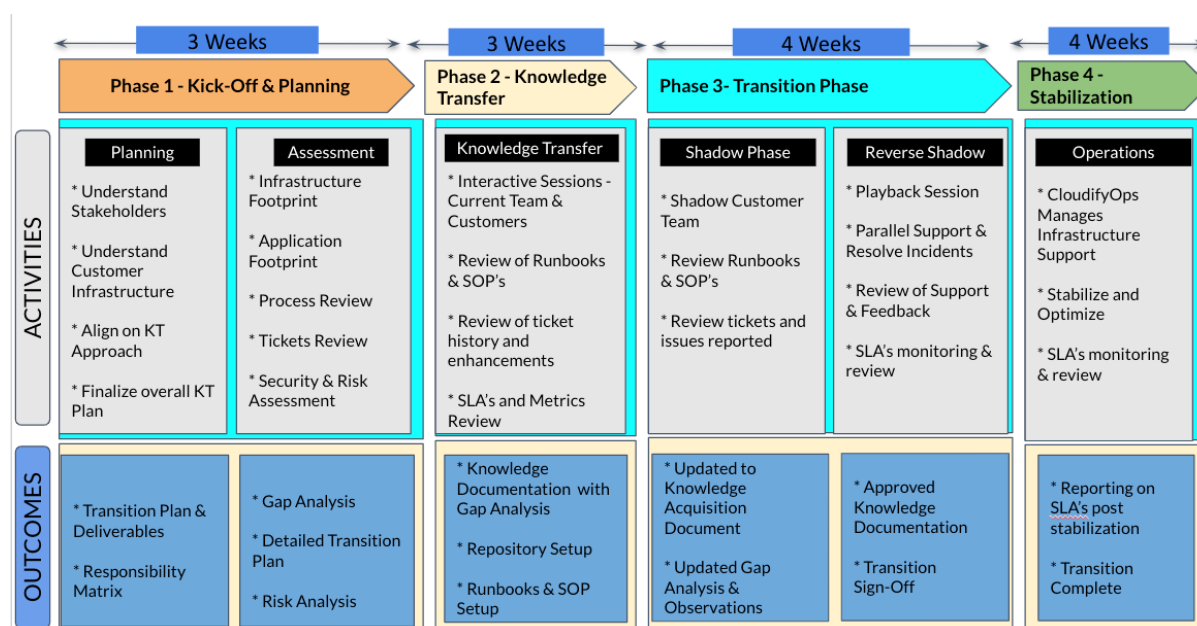
5.1 Lot 3-Cloud Support solution approach

Managed Services - Engagement Setup

We provide a 24/7 support model which is managed by a team of engineers. The team will be ramped up on customer application and infrastructure ecosystem and will have access to the monitoring and alerting systems. To set up a 24/7 team, the following key aspects which will be covered:

- Knowledge transition
 - Knowledge transition sessions and documentation
 - Shadow and reverse shadow sessions
 - Setting up of Runbooks
 - Setting up of SOP's

Outline of the knowledge management/ramp up process for on-boarding the team to a customer environment (timelines provided are indicative)

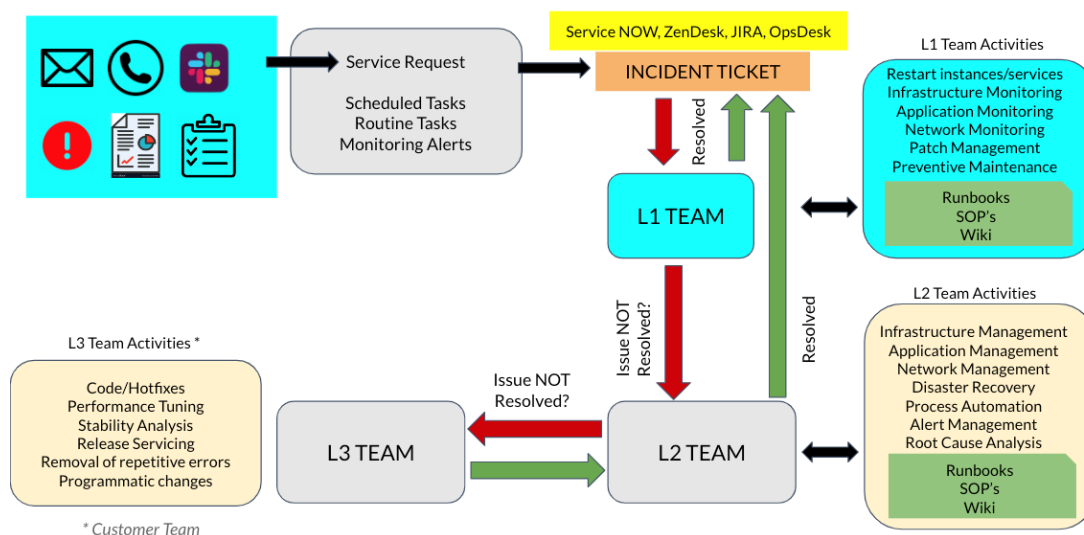


Given below are the key pointers for setting up the Managed Services team:

- SLA's & KRA's
 - Definition and alignment of SLA's
 - Definition and alignment of KRA's
 - Identification of key application and infrastructure parameters to be monitored
 - Configuration of warnings and alerts on monitoring systems, typical monitoring systems will be:
 - Cloudwatch with Alert and traceability
 - Cloudtrail and VPC FlowLog for traceability

- External Monitoring like Prometheus, Grafana, etc
- Integration with alerting tools like DataDog, PagerDuty
- Integration with communication channels like Slack, Mattermost
 - Integration of warnings and alerts with “alerting” tools
- Definition and implementation of monitoring systems (by Engineering team)
- Tool setup for reporting incidents and problem tickets
- Security, Incident and Event Management tool setup
- Root Cause Analysis report template finalization
- Weekly reporting on SLA’s and Incidents

Given below is a typical workflow for communicating reporting and resolving incidents and problems reported by the various teams

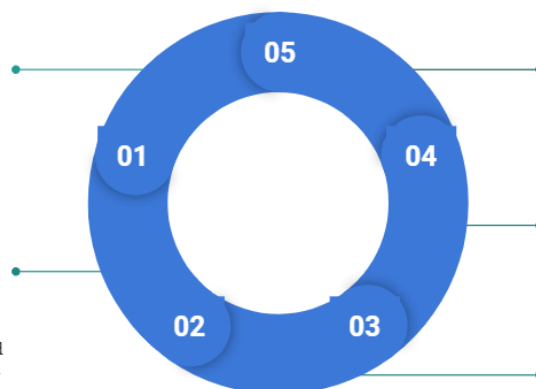


Initialize and Prepare

1. Define project goals, high-level scope, and a project plan
2. Identify and quantify business value objectives
3. Document all initiation activities in the project charter
4. Prepare for the Next phase

Requirements and Validation

1. Prepare, setup, and conduct solution requirements meetings
2. Refine business and technical requirements
3. Define functional solution design and approach (including a gap analysis in solution requirements)
4. Explore custom development scenarios if any
5. Project Plan - User stories, tasks, sub tasks



Handover and Support

1. Identify and Document faqs
2. Operability of solution
3. Documentation

Deployment and Integration

1. Deployment to production systems
2. Resolve all crucial open and in progress issues
3. Track and monitor systems

Build and Test

1. Integrate the solution approach
2. Implement the solution in the development environment using incremental time-boxed iterations
3. Set up a QA, production environments
4. Test the solution end-to-end in the QA environment
5. Document the entire implementation end to end

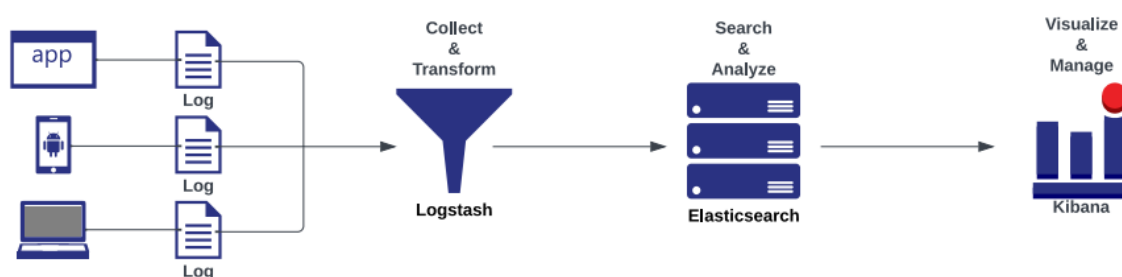
5.2 Overview of tool landscape for Managed Services



Tool Category	Tools recommended
Monitoring and Log Management	CloudWatch, CloudTrail, Grafana - Prometheus, ELK, DataDog
Ticketing Systems	Jira, PingMe (Custom in-house ticketing tool)
Communications	Slack, MatterMost, MS-Teams
Alerting	Site 24/7, PagerDuty

5.2.1 Cloud Monitoring Platform:

We recommend setting up ELK + Prometheus + Grafana stack to monitor all Cloud Infrastructure and Application workloads.



Why do we recommend Open Source Observability platform using ELK + Grafana:

1. Comprehensive Monitoring:
 - a. ELK Stack: Elasticsearch aggregates and indexes log data collected by Logstash, providing powerful search and analysis capabilities through Kibana. This allows for comprehensive monitoring of log data from various sources within the cloud infrastructure and applications.

- b. Prometheus: Prometheus collects time-series metrics data from monitored targets, including cloud infrastructure components and application workloads. It offers a flexible query language and powerful data model for monitoring various metrics and performance indicators.
- 2. Centralized Dashboarding and Visualization:
 - a. Grafana: Grafana serves as a centralized dashboarding and visualization tool, allowing users to create customized dashboards that display data from ELK Stack and Prometheus in a unified interface. This enables real-time monitoring and visualization of both log data and metrics, providing insights into the health and performance of the cloud infrastructure and applications.
- 3. Real-time Alerting and Notification:
 - a. Prometheus Alertmanager: Prometheus Alertmanager integrates with Prometheus to provide real-time alerting based on predefined rules and thresholds. It allows users to define alerting rules for various metrics and receive notifications via multiple channels (e.g., email, Slack) when alerts are triggered, enabling proactive issue detection and response.
- 4. Scalability and Flexibility:
 - a. Elasticsearch and Prometheus: Both Elasticsearch and Prometheus are highly scalable and can handle large volumes of data from distributed cloud environments. They offer flexibility in terms of data storage, querying, and visualization, making them suitable for monitoring dynamic and complex cloud infrastructures and applications.
- 5. Correlation and Troubleshooting:
 - a. ELK Stack: Elasticsearch's powerful search and analysis capabilities enable correlation of log data from different sources, facilitating troubleshooting and root cause analysis of issues within the cloud infrastructure and applications. This helps in identifying and resolving issues quickly, minimizing downtime and service disruptions.
- 6. Historical Analysis and Trend Monitoring:
 - a. Grafana: Grafana allows users to perform historical analysis and trend monitoring by visualizing time-series data from Prometheus and ELK Stack. This enables users to track performance trends, identify patterns, and make informed decisions for optimizing cloud infrastructure and application workloads over time.
- 7. Open Source and Community Support:
 - a. ELK Stack, Prometheus, and Grafana: All three components (ELK Stack, Prometheus, and Grafana) are open-source projects with active communities and extensive documentation. This ensures continuous development, support, and enhancement of monitoring capabilities, while also providing access to a wide range of integrations and plugins for extending functionality.
- 8. Cost-effectiveness:
 - a. Open Source Solutions: ELK Stack, Prometheus, and Grafana are open-source solutions, eliminating the need for expensive proprietary monitoring tools. This makes them cost-effective options for monitoring cloud infrastructure and application workloads, especially for organizations with budget constraints.

By implementing ELK Stack along with Prometheus and Grafana for monitoring cloud infrastructure and application workloads, organizations can benefit from comprehensive monitoring, real-time alerting, scalability, flexibility, correlation and troubleshooting capabilities, historical analysis, and cost-

effectiveness, ultimately improving the overall reliability, performance, and efficiency of their cloud environments.

Observability Platforms Implemented for Customers : 7 customers across AWS, Azure, GCP cloud.

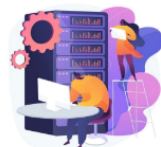
5.3 24/7/365 Support Model (Managed Services)

Datamatics has an operational 24/7 support model that provides application and infrastructure support for its global customers. As a part of our engagements, we provide L1 and L2 support for our customers to monitor, resolve, and perform preventative maintenance on application and infrastructure components. Given below is a high level overview of the services that will be provided under the application and infrastructure tracks of work.



