

Integration Support

Purpose:

To ensure effective integration across both cloud and non-cloud based services and applications.

Overview:

We have experience of designing and implementing integration solutions from utility-based metered computing to Web Services, Service-Oriented Architecture (SOA) and the emergence of cloud services. We are experienced in Enterprise Application Integration (EAI), Message-oriented Middleware (MOM), Enterprise Service Bus (ESB) technology and information exchange solutions.

Actica can analyse and design your solutions to ensure that requirements for integration are appropriately identified, articulated and addressed. The scope includes integration between services/applications on the same infrastructure, across clouds (including IaaS, PaaS and SaaS) and between non-cloud based services and services hosted in the cloud. We develop integration architectures and solutions, SOA architectures and solutions, ensuring that non-functional requirements such as performance and integration security are appropriately addressed. Our integration consultancy services will ensure that you benefit from our excellent understanding of government and commercial best practice.

Planning:

- Solutions analysed, architected and designed;
- Integration requirements are identified, articulated and addressed;
- Non-functional requirements (performance, integration security etc.) addressed;
- Client side focus ensures truly impartial advice;
- Compatible with Agile or Waterfall delivery approaches;
- Flexible resourcing to accommodate peaks and troughs in workload.
- Azure, AWS, Google Cloud, MODCloud, OEHE, VIX.

Set-up and Migration:

- Implement integration solutions from utility-based metered computing, to Web Services, SOA and cloud services;
- Compatible with Agile or Waterfall delivery approaches;
- Flexible resourcing to accommodate peaks and troughs in workload.

Quality Assurance and Performance Testing:

- Address quality assurance and performance testing for the service;
- Demonstrate compliance with Digital Service Standard and Technology Code of Practice.

Security:

- Ensure integrated solution meets end to end security requirements;
- Address information assurance and cyber security testing for the service;
- Able to support OFFICIAL, SECRET and TOP SECRET projects.

Ongoing Support:

- We can provide ongoing support with expertise on Enterprise Application Integration, Message-oriented-Middleware, Enterprise Service Bus technology and information exchange solutions.

Information Assurance:

Integration support can be provided for services of any classification. We employ security cleared personnel who operate with information at all levels of the Government Security Classification Policy (GSCP) including SECRET and above. Our systems are approved to hold classified information.

Pricing:

This service is priced based on anticipated resource requirement. Resources will be charged in accordance with the agreed SFIA day rates. Two pricing options are available:

- **Firm price.** The firm price will be based on the anticipated resource requirements including provision for risk. Provision for travel and subsistence cost will be made. Payment will be required against achievement of agreed milestones. Customers may request clarification of the number of days by SFIA grade for their specific deliverables, which will be confirmed by Actica for contract award.
- **Limit of liability.** The limit of liability will be agreed based on an anticipated resource requirement. Charges will then be made monthly in arrears against resource effort expended. A limit of liability will also be agreed to cover travel and subsistence. Travel and subsistence costs will be charged at cost monthly in arrears against cost incurred.

Service management details and constraints:

Our service is subject to ISO9001 certified quality controls. A lead consultant shall be appointed who will have responsibility for liaising with the client and managing the Actica team providing the required services. In addition, a Project Authority will be appointed who is normally a Director within the Company who will act as the point of escalation. We support our clients on-site, via email or by telephone, during standard office hours and with a 1 business day response time to acknowledge support requests.

Data backup and recovery:

Where our staff use infrastructure and information provided by our clients, it is the clients' policies and procedures that prevail. Ordinarily, our consultants are supported by our own infrastructure up to, and including OFFICIAL, and we have facilities for higher classification information to be received, stored and transmitted. Our consultants' laptops and our corporate systems are backed up regularly and our corporate Disaster Recovery Strategy and Plan ensures that we are able to continue to provide services to our clients in any event.

On-boarding/off-boarding:

For all of our assignments we operate our standard on-boarding/mobilisation activities. At assignment closure, we undertake a review and ensure that skills have been transferred to client staff where appropriate.

Ordering and invoicing process:

Specific details of the clients requirement should be sent to cloud@actica.co.uk. Following discussions about your requirement, Actica will send a fully priced proposal detailing the services to be provided. Once approved, a valid purchase order should be sent to finance@actica.co.uk for processing. Once the work is completed and accepted by the client, Actica will invoice the client for the work. Payment is expected within 30 days. We are able to use a range of electronic purchase and payment systems (e.g. CP&F).

Consumer responsibilities:

To liaise with the Actica lead consultant and ensure access to existing information and key stakeholders.

Contact Details

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