

Service Name: Sure360 Limited - Digital & Technology Consultancy Services

Supplier: Sure360 Limited

Version: 1.0

Date: 06/12/2025

Email: suresh@sure360.io

Website: www.sure360.io

1. Service Overview

Sure360 Limited provides consultancy services to public sector organisations in digital and technology implementation projects. Our services include strategic advisory, planning, cloud adoption, migration, digital transformation, and project delivery. The goal is to help organisations achieve their digital objectives efficiently, securely, and aligned with best practices. Services are tailored to client needs to provide practical guidance and actionable outcomes.

2. Key Services

- Strategic advisory for digital transformation and technology adoption.
- Cloud adoption, migration planning, and implementation support.
- Project delivery support, including planning, risk management, and optimisation.
- Workshops, training, and knowledge transfer for client teams.
- Guidance on vendor selection, procurement, and contract review.

3. Target Clients

- Public sector organisations and government departments.
- Teams seeking expert support in planning, delivering, or optimising technology projects.

4. Service Delivery & Availability

- Services delivered remotely via email, video calls, and collaboration platforms.
- Flexible engagement schedules based on project requirements.
- Consultancy engagements can be short-term or ongoing, aligned with project timelines.

5. Security & Compliance

- All client information is handled securely and confidentially.
- Data is stored and transmitted using industry-standard encryption and security protocols.
- Practices align with government digital and cloud security principles, ensuring compliance and risk mitigation.

6. Onboarding & Communication

- Initial discovery session to understand client objectives and requirements.
- Scope, deliverables, timelines, and expected outcomes clearly defined upfront.
- Regular updates and progress reports provided through agreed channels.

7. Accessibility

- All documentation, presentations, and workshops follow accessibility best practices.
- Alt text placeholders included for diagrams or images.
- High-contrast, readable fonts used throughout.
- Materials can be provided in accessible formats upon request.

8. Contact Information

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