L1, L2 Application Monitoring support

- Monitoring key application health and availability
- Troubleshooting L1, L2 application issues based on Runbooks



Application Capacity Management Support

- Upscaling/Downscaling application services and servers
- Foreseeing, planning capacity needs and automation of auto scaling applications



Periodic Security Assessment and remediation

- Review periodic VAPT reports generated from a trusted source
- Create backlog of fixes including priorities and dependencies
- Take remediation action on security assessment findings and close backlog



Automating & Semi-Automating maintenance of applications

- All periodic tasks like backups, clear queue cache, etc.
- Clear runbooks to be prepared for tasks that cannot be automated



Periodic Backup of Application data, databases

- Daily/weekly backup as applicable
- Automate backup process
- Manual backups on need basis, specifically before changes/deployments to application, databases or any other services
- BCP/DR - Periodic BCP/DR to capture time-motion values to better prepare for actual DR

24*7 Application Support Services

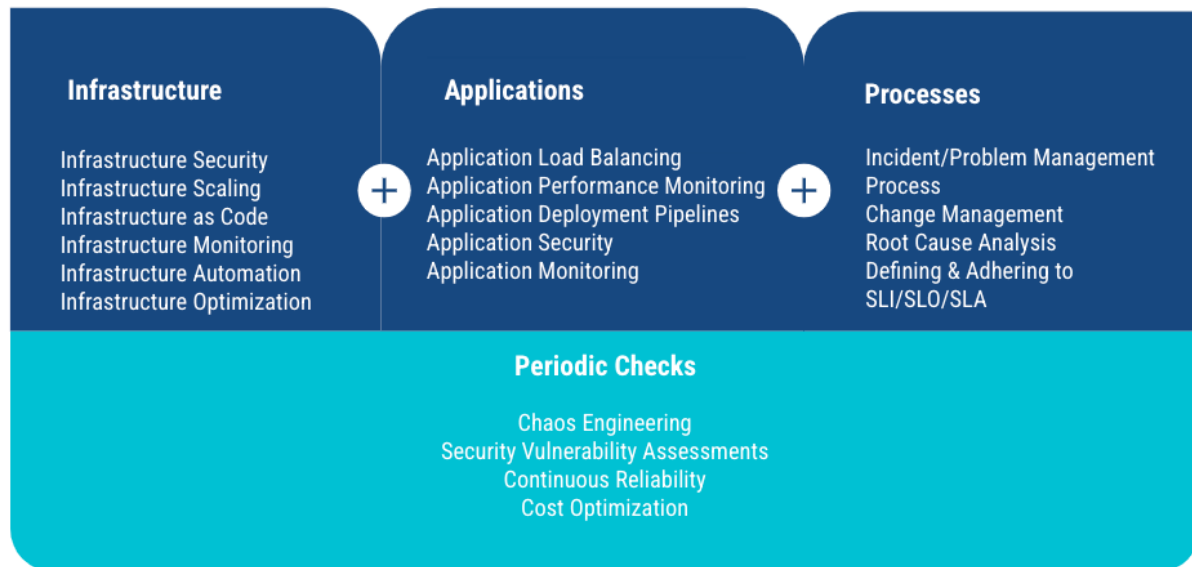
- L1, L2 Application Monitoring support
- Application Uptime Management and Support
- Application Capacity Management Support
- Periodic Security Assessment and remediation
- Runbook Automation - Automating and Semi-Automating maintenance of applications
- 24/7 Monitoring of QoS, performance and Security of the applications
- Periodic Backup of Application data/Databases etc
- Disaster Recovery and BCP in case of Application Failures

24*7 Infrastructure Support Services

- L1, L2 Cloud Infrastructure Support
- Monitoring & Review of Infrastructure Dashboard(s) and Troubleshooting
- Setup of alerting mechanism for P1, P2 issues

- Monitoring of Cloud Infrastructure for performance, security and vulnerability incidents
- Periodic security and vulnerability assessment at infrastructure level
- Review and resolution of performance, security and vulnerability incidents
- Proactive and periodic maintenance and right-sizing of Cloud Infrastructure - Backup and Restore, Upgrades etc.
- Infrastructure Optimization and Cost Optimization (L2)
- Monthly Reporting on tickets resolved and SLA status

Our comprehensive SRE Solution also covers the following:



5.4 Project Management Approach

5.5 Project Management Approach

In Datamatics, software development projects generally follow Waterfall, iterative, and agile development-based SDLCs. Project Management differs with different objectives for SDLC. As Per the client needs, technologies, and type/domain of work, Datamatics will carry out project management based on the need and requirement, best practices of **PMI - USA – PMP**, and **PRINCE2** are used for executing Projects.

Our project managers are **PMP / Prince 2 Certified** and experienced in the respective technology stack. Tracking the projects continuously,



maintaining the good health of the project. Project Managers are the early flag raisers who will be Responsible for scope management, team management, and stakeholder expectation management.

Datamatics will be using PMP-based PMLC – Project Management Life Cycle wherein different phases of the Project commencing from Initiation to closure will be defined and planned.

Some of the KPIs that will be tracked are -

- Schedule variance
- Quality/defect leakage to UAT – enables to determine of code quality
- Number of changes identified, accepted, and implemented

Datamatics uses **ProMIS** which is an integrated collaborative Web based Project Management tool that helps Datamatics Project teams and its customers to **record track and monitor Project progress** effectively. For Projects under the category of Application Maintenance and Support, Datamatics proposes execution model to be Managed Services using ITIL Framework. Some of the benefits of Managed Services are:

- Successful implementation of managed services model at various client locations and Projects in form of Managed Application Services and Managed Monitoring Services.
- Reduction in Total Cost of Ownership (TCO) using Frameworks like CMMi and ITIL.
- Free up management bandwidth from Day-To-Day Operations to focus on core functions
- Enable improvement in processes by leveraging the mature processes (CMMi / ITIL)
- Enable creation of Knowledge Management framework (SKMS) for ease of execution
- Availability of Legacy Modernization skills

ProMIS has been implemented at Datamatics through an enterprise-wide system that gives every employee of Datamatics a customized workspace for managing day-to-day activities that seamlessly fits into the overall project objectives and at the same time provides a shared view to the customer at various stages of the project.

ProMIS assists a customer to keep track of the project using a user-friendly dashboard - throughout the execution cycle.

Sample Snap Shots of ProMIS

ProMIS (Administrator)

Welcome: MANISH KUMAR YADAV | Set Default Project | Reset Defaults | Exit

PROJECTS **ISSUES** Remaining session time: 01:39:44 s

Projects

- Module / Sub Projects
- Tasks / Components Management
- Issues
 - > Eng Issues
 - > Assign Issue
 - > Track Issue
 - > Issue Status
 - > ReAssign Issues
 - > My Assigned Issues
 - > My Reported Issues
- Time Sheet
- Assign PM Role

Notice Board

New version released on 21-Jul-2015:
UI Enhancements and bug fix Release
For release details and Change History please refer to the document link above
[View ProMIS Tool Training Presentation](#)

Notes

1. Time sheet blocking days is set as 4 Cal days with effect from 16-Nov-2015
2. For prompt attention, please log the issues, in Pulse: Employee Area > Employee Area Feedback > Enter feedback
3. For unblocking time sheets, send UI Approval email to promis.admin@datamatics.com with Project Name & blocking dates

Example of ProMIS Dashboard –

PSR Repository Tool

Home | Exit | Help | FlowChart | Notice Board | Change Role | Welcome: LATIKA VISWANATH

Select Month-Year: March-2017

Project Summary (Development) **Development Delivery Index**

PROJECT STATUS REPORT AND MEASURES & METRICS COLLECTION FORM (Development)

Project Name: BATA ODS Project Code: BATA ODS
Project Manager: NIRAJ NAGRECHA Delivery Head: AMIT SHUKLA
PSR: SHANUJ BEGUM REHMANATULLA

Schedule

Phase	Sub Project	Planned Start Date	Revised Start Date	Actual Start Date	Planned End Date	Revised End Date	Actual End Date (if project is not closed, calculated based on target completion)	Actual % age completed	% Schedule Variation	Schedule Index
Design	BATA ODS	11/11/2016	01/12/2016	01/12/2016	06/12/2016	13/02/2017	17/02/2017	100.0	7.55	1.00
Requirement Analysis	BATA ODS	12/10/2016	12/10/2016	16/11/2016	21/12/2016	23/12/2016		100.0	9.92	1.04
Development	BATA ODS	06/12/2016	16/01/2017	03/02/2017	01/03/2017	14/04/2017	06/05/2017	80.0	8.35	1.00

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Example of a project with Enhancement and Production support

PSR Repository Tool

Home | Exit | Help | FlowChart | Notice Board | Change Role | Welcome: LATIKA VISWANATH

Select Project By Name: Digital Display Switchgear - 41
Select Project By Code: SWTCCDSG15
Select Month-Year: June-2017

Project Summary (Enhancement) **Enhancement Delivery Index** **Support Delivery Index**

PROJECT STATUS REPORT AND MEASURES & METRICS COLLECTION FORM (Enhancement)

Project Name: Digital Display Switchgear - 41 Project Code: SWTCCDSG15
Project Manager: NIRAJ NAGRECHA
PSR: SHANUJ BEGUM REHMANATULLA

Schedule

Project Code	Project Name	Sub Project	Project Manager	Type	Status of Sub Project	Date of PSR	Month of PSR	Planned Start Date	Planned End Date	Revised Start Date	Revised End Date	Target completion (only for support program)	Actual Start Date	Actual End Date (if project is not closed, calculated based on target completion)	Actual % age completed	% Schedule Variation	Schedule Index
SWTCCDSG15	Digital Display Switchgear - 41	SWTCCDSG15	NIRAJ NAGRECHA	Enhancement	Completed	06/12/2016	June-2017	01/12/2016	21/12/2016	01/12/2016	21/12/2016	100.0	01/12/2016	21/12/2016	100.0	0.00	1.00

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PSR Repository Tool

Home | Help | Menu | Search | Action | Report | Change Role | WELCOME: LATHA VITHANATH

Project Level Report

Filter: Project Name | Other Project Name | Project Code

Select Project By Name:

Select Project By Code:

Select Month/Year:

Final Summary (Enhancement) | Enhancement Delivery Index | Support Delivery Index

☐ As Per Expectation ☐ Above Expectation ☐ Below Expectation

Schedule | **Effort** | **Delivery** | **Index**

Project Code	Project Name	Sub Project Name	ICD	Project Manager	Manager	Complexity (High Medium / Low)	No. of Issues resolved (YTD)	No. of Issues resolved within SLA (YTD)	SLA norm for resolving Issues in hours per issue	Productivity norm (Percent hours per issue resolved)	Schedule Index
SWTCD00RTS	Digital Device Attachment Registry - R	Production Support	RAG	INTERNAL NUMBER	June 2017	Others	12	12	32.0	NA	1.0

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Issue Tracking

Assigned Issues

Home / Assigned Issues

Issue by ID:

Show: entries

Search:

Issue ID	SubProject	Reported Date	Reported By	Summary	Description	Issue Type	Issue SubType	Status	Logged By	Assigned To
22	TestProjM	30/10/2015 17:12	SHUBHAM	TEST issue for DCControl creation	TEST issue	Internal	System Test	Reopen	SHUBHAM	SHUBHA
2029	TestProjM	03/10/2015 13:10	KRISHNA	Testing	Testing	Code new	Code Review	Reopen	KRISHNA	DEVOUT
2033	TestProjM	03/10/2015 13:10	DEVOUTT	Test by Devoutt	Test by D	Code new	Code Review	On Hold	DEVOUTT	DEVOUT
2045	TestProjM	05/10/2015 17:10	Datanat	q	w	External	Change Request	Defect	Datanat	
2055	New Modul	07/10/2015 15:10	Datanat	Test purpose only	Test purp	External	Change Request	Reopen	Datanat	
2067	New Modul	07/10/2015 15:10	Datanat	Testing by Krishna	2071	External	Bug	On Hold	Datanat	
2084	New Modul	08/10/2015	NAHESH	For showing to customer	For showi	External	Change	Reopen	NAHESHK	NAHESH

Project Manager's Dashboard

Track Issues

Home / Track Issues

318
TOTAL ISSUES

Issue by ID:

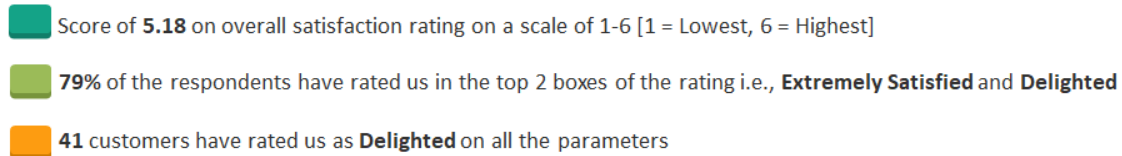
Show: entries

Search:

Issue ID	SubProject	Reported Date	Reported By	Summary	Description	Issue Type	Issue SubType	Status	Logged By	Assigned To
618	TestProjM	06/03/2015 00:03	DEVOUTT	test by Devt	test by D	Internal	System Test	Assign	DEVOUTT	NAHESH
991	New Modul	16/04/2015 14:04	KRISHNA	Test by Krishna for attachment rdo	Test by K	Internal	System Test	Assign	KRISHNA	DEVOUT
1630	New Modul	03/09/2015 00:09	--	Just for testing purpose only	Just for	Internal	Integration	Assign	RAMAKR	CHANDR
1709	Test Sub	16/09/2015 19:09	--	test	test test	External	Bug	Assign	RAMAKR	DEVOUT
1798	Sub Proj	06/09/2015 19:09	Datanat	Testing by Krishna	Testing b	External	Miscellaneous	Fixed	Datanat	
1846	TestProjM	16/09/2015 11:09	Datanat	Test by Devoutt test	Test by D	--	--	Assign	Datanat	
1863	Sub Proj	30/09/2015 09:09	Datanat	Test for file upload	Test for	Work Request	Suggestion	Assign	Datanat	
1932	New Modul	30/09/2015 11:09	Datanat	Testing file upload	Testing f	External	Change Request	Assign	Datanat	

Customer Satisfaction Tracking

Datamatics, as part of its commitment to ensure superior customer satisfaction, conducts customer satisfaction surveys at the end of every major milestone to assess customer's perception of our services. The wholly automated survey asks the customers their feedback on a range of parameters that measure their near and long term perception about the company. We feel proud to share with you that we continue a stellar performance on this count.



