

Ottimo Consulting Services Limited - Service Definition Document

Service Integration and Management (SIAM) Service

Ottimo is an independent company providing Cloud commercial, contractual and operational support across all industry sectors, with extensive expertise working within the Government.

We provide experienced, adept and pragmatic consultants to lead commercial planning, business analysis, programme, contract and service management, tender support from planning through to supplier negotiation, selection and contract execution. Post contract supplier management and optimisation of legacy contracts and exit strategy planning and execution.

Ottimo has a number of key focus areas:

Strategic commercial planning

Sourcing and procurement

Programmatic and Operational support

Introduction

Ottimo specialist contract, commercial and operational management support for enterprise cloud-based platform replacements, outsourcing, insourcing and migrations to new and improvements of existing cloud services.

Provision of Service Integration and Management (SIAM) service, from strategy through implementation to ongoing Service delivery.

Ottimo provides relationship management, process management, sourcing support for other service towers and other ITIL3 and 4 management elements depending on the agreed SIAM scope and design.

Features

- Service Integration and Management based on ITIL methodology and processes
- Tailored ITIL based processes and service definitions
- Review and collapsing of delivery silos
- Management of end-to-end SLAs, XLAs and KPIs
- Supplier management including reporting and service credits
- Establish good working relationships between suppliers.
- Ensure end-to-end delivery of services to the business

- Retain the key core skills, competencies and knowledge internally
- Tailored SIAM approach for specific clientsContinuous service improvement.

Benefits

- Flexible scope and content of SIAM Services
- Focus across supplier relationship and operational execution
- Independent and supplier agnostic means impartial advice provided
- Flexible pricing structure based on client needs
- Fee elements can be dependent on end-to-end service delivery
- Access to experience, innovation and strategy advice
- High customer satisfaction and quality of service

Pricing

£490 - £1900 a person a day

Planning Service

Ottimo works alongside programme teams to embed cloud commercial and contractual technology, digital industry, SIAM and ITIL expertise to ensure supply chain, commercial, operational and procurement complexities are managed efficiently and effectively.

We manage complex supplier contracts for you, working with your key stakeholders to achieve the outcome you need at pace, in the timescales you've committed.

We provide on-demand SIAM, commercial and contract management professionals to fill interim gaps in your team, build your capability or support your programme demands where additional expertise is required.

We support buyers to structure or renegotiate flexible and adaptable contracts and services, establish and manage simplified operating models, get full pricing and cost transparency from their supply base, clearly express and articulate liabilities so risks are understood and build internal capability. Which all contribute towards significant savings and efficiencies.

We facilitate knowledge transfer to build and support internal contract management capability.

Setup and Migration

Ottimo service management and transition consultants have a wealth of experience helping all tiers of government set-up and plan their migration to the cloud. We work collaboratively with Buyers to create and deliver set-up and transition strategies that ensure adherence to required standards and incorporate service management standards such as ITIL4, giving customers confidence that they will achieve successful outcomes.

We work with customers to construct a comprehensive delivery path, leveraging our end to end contract management and commercial expertise and covering everything from legacy supplier contract management, financial & legal constructs, supply base navigation, route to market optimisation, exit arrangements including disputes and service issues.

Our commercial, contractual and SIAM leads bring deep industry and technology experience across all disciplines (including private and hyperscale cloud application services, hosting, desktop, software, network, telephony, and security) to ensure a robust migration approach.

Delivering the Service

Our service delivery can be based flexibly based on the individual client requirements including:

- Time and Material – Day Rate per resource against the SFIA matrix
- Fixed Price Work Package – based on outcome based deliverables
- Hybrid approach based on individual requirements

The day rates for the services are based upon the SFIA framework and can be found in the pricing document.

Standards for Consultancy Day Rate cards

Consultant’s Working Day	8 hours.
Working Week	Monday to Friday excluding national holidays.
Office Hours	9am to 5pm Monday to Friday.
Outside of normal Office Hours	Consultants can be provided to cover out of Out of Hours support based on the Standard Rate Card.
Outside of Working Week	Consultants can be provided to cover non-Working Week support based on the standard Rate Card x 1.5

Travel and mileage payable at buyer’s standard terms and conditions.

Professional Indemnity Insurance Included in day rate.