Apart from this, the more frequent and real time Customer Feedback Capture mechanism that captures feedback through other formal and informal channels also reports an improving trend in the customer sentiment towards our processes and performance.

5.5.1 Links to software code repositories and coding standards

With reference to the requirement of links to software code repositories, Datamatics have been using various configuration management tools [CMS] such as **PVCS, VSS, TFS, VSTS, SVN and GITHUB**. From **code confidentiality perspective and IP perspective, we cannot share LIVE LINKS but following are some screen dumps of code repositories currently in use for various projects at Datamatics.**

We at Datamatics follow coding standards, coding templates and guidelines, which is part of our Quality Management System [QMS]. Every Project at Datamatics need to follow these coding standards (especially development and enhancement projects) and code review conducted is based on these coding standards.

The screenshot shows a web browser displaying the Datamatics Quality Management System. The URL is https://www.pulse.datamatics.com/corpcorinn/jsp/Pulse/Pulse/Quality/QualityProcess/dCORUM6.3.0_Softwareonly.jsp. The page has a sidebar with 'Quality Records List' and 'List of Interested Parties'. The main content area is titled 'Standards:' and contains a table of coding standards. Below this table is a section titled 'Templates:'.

Name	Version
Standards for Client Documentation	S0001.doc 6.0.0
Standards for Naming and Version Identification	S0002.doc 6.0.0
Standards for Coding in C	S0009.doc 6.0.0
Standards for Coding in C++	S0010.doc 6.0.0
Standards for Coding in Visual Basic	S0012.doc 6.0.0
Standards for Coding in PL/1	S0013.doc 6.0.0
Standards for Coding in Crystal Reports 7.0	S0014.doc 6.0.0
Standards for Coding in ASP	S0015.doc 6.0.0
Standards for Coding in COBOL	S0016.doc 6.0.0
Standards for Coding in JAVA	S0017.doc 6.0.0
Standards for Coding in C# and .Net	S0018.doc 6.0.0
Standards for web based projects	S0019.doc 6.0.0
Standards for coding in T-SQL	S0020.doc 6.0.0
Standards for coding in VB .Net	S0021.doc 6.0.0

Fig:Coding Standards as available in our Quality Management System

Some example of Coding Standards as available in our Quality Management System

3. Use Camel casing for variables and method parameters

```
int totalCount = 0;
void SayHello(string name)
{
    string fullMessage = "Hello " + name;
    ...
}
```

4. Use the prefix "I" with Camel Casing for interfaces (Example: IEntity)

5. Do not use Hungarian notation to name variables.

Not Correct:

```
string m_sName;
int nAge;
```

In .NET coding standards, this is not recommended. Usage of data type and m_ to represent member variables should not be used. All variables should use camel casing.

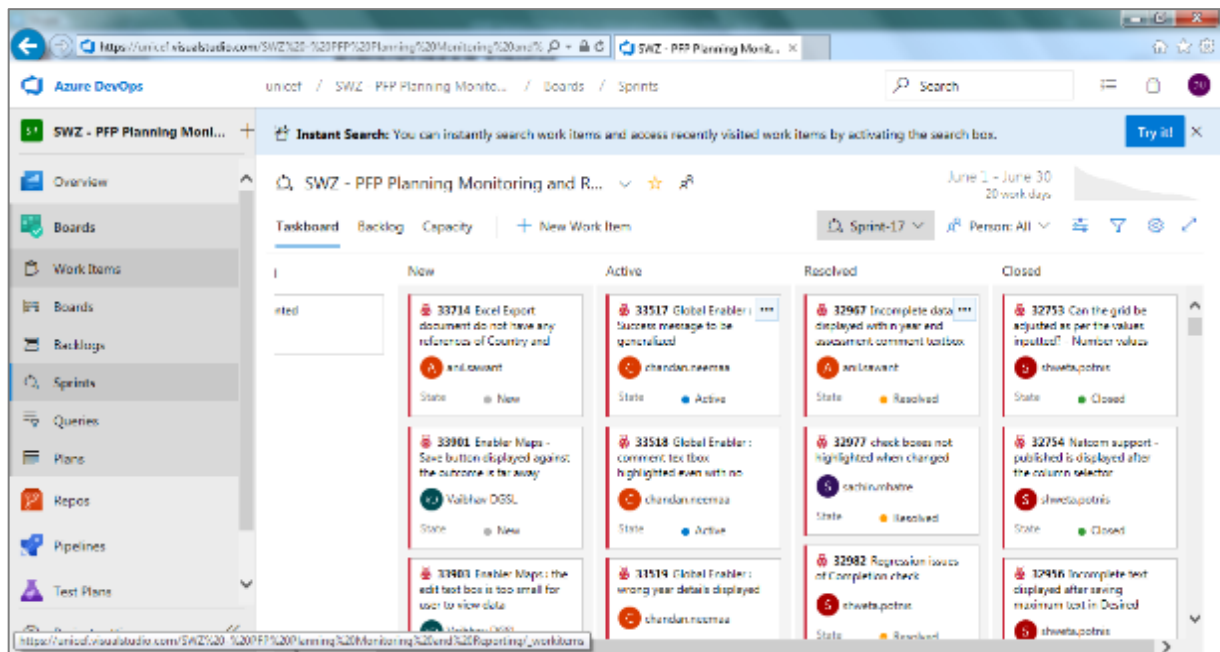
6. Use Meaningful, descriptive words to name variables. Do not use abbreviations.

Correct:

```
string address
int salary
```

Example of Coding Standard for Microsoft .Net

With reference to the requirement of links to software code repositories, Datamatics have been using various configuration management tools [CMS] such as **PVCS, VSS, TFS, VSTS, SVN and GITHUB**. From code confidentiality perspective and IP perspective, we cannot share LIVE LINKS but following are some screen dumps of code repositories currently in use for various projects at Datamatics.

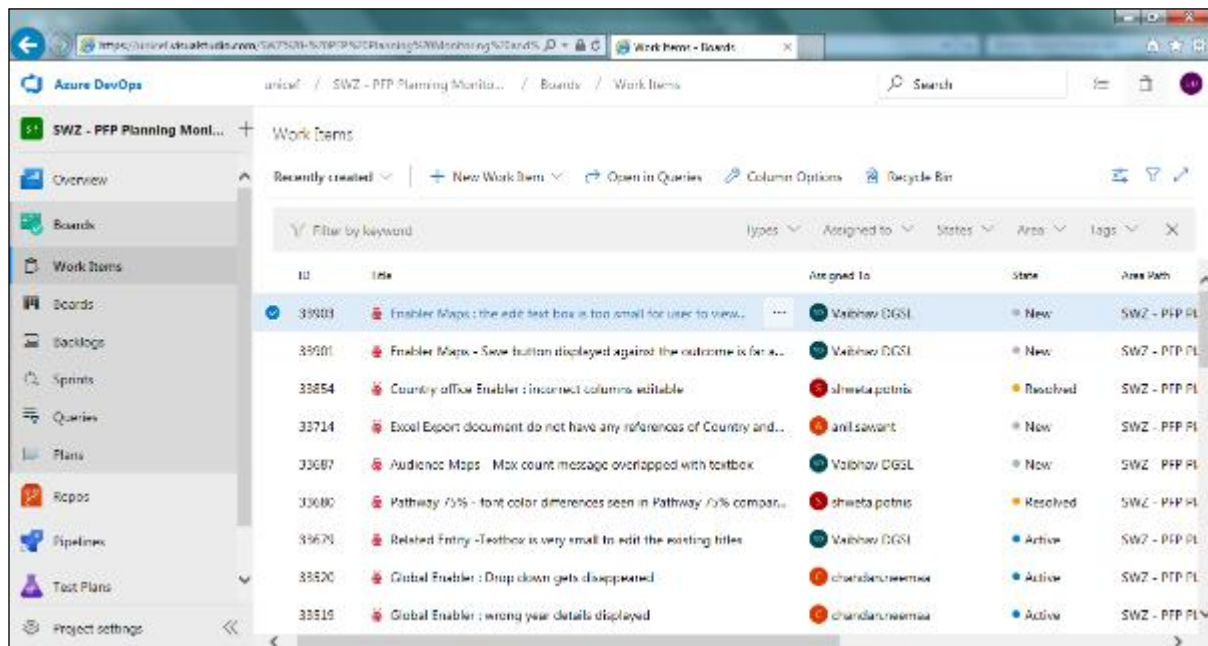


Example of KANBAN Board

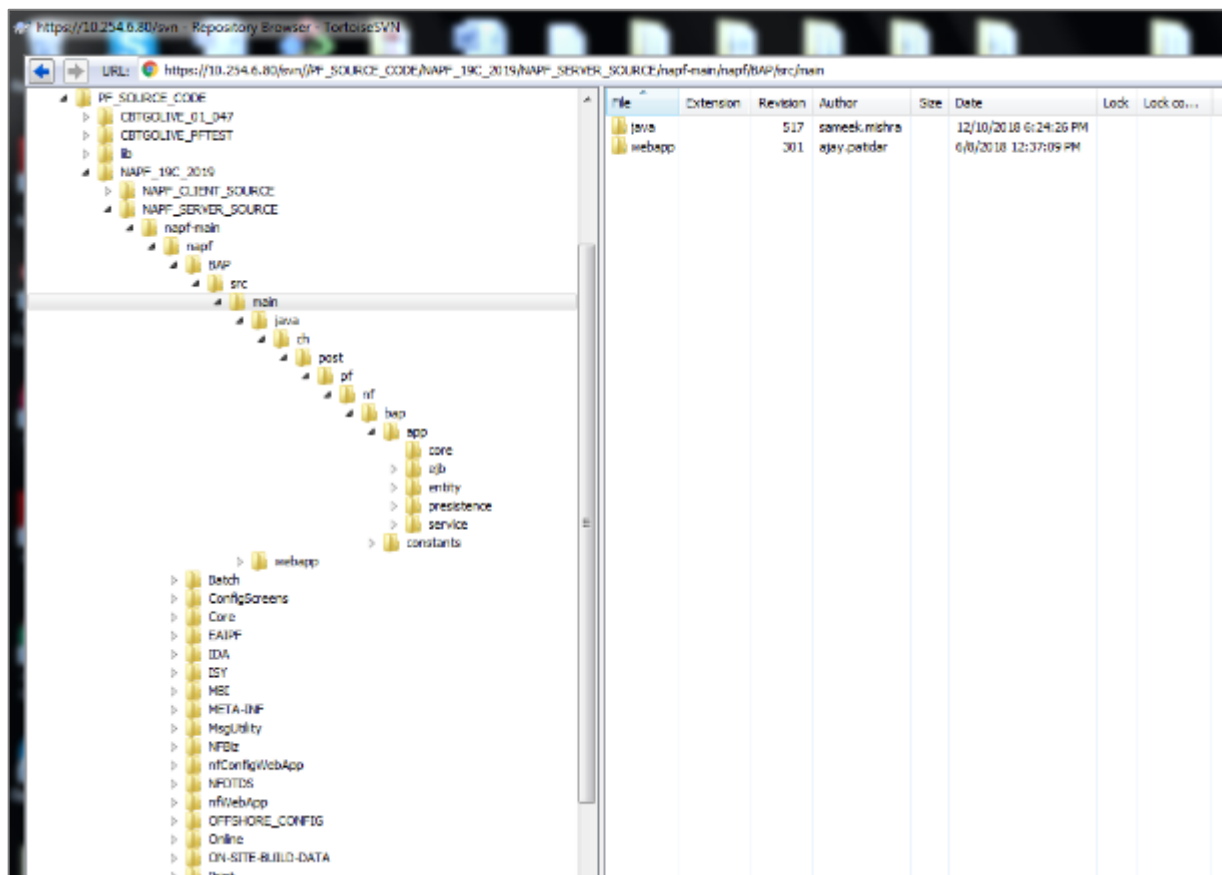
Example of User Story using VSTS



Example creation of work items sing VSTS



Code Repository using SVN



5.6 Resources Mobilization when working remotely

- When performing work from another location, employees are obliged to protect the data and information they work with. All passwords, data and information must be protected in such a way that third parties are unable to gain access to them. In this regard, the statutory, contractual and company provisions must be observed. The Employee must, in accordance with IT security standards, operate & carry out their work.
- GDPR policies are followed in terms of Data Access. Datamatics is an ISO 27001 certified organization, i.e. certified for complying with Information Security related standards. As a pre-requisite for this certification, there is a set of rules that every person under Datamatics needs to follow.
- All the Computer systems, software, storage media, applications In-house as well as third party, networking devices, Datamatics's E-Mail, Internet and FTP, are its property and is used for business purposes only.
- Any kind of theft or disclosure of data is reported to IT Operations and also immediately reports security incidents either online or offline. All mobile and computing devices that connect to the internal network comply with the Minimum Access Policy. Minimum access policy means level of access required for mobile and computing devices to connect and carry its operations.
- Employees take extreme care while opening e-mail attachments received from unknown senders, which may contain malware. In case of any malware attack, employee disconnects the LAN cable / Wi-Fi connectivity (if applicable), scan the system using antivirus installed on it and immediately informs IT Operations.
- All computing devices are secured with a password-protected screensaver. Every system and the users follow password policy.
- All computers connected to DIL campus networks via VPN use up-to-date virus scanning software and virus definitions. Use of anti-virus software (EDR) other than SentinelOne, McAfee, Norton, are approved for use by the DIL Information Security Cell. Additionally, all relevant security patches are installed; this includes personal computers.
- Employees or company with VPN privileges ensures that unauthorized users are not allowed access to DIL campus networks.
- VPN access is controlled using ID and password authentication. The password complies with the DIL Password Policy. Each VPN user has a unique profile. Shared profiles are not permitted.
- In the case of employees working from home, user ensures that he doesn't visit sites which may have business impact on Datamatics. Similarly, he also ensures that required security patches and EDR updates are installed by IT operations from time to time.

- Data users at Datamatics ensure that information is processed for the purpose for which it is downloaded. Only relevant information is downloaded for processing and unwanted information is not downloaded. He/she ensures that the data being processed is adequate for the purpose for which it is downloaded. In case of data inadequacy, communication is made directly to that personal user of an agency that handles user's personal data seeking additional data. While transmitting, being at data or processing necessary controls are in place to avoid data leakage.

6 Frameworks or methodologies used to deliver work :

Datamatics will be following **Agile Methodology** for execution of this engagement. The scrum is an agile framework for completing complex projects or expediting product/platform development on an on-going basis. Scrum originally was formalised for software development projects but worked well for any complex, innovative scope of work where functionalities of solutions are dynamic to define early as part of the requirements phase. The possibilities are endless. The Scrum framework is deceptively simple. **The Scrum Framework – How it Works**

- A product owner creates a prioritized wish list called a product backlog.
- During sprint planning, the team pulls a small chunk from the top of that product backlog, a sprint backlog, and decides how to implement those pieces.
- The team has a certain amount of time, a sprint, to complete its work - usually two to four weeks - but meets each day to assess its progress (daily scrum).
- Team size will be based on the functional/technical scoping & complexity arrived by the Scrum Master during the estimation phase. Along the way, the Scrum Master keeps the team focused on its goal.
- At the end of the sprint, the work should be potentially shippable.
- The sprint ends with a sprint review and retrospective.
- As the next sprint begins, the team chooses another chunk of the product backlog and begins working again.

The cycle repeats until enough items in the product backlog have been completed, or a deadline arrives in terms of the release cycle. No matter which impetus stops work, Scrum ensures that the most valuable work has been completed when the project ends.

The team will follow the “**Agile development with Scrum**” methodology. Below is the diagrammatic representation of the “Scrum Process.”

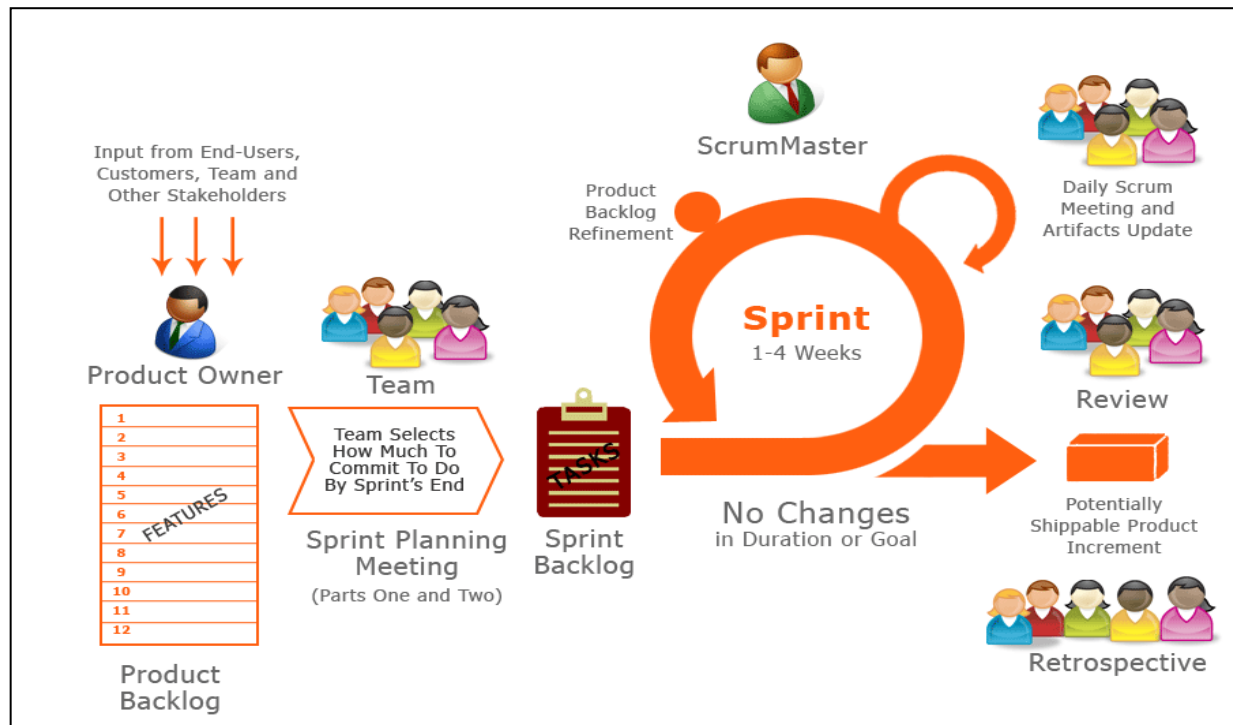


Figure 1: Agile Development - Scrum Process

Sprint Duration	4 weeks
Sprint Planning	Individual Sprint Planning + Integrated Scrum of Scrum
Sprint Daily Stand-up	Individual Scrum Team
Cross Team Coordination / Governance	Alternate Day Scrum master/scrum team lead meeting
Integrations with other systems	Team structured in as a part of scrum teams
Manual/Automation Testing	As a part of the individual Scrum Team

Datamatics uses **relevant issue management tools** that helps Datamatics Project teams and its customers to **record track and monitor Project progress** effectively. For Projects under the category of Application Maintenance and Support, Datamatics proposes execution model to be Managed Services using ITIL Framework.

6.1 Account Management Process

6.1.1 Account Management

Our Account Management structure for International Organizations operates at Strategic Level as well as at Operational Level and ensures a strong commitment at each level viz.

- **Strategic** to address executive leadership activities.
- **Operational** to address delivery management.

Strategic Level: The relationship at this level is guided, monitored and nurtured by a steering committee, comprising senior leadership including the CEO and Sales Head. Datamatics has appointed a Global Account Manager EIB head the UN/IO business at Datamatics, from the Corporate Management team (reporting directly to the Senior Leadership) to ensure the success of every UN/IO assignment undertaken and is also mandated to ensure every UN/IO Customer Datamatics works with, is happy with Datamatics Services and is willing to refer Datamatics to others.

Operational Level – Project Execution: At the operational level, this model introduces a delivery organization of integrated onsite and delivery resources focusing on day-to-day issues such as work plan, performance and service quality.

Global Account Program Governance: At Datamatics we have structured a Global Account Program Governance Framework to help our multinational customers and support them as strategic partners to their IT initiatives. A strategic account management program, that involves task-dedicated actors to improve account performance, and ultimately help in value creation. The Key responsibility assigned to these teams is the work done related to inter/intra-organisational alignment activities and creating & capturing value for the customers.

6.1.2 Governance

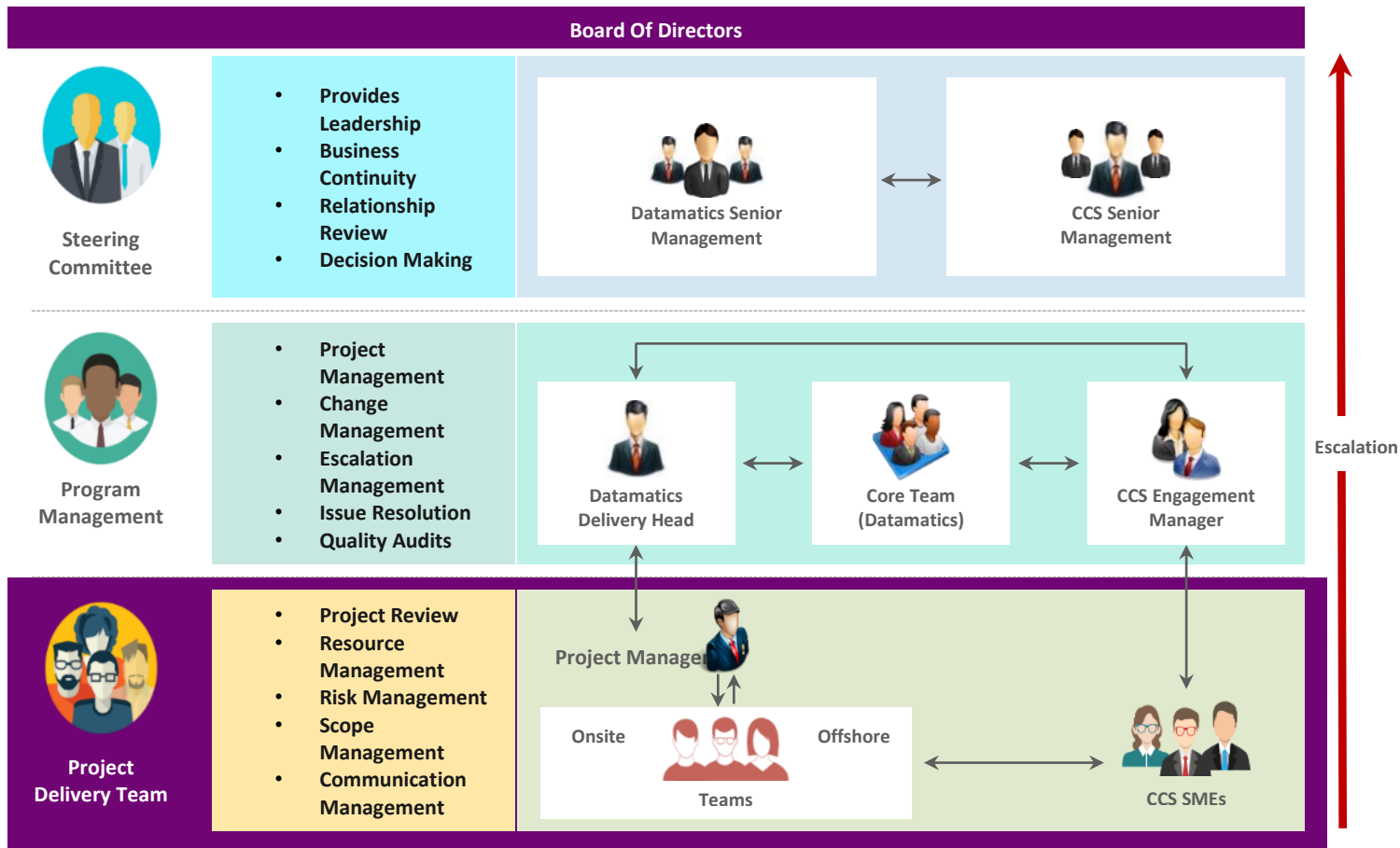
At Datamatics, we believe **Governance** is an essential part of successful and timely delivery, involving three key elements –

- Goals of the **Relationship**, an appropriate working framework, and the principles for operating;
- Communicate **Strategy** and sponsorship;
- Set the processes & procedures by which the partnership will operate

Our industry connection through various engagements with our customers has enabled us to gain significant insight into developing the best approach to using **governance effectively**.

Datamatics propose to use a **multi-layered governance model** which will focus on ensuring client benefits from the added value of our offerings, rather than simply delivering services as per contract.

Datamatics Multi-Layered Governance model is detailed in the section below:



7 Datamatics Staffing Process

Datamatics' professional services/IT Human Resources on T&M basis are available for CCS when the business requires experienced and skilled information technology (IT) professionals and consultants to be placed across the Globe. At Datamatics we know what is required when it comes to finding the right staff "talent" required to help and grow the IT capabilities for the Organisation.

These engagements will be executed as time and material model wherein our team members will work with CCS team for specific duration either at Onsite or Offsite. The billing will be done on a monthly basis as per the agreed rate sheet.

The task allocation will be done by CCS project manager and our team will work as extended support to the CCS/Buyer team. We will assign the Project Manager who will monitor the work and will ensure that CCS expectations are met.

Location of Services: Onsite

For requirements from CCS office, we will propose local candidates or the team members will travel from India with valid work permit or on business visa for short duration assignments. Team members will operate from CCS office. Also we can source the candidates from our Nearshore locations.

Location of Services: Offsite - India

Our team member will operate from our India office and will coordinate with CCS team using telephone line and web conference tools i.e. MS Teams, Skype, GoToMeeting, WebEx etc. Our team members will operate as per the time zone of CCS/Buyer locations. We will ensure that our team have around 6-8 hours of overlap with CCS/Buyer team for meetings, conference call and work discussions.

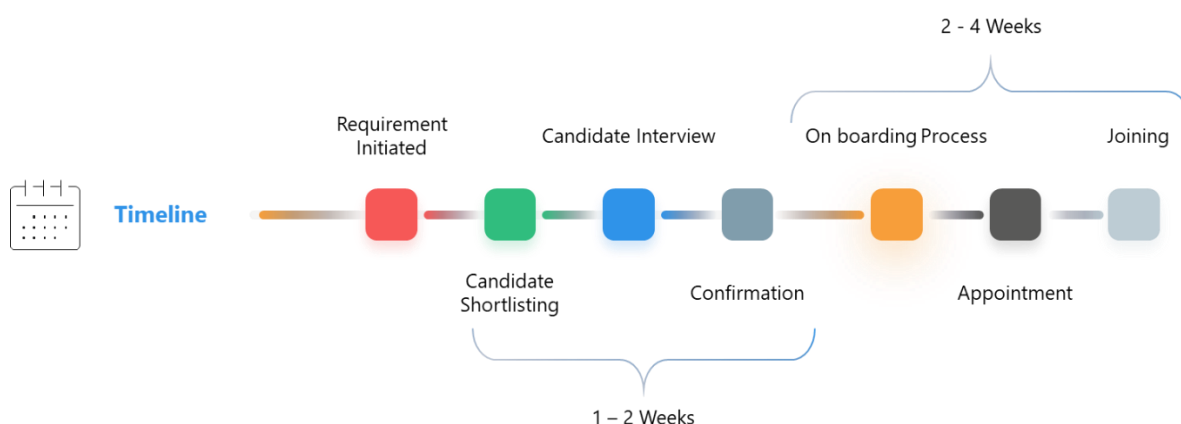
7.1 Staff/Candidate Onboarding

Datamatics will follow streamlined processes for the candidate selection, on-boarding and visa processing (as required).

Once we receive the requirement from **CCS/Buyer** team, we will follow the following steps to fulfil the requirements:

1. **Assess the profile** requirement and shortlist candidates to be proposed
2. **Internal screening** of the candidates by Datamatics recruitment team
3. Share the CVs of the shortlisted candidates within **2-3 days**. For each requirement, three resumes are submitted

4. Coordinate with the **Client** team for interviews. Datamatics **Relationship Manager** to confirm the schedule for the interviews
5. **Client** team to conduct the assessment test prior to final evaluation or interview the proposed persons. (CCS will specify in the restricted call for tender whether it wants the selected provider to take the candidates test or CCS would procure the online test.)
6. **Client** team to conduct the interviews of shortlisted candidates using telephone or web conference tools (Skype/GoToMeeting/WebEx etc.)
7. **Client** team to share the feedback and decision for selected candidates.
8. **Client** team to share the invitation letter for the selected candidate
9. If the selected **candidate is from EU**, he/she can be placed in the **Client** office through **Datamatics entity in the Netherlands**
10. The candidate to join the **Client** office on the agreed date. Typically, it will take **2-4 weeks** to onboard the candidates at **Client** office. This will depend on the location from where the consultant is on-boarded. A typical timeline diagram is as below:



Kindly note: The above timeline is for deploying candidates from Datamatics pool. The timeline could be shorter if the local or nearshore resources/candidates are available to start the work soon.

Datamatics has a **standard product/project approach** which is followed:

7.1.1 Augmenting team – externally (product approach/T&M Basis)

Datamatics' professional services/IT Human Resources on T&M basis are available for CCS when the business requires experienced and skilled information technology (IT) professionals and consultants to be placed. At Datamatics we know what is required when it comes to finding the right staff "talent" required to help and grow the IT capabilities for the Organisation.

These engagements will be executed as time and material models wherein our team members will work with CCS team for specific duration either at Onsite or Offsite. The billing will be done monthly as per

the agreed rate sheet.

The task allocation will be done by the CCS project manager and our team will work as extended support to the CCS team. We will assign the Project Manager who will monitor the work and will ensure that CCS expectations are met.

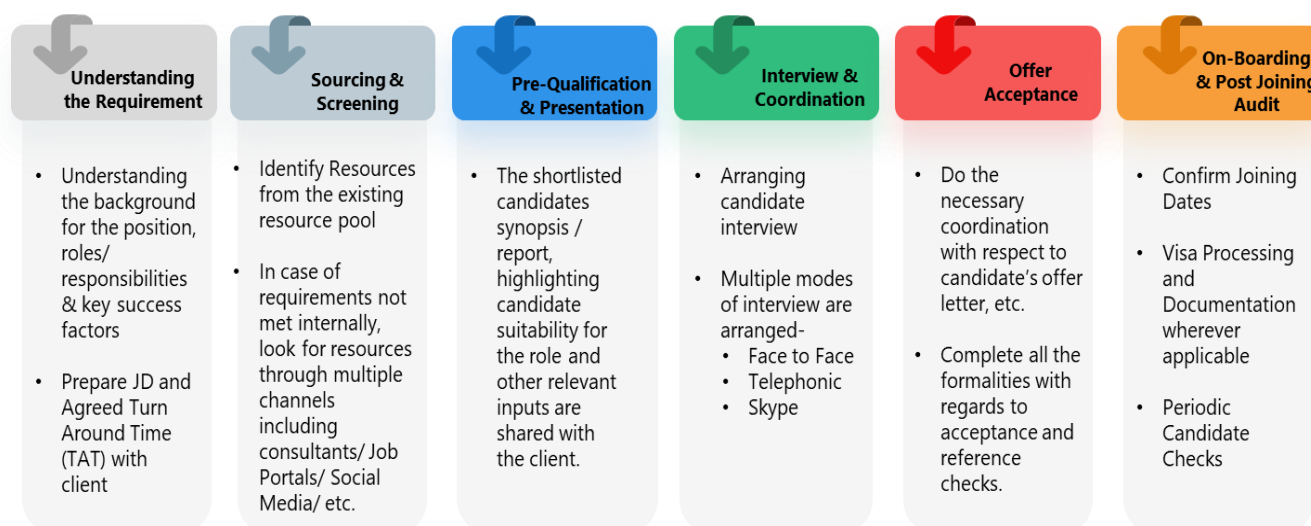
Candidate Selection and Onboarding

We will follow streamlined processes for the candidate selection and on-boarding. Once we receive the requirement from CCS/Buyer team, we will follow the following steps to fulfil the requirements:

1. Assess the profile requirement and shortlist candidates to be proposed
2. Internal screening of the candidates by Datamatics team
3. Share the CVs of the shortlisted candidates
4. Coordinate with CCS/Buyer team for interviews
5. Initiate on boarding process of the selected candidates by CCS/Buyer team

7.1.1.1 Pre-Screening and Hiring Process

Datamatics shall ensure full transparency and close control with CCS/Buyer. The same shall be fulfilled by our HR Processes for Recruitment, Team Formation, and Learning and Development.



Processes	Description
Initiating Recruitment	Recruitment for all positions will be initiated based on a Manpower Requisition Form (MRI) duly filled in by the requester and approved by the respective LoB/ Department Head. Requisitions raised will be project-specific and should be forwarded to the Resource pool Manager (RPM).
Sourcing	The RPM will source from the existing employee pool before approaching the recruitment managers for exploring all channels of hiring.
Norms for Pre-screening	All candidates who qualify, for an interview with Datamatics must have a graduate degree as a minimum qualification. This degree must be either recognized by the University Grants Commission (UGC) and/ or the All-India Council for Technical Education (AICTE) which are the apex bodies in the Indian education system. For certain specific positions, a Diploma recognized by the Board of Technical Education (BTE) may also be considered as a minimum qualification. Normally, candidates who have

Processes	Description
	consistently scored at least 60% (or equivalent) aggregate in all their academic examinations will only be considered for employment. For BPO positions, the qualifying criteria would be 50% aggregate in all academic examinations.
Special Considerations and Qualifying Test	For positions in the software divisions and up to certain grades in the BPO practices, all shortlisted candidates with less than 1 year of relevant experience may be required to qualify tests as a part of the selection process. Waiver if any for tests can be exercised in consultation with the Delivery department Head.
Interview Process	All shortlisted candidates shall be required to fill in the Employee Profile Form (EPF) prior to their interview. They will be required to be assessed by at least three interviewers, as per the matrix, of which two may be technical and one HR. All hiring decisions will be based on the collective assessment of all the interviewers. Each individual interviewer is required to record his/ her comments on the candidate by filing in the Competency Assessment Form (CAF) provided by HR. Interviewers are requested to make elaborate comments on the technical/functional and personal capabilities of the candidate in order to help in the hiring decision.
Relevant Experience	Relevant experience may be defined as experience which is directly and immediately required by the candidates to perform their duties and responsibilities in the role for which they may be selected. All software development experience irrespective of any technology will be considered as relevant experience for software professionals. While 100% weightage will be given to a candidate's relevant experience for making the fitment, up to 50% weightage could be given to other experience as per the discretion of the concerned Delivery Head.
Decision to Hire	All hiring decisions will be subject to approval by the Head HR / Recruitment and the respective LoB/ Department Head.

7.1.1.2 Reference Check and Background Check

Candidates clearing the interview undergo a thorough background check through references and previous employers as well as by third party agencies. **Organization's background verification** is conducted by third party agencies for all Datamatics group of companies' employees, contractors, temporary staff & third-party users.

It includes **criminal record checks, passport validation, and immediate ID checking, Employment history (past three years), social media screening, health-related questions, Nationality and Immigration Status** to prevent misrepresentation at all levels and the reports are submitted within a month.

Background check of employees being on-boarded at **overseas location** includes:

- **Address Verification:** Physical address verification is performed for new joiners for all locations.
- **Employment History Verification:** An employment check is conducted through telephone or e-mail for the last two employers. In a scenario where there is no response from the employer, the same is validated via personally visiting their offices.
- **Court Records Search:** The court record check is carried out for the last seven years

7.1.1.3 Employee Retention

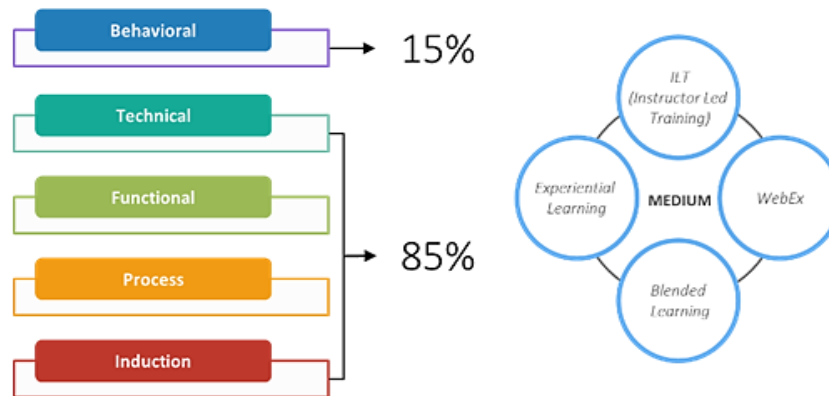
Our dedicated **Business Relationship Management Team** will work closely with our consultants assigned to the **CCS/Buyer** assignment to ensure their total job satisfaction. Apart from close interaction during the On-boarding and Induction period, there is interaction with them regularly:

- **Pay and Compensation** – The compensation details are discussed in detail with the consultants at the beginning of the assignment and a contract is created after the agreement. All terms and conditions are minutely agreed upon and documented so that there is no scope of any confusion later.
- **Performance Management** – The concerned Delivery Manager will conduct an annual appraisal for all consultants based on feedback received from the concerned CCS/Buyer Project Manager. There is a detailed discussion on the following key areas and the action plan agreed and documented:
 - Performance during the past year – Strong and weak areas of performance
 - Expectations for next year
 - Career Aspirations of the consultant – short-term (1 -2 years) and long-term (3 -5 years)
- **Recognition** – We propose an elaborate Rewards and Recognition program for our consultants at LCCS/Buyer
- **Career Growth** – The career aspirations of consultants are tracked closely and these are discussed regularly during appraisals and also as and when required by the consultants. The concerned CCS Project Managers would be kept updated on this, in case they need to know or any action required from their side
- We have a web-based intranet portal where all employees on CCS assignments will have access to all information, updates, policies, and actions required for their day to day work.
- We have medical insurance onsite, which covers them for their and dependent's medical aid.
- Provide opportunities within the company for cross-training and career progression.

7.1.1.4 Training

Datamatics has been constantly thriving to maintain the level of expertise of all its consultants. We have been providing them with better learning opportunities for personal and professional development thereby mutually benefiting both the organization and employees in turn. Our training

plan positions training function as a Strategic Driver for organization learning needs and to develop Skills & Knowledge of employees so that they can perform their role more effectively and efficiently. Training is given to all employees on the permanent employment of Datamatics and all its subsidiaries in India and overseas locations. Specialized Training needs or client-specific training is also planned by the Datamatics **Learning & Development** Team.



To ensure the consultants are abreast of the latest in the industry we can have targeted training planned in discussions with CCS.

While the On-Boarding process is in progress, resources are put on induction programs, to ensure that they come up to speed on the requirements of the new assignment.

Datamatics Learning & Development (L&D) Department has tied up with various reputed institutes to help employees enhance their capabilities. The purpose of the initiative is to encourage competency build-up within the organization and to give formal recognition that will benefit the individual as well as the organization. In addition, these candidates can enroll themselves in the ongoing training programs within the organization. Our monthly training program and individual programs are announced online on a regular basis. The employees could register for these programs online. Below is a snapshot of our training calendar.

View Calendar											
Select Month		January-2023									
January-2023											
From Date	To Date	Timing	Program	Location	Remarks	Total Seats	Applied	Request Received	Confirm Seats	Available	Enroll
Mumbai											
Technical/Domain Training/Seminars											
02-Jan	02-Jan	3:00 pm - 5:00 pm	HR FINANCE COLLABORATION MEET	KC Mumbai		300	0	0	20	280	Enroll
04-Jan	04-Jan	TBD	MANAGING CONFLICTS OF INTEREST IN BUPA UK	Online		100	0	0	86	14	Enroll
04-Jan	04-Jan	1hr	FIGHTING FINANCIAL CRIME IN BUPA UK	GROW		100	0	0	86	14	Enroll
04-Jan	04-Jan	TBD	RISKING IT - UK	Online		100	0	0	86	14	Enroll
10-Jan	10-Jan	TBD	YOU AND BUPA CODE OF CONDUCT	Online		100	0	0	1	99	Enroll
11-Jan	14-Feb	self paced	SELENIUM WITH JAVA	Online		100	0	0	1	99	Enroll
12-Jan	12-Jan	9:30am-11:30am	TRUCAP TRAINING	MS Teams		800	0	0	1	799	Enroll
13-Jan	13-Jan	10:30 am-1:00 pm	DEMYSTIFYING CTC WORKSHOP	Mumbai		300	0	0	33	267	Enroll
13-Jan	13-Jan	2:30pm-4:30pm	FEEDBACK DISCUSSION	KC		300	0	0	21	279	Enroll
14-Jan	14-Jan	2 Hrs	EXCEL FOR MARKETERS	Hubspot		100	0	0	1	99	Enroll
15-Jan	15-Jan	Self paced	CONTENT MARKETING	Hubspot		100	0	0	1	99	Enroll
16-Jan	16-Jan	TBD	RISK MANAGEMENT	Online		100	0	0	1	99	Enroll
17-Jan	17-Jan	TBD	HUBSPOT MARKETING SOFTWARE	Online		100	0	1	1	99	Enroll
17-Jan	17-Jan	Self paced	DIGITAL ADVERTISING	Hubspot Academy		100	0	0	1	99	Enroll
17-Jan	17-Jan	3pm - 4pm	E - NOMINATION	KC		300	0	0	60	240	Enroll
17-Jan	17-Jan	3:30 pm - 5:30 pm	MICRO FOCUS INDIA RESILIENCY & PERFORMANCE ENG.	Micro Focus		100	0	0	1	99	Enroll
17-Jan	17-Jan	3pm - 4pm	E - NOMINATION	KC		300	0	0	0	300	Enroll
18-Jan	18-Jan	2:45pm - 3:30pm	E - NOMINATION	KC		100	0	0	26	74	Enroll
18-Jan	18-Jan	7:30pm - 9:30pm	SENTINELONE RESPONDER WORKSHOP	Zoom		300	0	0	31	269	Enroll
18-Jan	18-Jan	2pm-3pm	LEARN NEXT GENERATION AUTOMATION TOOL - CYPRESS	SkillUpRight		300	0	0	3	297	Enroll
18-Jan	18-Jan	TBD	AWS SESSION	AWS		100	0	0	1	99	Enroll
19-Jan	19-Jan	2pm-3pm	AGILE METHODOLOGY	SkillUpRight		300	0	0	2	298	Enroll
19-Jan	19-Jan	TBD	HUBSPOT SALES SOFTWARE	Online		100	0	0	1	99	Enroll
20-Jan	20-Jan	6 Hrs	EMAIL MARKETING - HUBSPOT ACADEMY	Hubspot		100	0	0	1	99	Enroll
20-Jan	20-Jan	9:30am-12:30pm	COCKPIT ENTERPRISE KT	MS Teams		300	0	0	0	300	Enroll
20-Jan	20-Jan	3pm - 4pm	BPO ATTENDANCE POLICY & E NOMINATION SESSION	KC		300	0	0	52	248	Enroll
20-Jan	20-Jan	4pm - 4:30pm	E-NOMINATION HELPDESK	Zoom		100	0	0	39	61	Enroll
20-Jan	20-Jan	2:30pm-4:30pm	NASHIK-MUMBAI CALIBRATION	KC		300	0	0	21	279	Enroll
24-Jan	24-Jan	6PM-7PM	DATAMATICS SALES FORCE PRACTICE TRAINING	MS Teams		100	0	0	1	99	Enroll
25-Jan	25-Jan	10:30am-1pm	HR COMPLIANCE	KC		300	0	0	23	277	Enroll
25-Jan	25-Jan	TBD	BUSINESS ANALYST CAPSTONE	Online		300	0	0	1	299	Enroll
25-Jan	25-Jan	self paced	DATA ANALYSIS EXPRESSION	Youtube		300	0	0	1	299	Enroll
25-Jan	25-Jan	7:30pm - 9:30pm	SENTINELONE RESPONDER WORKSHOP	Zoom		300	0	0	30	270	Enroll
26-Jan	26-Jan	self paced	POWER BI	Youtube		800	0	0	1	799	Enroll
Non-Technical Trainings											
03-Jan	03-Jan	11am -1pm	BANGLADESH AND PORTUGAL COUNTRY SPECIFIC TRAINING	KC		300	0	0	11	289	Enroll
16-Jan	17-Jan	8am - 5pm	7TH SERVICE QUALITY EXCELLENCE SUMMIT	Mumbai		800	0	0	1	799	Enroll
Induction & Process Trainings											
02-Jan	02-Jan	11am - 12pm	TRAINING ON -DATA DEFINITION	KC		800	0	0	9	791	Enroll
04-Jan	04-Jan	Self paced	INFORMATION SECURITY & PRIVACY MATTERS	GROW		100	0	0	86	14	Enroll
Nashik											
Technical/Domain Training/Seminars											
05-Jan	05-Jan	12:00-13:00	CIP TO POINT - END TO END TESTING KT	Teams		50	0	0	42	8	Enroll
09-Jan	14-Jan	11:00-15:00	FIREWALL LOG REVIEW	Floor		1	0	0	1	0	Enroll
13-Jan	13-Jan	5:00-6:00	ISMS AWARENESS	floor		25	23	23	23	2	Enroll
14-Jan	14-Jan	2:30-5:30	POWERPOINT PRESENTATION	Auditorium		30	0	0	23	7	Enroll
17-Jan	17-Jan	5:00-6:00	ISMS AWARENESS	floor		50	0	0	41	9	Enroll
19-Jan	19-Jan	5:00-6:00	ISMS AWARENESS	floor		27	0	0	27	0	Enroll
23-Jan	25-Jan	18:00-20:00	IT OPERATIONS PROCESS TRAINING	Floor		1	0	0	1	0	Enroll
24-Jan	28-Jan	9:30am-1pm	TRANSCRIPTION (R&A)	Classroom		100	1	1	1	99	Enroll
Non-Technical Trainings											
07-Jan	07-Jan	10:30-14:00	COMMUNICATION SKILLS	Auditorium		40	2	0	39	1	Enroll
14-Jan	14-Jan	10:30-13:30	TIME MANAGEMENT	Auditorium		30	0	1	20	10	Enroll
21-Jan	21-Jan	10:30-13:30	TEAM SYNERGY	Auditorium		30	0	0	22	8	Enroll
28-Jan	28-Jan	10:30-14:00	PEOPLE MANAGEMENT	Auditorium		30	1	0	16	14	Enroll
Induction & Process Trainings											
02-Jan	02-Jan	11:00-14:00	PARICHAY	Auditorium		30	0	0	26	4	Enroll
03-Jan	07-Jan	14:00-10:30	SBI_SCRUTINY PROJECT	PT Floor		1	0	0	1	0	Enroll
03-Jan	03-Jan	11:00-16:00	ICICI BANK	Auditorium		30	0	0	27	3	Enroll

As a part of the continuous training program, we also provide WebEx recorded training sessions for employees. Our Learning & Development Team ensures all the necessary provisions are arranged for

our employees to guarantee time-efficient training sessions both online/ offline as per their readiness and accessibility. The image below gives a preview of our WebEx Sessions.

The screenshot displays the 'Training Calendar' interface. On the left, there is a sidebar with options: 'View Calendar', 'View Training Calendar', 'View Training Attended', and 'Sanction Nominations'. The main content area shows details for 'Microsoft Azure Administrator Certification 2023'. Below the title, there is a table with the following fields and values:

Prerequisites	
Objective	
Course Details	
Proficiency Level	Basic - L1
Target Audience	
Faculty Name	Various Speakers
Faculty Employer	
Faculty Internal/External	External

At the bottom of the table, there is a 'Back' button.

Example of Microsoft Training on WebEx

Datamatics has its own LMS Platform – **eShiksha** which also help employees to take trainings online – anytime – anywhere. Some sample programs are as mentioned below –

1. Technical/ Domain Training/ Seminars:

Microsoft SharePoint, ORACLE, Business Intelligence, AI, Data Management, DevOps, Security, GDPR Training, CSM Training, MS VBA Excel and Macros, JIRA implementation, Agile Scrum/ XP Methodology and Practices, ITIL V3 Training, Angular, .Net Core, Entity Framework, GIT, etc.

2. Non-Technical Training

English Grammar, Interpersonal Skills, E-mail Etiquette, Team Effectiveness, know you're potential

3. Induction & Process Training

Corporate Induction, LOB Induction, ISMS Awareness, Data Capture – Process Training, Parichay, Mutually agreed KPI's and performance yardsticks will be designed and defined to measure the impact of training program conducted by Datamatics. Performance of associates and trainers will be measured and monitored via a well-defined tool incorporating such KPI's and performance measures.

7.1.1.5 Rewards and Recognition

Datamatics proposes a three-pronged approach to appreciate the excellent performance extended by Datamatics employees, who are deputed for CCS. We believe that this approach will help in recognizing and motivating the employees to deliver their best to CCS.

The approach includes:

1. Earned Point-based Reward System: This will help in identifying the **Star of the Month** and **Star of the Year** employee/s
2. Sponsorship for learning an extra foreign language

3. Sponsorship for **Technical Training/Certifications** – This will further help in enhancing the efficiency levels of our consultants working for CCS/Buyer

7.1.1.6 Performance Management

Performance appraisal at Datamatics is based on the discussion of an employee's performance of assigned duties and responsibilities. The appraisal measures skills and accomplishments with accuracy and uniformity. We ensure that each employee should receive a thoughtful and accurate appraisal. We monitor that the supervisor completes a constructive and objective appraisal and we also counsel the employees to respond to constructive suggestions and to work with the supervisor to reach future goals. It provides a way to help identify areas for performance enhancement and to help promote professional growth. This is done post the performance appraisals are over.

- ➔ **PIP:** We use a **Performance Improvement Plan** as a formal process to help employees improve performance or modify behavior. PIP identifies performance and/or behavioral issues that need to be corrected and the supervisor creates a written plan of action to guide the improvement and corrective action.
- ➔ **PEP:** **Performance Enhancement Plan** is designed for all employees rated at 3 (meets expectations). It is done to utilize existing human resource programs to the fullest by integrating the activities that select, assign, develop, and manage individual careers with the organization's plans. It helps to enhance an employee's growth by grooming and cultivating the potential to convert them into talent.
- ➔ **CDP:** The purpose of a **Career Development Plan** is multifold. First, it ensures that the employee maintains the current level of job proficiency through continued learning activities. Secondly, the employee charts a career path by identifying new knowledge, skills, and abilities to pursue, as well as learning activities needed to reach the desired goal. Lastly, the goals set by the employees & their reporting managers are aligned with the organizational goal.

Key Performance Indicators

For consultants placed at CCS, the feedback from the concerned CCS Projects/Resources Manager plays the key role. The feedback would be sought on following broad areas:

Assignment related parameters	Behavioral parameters
• Technical competence • Schedule compliance • Quality of deliverables • Productivity • Utilization	• Attitude towards works • Desire to excel • Honesty and Integrity • Ability to Work Independently • Pro-activeness and taking initiatives • Interpersonal skills and team spirit

We do consider the genuine and legitimate challenges faced by the consultants as part of the project team. Exceptional performers will be rewarded through programs like the **Rewards & Recognition Program**.

7.1.1.7 Transition Management/Knowledge Management

Datamatics follows a well-defined Transition Management or Knowledge Transfer process in-case a candidate decides to leave or exit. Once Datamatics deploys a resource into CCS's Project, Datamatics project Manager will meet CCS/Buyer team and take resource feedback within a month time and based on that feedback we take the certain steps. If the resource is replaced/transferred or resigned, Datamatics Program Manager/Account Manager will speak with concerned Team Manager and will try to understand the performance gaps. Upon understanding the reason of resource replacement, the new candidates would have undergone our usual pre-screening process and on selection by CCS/Buyer, we will have the project transference and induction process conducted for the new consultant to ensure smooth transitions and sped fast on boarding.

The need for replacing our consultants could arise because of the following possible reasons:

Replacement requested by CCS/Buyer team because of performance issues

- Datamatics Program Manager/ Relationship Manager will speak with the concerned **CCS/Buyer** Manager who has raised the replacement request.
- In case the performance gap could be addressed by counseling and guidance, those actions will be taken immediately, and performance will be monitored closely.
- After taking the necessary measures if the performance is found to be unsatisfactory, then the replacement candidates are offered. These candidates would have undergone our usual pre-screening process and on selection by **CCS/Buyer**, we will have the project transference and induction process conducted for the new consultant to ensure smooth transitions and sped fast onboarding.
- The non-performing candidates would be taken back to Datamatics.
- Datamatics generally provides the ideal candidates within agreed TAT (turnaround time) after getting the request.

Consultant Leaving on Own:

- Datamatics Program Manager would explore the possibility of retaining that person.
- In case there is no chance of retention, Datamatics will notify the CCS/Buyer team a minimum of 1 month in advance.
- In parallel, the process of replacement will start as described above.

Datamatics would also ensure smooth knowledge transfer through a structured approach ensuring service continuity. We are following below mentioned Transition process for Resource replacement or Exit from Datamatics -

- Datamatics Program Manager/Account Manager will speak with concerned CCS/Bueyr Manager in case of resource replacement request.
- In the scenario of resource replacement or resource leaving Datamatics, there will be structured approach to knowledge transfer (KT) whereby Account Manager/Project Manager will ensure that, all available documentation is passed on to new resource on board and KT sessions are conducted thus ensuring smooth transition of knowledge ensuring service continuity.
- Datamatics in-house resource pool is well equipped to manage any urgent requirements

Datamatics would train an additional team of resources on process, policies & IT landscape and the size of such pool will be maintained at about 10% of the billable team. The primary benefits of this approach are:

- Quick replacement and on-boarding of resources
- Rigorous knowledge transitions not required as the resource are well equipped with standards and policies. As per experience, Datamatics follows -
 - Deployment of resources in 4-6 weeks post confirmation
 - Replacement in 2 – 4 weeks depending on the level.

7.1.2 Augmenting team – externally (project approach/ Fixed Price)

Datamatics have over 30+ years of experience in delivering effective independent management turnkey solution. To address the requirements of CCS/Buyer, Datamatics will be following best practices, methodologies like Agile-Scrum, PRINCE2, Waterfall and ITIL. In addition, Datamatics has adopted industry best-practices and our software development team can develop, integrating or customizing various processes involved meeting the requirement.

The complete ownership will be with the Datamatics project manager and our team will work on completing the project as per the agreed schedule and cost. The engagement model that will be followed internally will be Agile with a Scrum Master along with the development team. We would require participation from actual product owner for successful completion of the project.

7.1.2.1 Project Planning

Estimate the Scope of the Project - The work and resources that go into the creation of the product or service are essentially the things that frame the scope of the project. The scope of the project outlines the objectives of the project and the goals that need to be met to achieve a satisfactory result.

Datamatics follow below steps for defining the scope of a project:

- Project objectives
- Goals
- Sub-phases
- Tasks
- Resources
- Budget
- Schedule

Then we clearly set the limitations or parameters of the project and clearly identify any aspects that are not to be included. In specifying what will and will not be included, the project scope considers all the stakeholders, senior management and team members involved, what product or service will be delivered.

Understanding the scope provides foundations for managing project change and risk management. It enables goal setting and a timeline to work towards, as well as key points for reporting on the progress of the project to senior management and other stakeholders.

Establish Estimates of Work Assignment and Task Attributes

Size is the primary input to estimate effort, cost, and schedule. The estimates consider a relative level of difficulty or complexity assigned for each size of the attribute.

Example Work Products

- Size and complexity of tasks and work products
- Estimating models
- Attribute estimates
- Technical approach



8 Annexure List

8.1 Annexure A – SLA

These SLA may be applicable at the time of actual engagement. However the terms can be discussed and mutually decided and agreed with the Buyers.

Service level Agreement (Production):

Severity Level	Impact	Description	Response Time	Updates	Resolution Time	Uptime SLA	Comply (Yes / No)
S1	Critical	Interruption of critical business service impacting many or all users / groups	Immediate	Every 15 min	0-2 hrs	99.95%	YES
S2	Major	Interruption of critical business service impacting specific business area / process group	<15 mins	Every 30 min	0-4 hrs		YES
S3	Minor	Interruption of non-critical business service impacting single user	<30 mins	Every 2 hrs	0-6 hrs		YES
S4	Service Requests	Tasks which does not affect business	<60 mins	As per the plan	0-8 hrs		YES

Service Level Agreement (Change Requests):

Severity Level	Impact	Description	Response Time	Updates	Resolution Time	Comply (Yes / No)
S1	Critical	Change requests avoiding Interruption of critical business service impacting many or all users / groups	< 30 mins	Every 30 min	As per agreed timeline basis the scope discussed for change request	YES
S2	Major	Change requests avoiding Interruption of critical business service impacting specific business area / process group	<1 hr	Every 2 hrs.		YES
S3	Minor	Change requests avoiding Interruption of non-critical business service impacting single user	< 4 hr	Every 4 hrs.		YES

***This SLA is provided here only as sample*

8.2 Annexure B –List of Buyers

This Framework Agreement **RM1557.15 (G-Cloud 15)** is available for use by **Contracting Authorities within the United Kingdom**, including the **British Overseas Territories and Crown Dependencies**, that are eligible to procure services under Crown Commercial Service frameworks.

Eligible Contracting Authorities include organisations falling within one or more of the following categories:

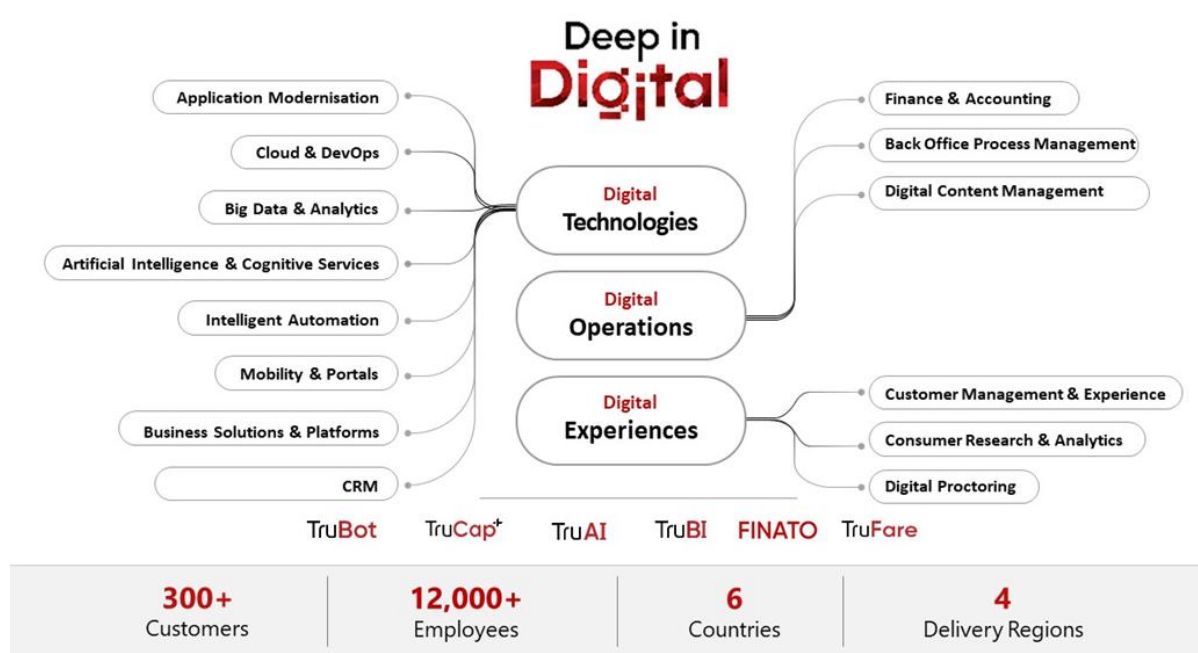
1. **Central Government and Related Bodies**, including:
 - Ministerial government departments
 - Non-ministerial government departments
 - Executive agencies
 - Non-Departmental Public Bodies (NDPBs), including advisory, executive, and tribunal bodies
 - Assembly Sponsored Public Bodies (ASPBs)
2. **Emergency and Public Safety Services**, including:
 - Police forces
 - Fire and rescue services
 - Ambulance services
 - Maritime and coastguard services
3. **Health and Social Care Organisations**, including:
 - NHS bodies and trusts
 - Integrated care systems (ICS)
 - Hospices
4. **Education and Skills Bodies**, including:
 - State-funded schools (including academies and free schools)
 - Further education colleges
 - Higher education institutions and universities
 - Pupil Referral Units (PRUs)
5. **Local and Regional Government**, including:
 - County councils
 - District councils
 - Unitary authorities
 - Metropolitan borough councils
 - London borough councils
 - Combined authorities
 - Parish and community councils
6. **Other Public Sector and Third-Sector Organisations**, including:
 - National parks and authorities
 - Housing associations and registered social landlords
 - Third-sector organisations and charities
 - Citizens Advice bodies
7. **Successor and Newly Established Bodies**
 - Any successor organisation to the bodies listed above
 - Any newly created public sector organisation that falls within the scope of UK public sector contracting authorities during the framework term

8.3 Additional Information

8.4 About Datamatics

Datamatics, a Digital Technologies, Operations and, Experiences Company provides intelligent solutions for data-driven businesses to **increase productivity** and **enhance the customer experience**. With a complete digital approach, Datamatics portfolio spans across **Digital Technology Solutions, Digital Operations and Digital Experiences powered by Artificial Intelligence**. It has established products in Robotic Process Automation, Intelligent Document Processing, Business Intelligence and Automated Fare Collection. Datamatics does business with global customers across **Banking, Financial Services, Insurance, Healthcare, Manufacturing, Transport and Logistics, International Organizations, and Media & Publishing**. The Company has presence in **6 countries across 4 continents** with major delivery centers in the **USA, India, and Philippines**.

Datamatics enables enterprises to go **Deep in Digital** to boost their productivity, customer experience, and competitive advantage. Datamatics' portfolio spans three pillars of **Digital Operations, Digital Technologies, and Digital Experiences**.



Datamatics Digital Technologies modernizes your technology landscape through enterprise grade solutions. The practice helps you gain an edge and momentum through **deep expertise in Cloud, Digital Workplace, LCNC (low-code-no-code) platforms, DevOps, Analytics, and Artificial Intelligence**. With Digital Transformation on every CEO's agenda, Datamatics has deep expertise in transitioning from legacy technologies to digital technologies making the customers more agile in responding to changing business environments. Data Labs, the innovation hub, consistently works on new and emerging

technologies to create intelligent solutions for complex problems faced by enterprises. Datamatics has built products in Intelligent Automation domain to deliver the benefits of true automation. **Intelligent Document Processing (TruCap+), AI/ML models (TruAI), and Business Intelligence (TruBI)**, that can be deployed together or as standalone products. The products are commercially licensed to various enterprises **across Banking, Manufacturing, Healthcare, Transport & Logistics, Insurance, and Financial Services**. The products are consistently recognized by leading analyst firms like **Gartner, IDC, Forrester, Everest Group, and 451 Research in their reports**.

Datamatics Digital Operations offers end-to-end business process management solutions to help enterprises go Deep in Digital Operations covering the entire industry value chain. Leveraging our digitally augmented suite of cutting-edge technologies, including RPA, IDP, AI/ML models, smart workflows, business intelligence, and mobility, we deliver exceptional business value with a focus on process automation and optimization to our customers. Our experts drive innovation and deliver tailored BPM services to align with specific customer requirements and support their automation journey. **Datamatics Digital Operations** for healthcare automates and digitize the entire claims process, ensuring faster and more efficient handling of medical claims to deliver superior customer service experience. It uses AI/ML algorithms to identify fraud and correct claims errors reducing the risk of financial losses.

Datamatics Digital Experiences is about enabling Superior Customer Experiences powered by customer insights, domain expertise, and intelligent automation. We enable this via superior **Processes, Technology & Analytics through our CX Support Centers**. Our **multi-lingual and omni-channel** centers backed by ‘Super Agents’ understand the essence of our clients’ brand. With our integrated Digital Experience offerings, we ensure **Superior Customer Experience, business growth, enhanced customer satisfaction and loyalty of our clients’** customers.

8.5 Geographical Footprints

We serve over 200+ significant customers globally across **Banking and Financial Services, Insurance, Healthcare, Manufacturing, International Organizations and Media and Publishing**. With Global delivery centers in **4 regions** & Offices in **6 countries**, we have Delivery experience in **60+ countries**. Headquartered in **Mumbai**, the Company has its Sales & Operation offices spread across globally with a strong presence in **USA, Australia, Asia, Europe, and the Middle East** with an employee base of **10,000+ globally**.

Below table depicts our **India** office location addresses and contact details:

SR. NO.	COUNTRY	OFFICE ADDRESSES AND CONTACT DETAILS
1.	INDIA	1. BANGALORE – OUTER RING ROAD:

SR. NO.	COUNTRY	OFFICE ADDRESSES AND CONTACT DETAILS
		CESSNA BUSINESS PARK, EMBASSY SIGNET BUILDING, IV FLOOR, SY NO.13/1, KADUBEESANAHALLI, VARTHUR HOBOLI, OUTER RING ROAD, BANGALORE – 560 103, INDIA TEL: +91 (80) 6701 8114 2. BANGALORE – BANNERGHATTA ROAD: KALYANI NEPTUNE, SY. NO. 152/9 & 10, DORAISANIPALYA VILLAGE, BILEKAHALLI DHAKLE, BEGUR HOBOLI, BANNERGHATTA ROAD, BANGALORE – 560 076, INDIA TEL: +91 (80) 4150 7899 3. CHENNAI: R R TOWER III, 3RD FLOOR, THIRU-VIKA-INDUSTRIAL ESTATE, GUINDY, CHENNAI – 600 032, INDIA TEL: +91 (44) 4229 7100 4. MUMBAI: REGD. OFFICE: KNOWLEDGE CENTRE, STREET NO. 17, MIDC, ANDHERI (EAST), MUMBAI – 400 093, INDIA TEL: +91 (22) 6102 0000-09 FAX: +91 (22) 2834 3669 5. PUDUCHERRY: PLOT NO. 29-34, EAST COAST ROAD (100 FEET ROAD), SARAM REVENUE VILLAGE, OULGARET MUNICIPALITY, LAWSPET POST,, PUDUCHERRY – 605 008, INDIA 6. NASHIK: SUYOJIT DATAMATICS KNOWLEDGE CENTRE, SUYOJIT I.T. PARK, SURVEY NO. 804, UNIT NO. S1-S3, MUMBAI AGRA ROAD, MUMBAI NAKA, NASHIK – 422 002, INDIA TEL: +91 (0253) 610 2222 FAX: +91 (0253) 610 2271

8.6 Experience with UN and International Organizations

Datamatics has proven track record in managing and delivering successful projects with International Organisations for **over 20 + years**. Datamatics shares successful relationship with United Nations & its agencies worldwide and has a keen understanding of the dynamic global scenario and its impact on UN. We have successfully executed IT & LTA Based Projects with various UN organizations that includes **the client, IOM, UNHCR, UNICEF, UN Women, UNFPA, WTO, UNESCO, UN HQ, FAO, IFAD etc.** for their ongoing IT needs.



Fig: Datamatics Global Presence for UN Projects

Datamatics' Un/lo Projects

Datamatics recognizes the diversity associated with UN/IO and is aware of typical challenges these organisations face. Datamatics IT Services are aligned with United Nations Sustainable Development Goals. Some of the UN specific projects executed by Datamatics include; Rural Livelihood Information System, Migrants Profiling, UN Water, Data Portal, Results Management System, Private Fundraising Partnerships Monitoring, Project Monitoring and Reporting, Trade Dispute Settlement System, Fish ID etc. We are currently having around **25 Long Term Agreements (LTAs)** with other UN agencies and have a streamlined processes and experience of executing the LTA engagements. Datamatics has executed many **projects in 60 countries** (and **15 languages including the 6 official languages** of the United Nations) with a presence across the globe with international offices in USA, India, UK, Switzerland, Australia, Dubai, Philippines, Netherlands.

Mentioned below is partial list of Datamatics engagements with United Nations and International Organisations:

Client Name	Duration of Project	Project Domain
UNHCR	2023-On Going	UNHCR Symphony Support ODP and PSR 2023-Application Support-Digital Customer Experience
Asian Development Bank	2022-On Going	ADB AWS CLOUD HOSTING AND MANAGED SERVICES-Application Development-Digital Infrastructure
Asian Development Bank	2022-On Going	ADB Support and Development-Application Support-Digital Operations
UN Volunteers	2022-On Going	UNV UVP-Enterprise Data Management-Digital Customer Experience
UN Women	2022-On Going	Application Development-Digital Operations

Client Name	Duration of Project	Project Domain
UNDP NY	2022-On Going	UNDP NextGen POPP-Application Development-Data Analytics
UNFPA	2022-On Going	UNFPADRUPAL2023-Application Support-Digital Customer Experience
UNHCR	2022-On Going	UNHCR ODP 2022-Enterprise Data Management-Digital Customer Experience
UNHCR	2022-On Going	Enterprise Data Management-Digital Customer Experience
UNHCR	2022-On Going	UNHCR PSR IV-Enterprise Data Management-Digital Customer Experience
UNHCR	2022-On Going	UNHCR RSR Enhancement-Application Development-Digital Customer Experience
UNHCR	2022-On Going	UNHCR RSR RSD Support-Enterprise Data Management-Digital Customer Experience
UNICC	2022-On Going	UNICC Azure BI-Application Support-Digital Operations
UNICEF	2022-On Going	UNICEF EPP 2D-Application Development-Legacy Modernization
UNICEF	2022-On Going	UNICEF GVA Senior Business Analyst-Staffing-Digital Operations
UNICEF	2022-On Going	UNICEF Legal Affairs-Enterprise Data Management-Digital Operations
UNICEF	2022-On Going	Enterprise Data Management-Digital Operations
UNICEF	2022-On Going	UNICEF PMR Phase II-Application Development-Legacy Modernization
UNICEF Yemen	2022-On Going	UNICEF Yemen MIS Team For Yumnm Maintenance-Application Development-Legacy Modernization
UNON	2022-On Going	UNON DCS Cost Calculator and Expenditure Report-Application Development-Digital Customer Experience
Asian Development Bank	2021-On Going	ADB Development--Digital Operations
Asian Development Bank	2021-On Going	ADB Drupal Migration-Application Development-Data Analytics
Asian Development Bank	2021-On Going	ADB GRS Workflow Automation-Application Development-Legacy Modernization
KAICIID	2021-On Going	KAICIID Main Website Migration-Application Development-Legacy Modernization
UN Volunteers	2021-On Going	UNVSALESFORCE-Sales-Community-Service Cloud-Data Analytics
UNCTAD	2021-On Going	UNCTAD UI PS-Application Development-Digital Customer Experience

Client Name	Duration of Project	Project Domain
UNHCR	2021-On Going	Application Development-Digital Operations
UNICEF	2021-On Going	Parent Buddy Mobile App--Digital Operations
UNICEF	2021-On Going	Application Development-Digital Operations
UNICEF	2021-On Going	UNICEF ParentBuddy-Application Development-Legacy Modernization
UNICEF	2021-On Going	UNICEF SALESFORCE CONSULTING-Application Development-Legacy Modernization
UNOPS	2021-On Going	Staffing-DevOps Enablement
IOM	2020-On Going	IOM PRIMA Offshore Support-Application Development-Digital Operations
KAICIID	2020-On Going	Revamp of DKHub Online Resources-Application Development-Digital Customer Experience
UNCTAD	2020-On Going	UNCTAD_PS-Application Development-Legacy Modernization
UNOPS	2020-On Going	UNWater Translation-Application Development-Digital Customer Experience
UN Women	2019-On Going	UNW Drupal -ONSITE-Application Development-Digital Customer Experience
UNIDO	2018-On Going	UNIDO CTCN PS-Application Development-Digital Customer Experience
International Criminal Court	2022-On Going	ICC Documentum xCP Application-Opentext-Digital Customer Experience
International Criminal Court	2020-On Going	ICC Documentum xCP-Opentext-Digital Customer Experience
UNIDO, Vienna	LTA 2017 – 2022	LTA on Drupal Web Design On-Site and Remote Consultancy Services (Drupal 8)
ITU, Geneva	LTA 2017 – 2022	Enhancements and Maintenance of Proposal Management Solution
FAO, Italy	LTA 2017-2022	LTA for the provision of Business Analysis work packages
UNHCR, Geneva	2018 – Ongoing	Mixed Migration profile
UNICEF Mozambique	2018 – Ongoing	MS-SharePoint Development Services for the improvement of knowledge management and enhancement of collaboration among SharePoint users at the Mozambique Country Office
IOM, Geneva	2012 – Ongoing	IT Policy
KAICIID, Vienna	2018 – Ongoing	Development of new IPDC Platform on Drupal 8

Client Name	Duration of Project	Project Domain
the client, Geneva	2018 – On going	Provision of SDG 6 Data Portal for UN Waters on Drupal 8
UNICEF, Geneva	2017 – Ongoing	PMR (Project Monitoring and Reporting) application Development (Geneva)

8.7 Key Awards



IAOP 2023 Global Outsourcing 100

Adjudged Leader based on performance, size, growth, and customer references for 5th consecutive year



Forbes Asia 200 Best Under A Billion Companies 2023

Among the top 1% of 20,000 listed companies with exceptional corporate performance track record



ET Ascent Business Leader of the Year 2022

Datamatics won the award for 'Leveraging IT for Business Performance' for its customers



UN Women WEP - India 2023

For exemplary practice embracing the Women's Empowerment Principles in APAC



Global FinTech Perspectives

Winner

IBS Intelligence (IBSI) Global FinTech Innovation Award 2021



Winner

"Leadership in Customer Experience" award 2021 by Contact Center Association of the Philippines



Recognition

Datamatics case studies recognized amongst 50 unique cloud cases



Winner

Circle of Excellence for "Top Employer of the Year" and "CSR Company of the Year" at the 12th Asia CEO Awards



WEPs Awards for exemplary practice in embracing Transparency and Reporting Initiatives

2nd runners-up in UN Women WEP

8.8 Key Analysts Coverage



Niche Player

2023 Gartner Magic Quadrant for Finance & Accounting BPO Services

Recognized among Top 10 Global Vendors



Major Player

MarketScape: Worldwide Finance & Accounting Business Process Services in the Cloud 2023 Vendor Analysis

Recognized among Top 10 Global Vendors



Major Contender

Finance and Accounting Outsourcing (FAO) PEAK Matrix® Assessment 2023

Recognized among Top 15 Global Vendors



Contender

Next-Gen Application Development & Maintenance Services - 2023 Provider Lens

Recognized among Top 15 Global Vendors



Innovator

NelsonHall NEAT on Transforming Financial Services with Cloud, SaaS & BPaaS Services

Recognized among Top 10 Global Vendors



Leader

Quadrant SPARK Matrix: Intelligent Document Processing, 2022

Recognized among Top 5 Global Vendors



Major Contender

IDP and Unstructured Document Processing PEAK Matrix® Assessment 2023

Recognized among Top 15 Global Vendors



Recognized

IDP Study - Unlock the data in your documents to transform processing

Recognized among Top 15 Global Vendors



Contender

ISG Customer Experience Services - 2023 Provider Lens study

Recognized among Top 15 Global Vendors

*Datamatics Market Rank as per understanding of the Analyst Report

8.9 Corporate Social Responsibility

At Datamatics, we believe in building a Smart, Sustainable and Stable business. With the robust growth in the industry, we have always been agile in providing various benefits to the people we work with, our stakeholders and, ultimately, society.

- **Environment**

Datamatics understands the importance of reducing our carbon footprint. We believe that our environment friendly initiatives will bring social value adds to this project by reducing greenhouse emissions. Some of the key initiatives include:

- Desktop Power Saving, replaced Conventional Lights with LED lights at its facilities
- Efficient Water Management
- No paper and plastic wastage

- **Diversity**

- The Datamatics Leadership team continues to ‘Unify to Amplify’ our voices, to **BreakTheBias**, and progress towards a gender-equal world. We believe in extending the concept of Diversity beyond just gender to also but also Generation, Qualification, Culture, Experience, Ability, Thoughts and Opinions.
- Datamatics has joined the global network of Signatories for **Women’s Empowerment Principles (WEPs)**, established by **UN Global Compact and UN Women**.
- We are featured as part of **NASSCOM’s ‘Diversity, Equity and Inclusion in a Changing World – Rising Together’** compendium for Industry Best practices for our ‘Gender Agnostic – Talent Acquisition’.

- **Social**

- Datamatics has been actively participating in community outreach activities across all the locations. We have been instrumental in providing help to societies during natural calamities/pandemics and any such situations

For more details, please visit our website: <https://www.datamatics.com/about-us/esg>

Thank You!

www.datamatics.com

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