



Innovation Group

SCC Xurrent Professional Services for G Cloud 15



ISO Document Revision History

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Contents

Page:

Contents

1	Service Summary	4
2	SCC ‘Foundation’ Principles	7
3	Example Scope Summary	8
4	After Implementation	10
5	Service Summary	11
5.1	Technical Skills	11

1 Service Summary

The new service management system must have the functionality of Enterprise Service Management to go beyond the boundaries of Core IT services. The new solution must have the potential to expand into any internal or external service such as HR, Facilities, Customer support, etc. to provide a consistent environment but in a configuration adapted to the needs and language of the service area.

The benefit of this approach is

- A common platform to manage all internal service requests that reduces time in processing internal processes.
- Simplification of internal processes that allow organised parallel / sequential workflows to minimise approval and delivery of services such as on-boarding and off-boarding of staff which would integrate Client business areas of HR, Payroll, Facilities and IT.
- An environment where user satisfaction is raised and are more productive
- Transparency to the users and managers that can instantly see where service is being delivered and can respond to issues and incidents in a more productive way.
- A platform that allows senior management visibility of service information in dashboards so they can efficiently make business decisions on verified information
- A service platform that can expand beyond internal processes to external processes with the public and business community of you

Working closely in partnership with your Service Management stakeholders, key users and administrators, the project team will consult, coach, and configure the system. By harnessing configuration of 'out of the box' capability, SCC will provide a solid baseline for Service Management as the foundation of a journey for Client to fundamentally enhance the way it provides its service to internal Customers.

Key Benefits

Forward Thinking

SCC's goal is to enable you to implement your business operation on a platform that has been configured to not only best support your business strategy and objectives, but is delivered to schedule, to budget and to maximum efficiency from day one. When implementing your Xurrent platform, products and implementations, we ensure we implement them in readiness for your business operation now and create a design that fits with your future business strategy and objectives. Through ensuring we implement against your future, not as a point in time implementation, we make sure you maximise your investments in the platform

Streamline Your Business Processes

Automated, consistent, and collaborative processes are the key to successful platform delivery. We use our architecture and design team to streamline your processes and drive business productivity up and cost down; without it being detrimental to the quality of your service.

Business Transformation

SCC's technology collaboration capability means we can ensure your business implements the Xurrent platform to fully integrate with other business solutions. The ability to collaborate with business critical solutions such as telephony, translation software, finance systems, active directory, discovery, and event management solutions, means that your business can transform the way in which you conjoin your departments and operations, which means transforming your business outcomes and experience.

Right Implementation Approach

SCC has experienced that the way you approach your implementation is just as important as the technologies you implement.

We have created this approach to implement the solution in a staged journey, building the foundations before extending into the full functional richness of the solution. This Foundation approach, ensure success early, and builds on the functionality you are investing in.

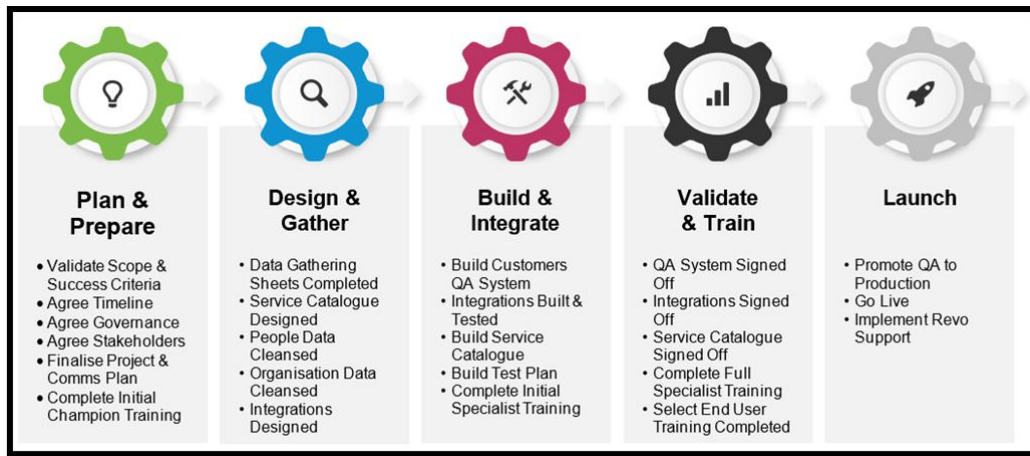
We believe that organisations should be able to quickly take advantage of their investment in Xurrent, so we have developed a 'Foundation' approach for Xurrent deployment. The 'Foundation' has a number of key components:

- Utilising the rich out of the box functionality – which we believe meets 80+% of organisation's needs.
- Configuration, not customisation.
- Focus on data: cleansed and ready to upload.
- Configuration of a defined, core set of functions as customer specific.
- A coaching partnership with our customers' administrators to enable self-configuration, speedier self-ownership and reduced professional service costs.
- A basis for future process and application maturity across the organisation

The Foundation covers a defined set of configuration and data activities, outlined below to enable the platform, self-service portal, service catalogue, request process, incident management, change management, problem management and CMDB.

With this approach Customers are rapidly up and running with the new ESM system and have a firm basis, providing rich functionality, for future process maturity and to be able to take advantage of future functionality provided through an easier upgrade process.

Our approach is supported by our tried and tested methodology, which, itself, is underpinned by a comprehensive set of project artefacts and data import sheets.



2 SCC ‘Foundation’ Principles

SCC’s delivery approach for Foundation Xurrent implementations is particularly underpinned by following principles:

1. **Awareness and QA access to platform functionality** – The project starts with a comprehensive overview of the Xurrent solution and related application functionality, via a series of Awareness Sessions which will demonstrate functionality and explain how the system works.

In addition, early access to the Xurrent QA account will enable process and administrator stakeholders to become familiar with the user interface and process features, which will ensure that the workshops are more effective and focussed.

2. **Requirements (Process and Platform) Workshops focussed on configuration deliverables** –The workshops will be focussed on developing a good foundational service catalogue from which other Xurrent processes will be enabled.
3. **Guided Client Responsibilities and Preparation** – A critical success factor is the preparation, by stakeholders, of data and configuration requirements according to guidance and templates which will be explained in the Requirements Workshops. Project team will provide templates, links to relevant preparation and training documentation, and checklists on items required for requirement definition.
4. **Early focus on data quality** – Having clean and fit-for-purpose reference data (Users, Locations, CMDDB CIs etc.) is crucial to the system running smoothly and effectively in a production environment. SCC will advise on the best format and process to migrate reference data into Xurrent.
5. **Administrator Coaching** – Project team will provide coaching throughout the project for your administrators and process owners during both the project planning and sprint cycles, ensuring early exposure to the configuration interfaces. This is core to the success of the project and ensures clarity and early understanding, facilitating the hand-over of the system at go-live.

3 Example Scope Summary

Below is an example of an implementation of a ITSM support solution.

Example: ITSM Foundation Scope

- The scope below will cover the following Xurrent accounts:
 - Internal directory account
 - Implement a number of separate support domain, to support different departmental requirements
- Building a Foundation Xurrent service management system:
 - Azure/AD integration for user population, and authentication with your Azure Single Sign-On.
 - Email integration to allow new requests to be registered and existing requests updated (conversations).
 - Self Service Portal – With Client branding, imaging, and logo, providing enterprise service management functionality for customers to log and track requests, browse the knowledge base for solutions, and view broadcasts from the service desks.
- Mobile interface – Configuration of out of the box app to enable users to engage with Xurrent on the go.
 - Core data upload (Organisations, Sites, Teams, Team Members, Roles).
- Configuring Foundation functionality:
 - Service Catalogue – Import and configuration of core service catalogue data.
 - Service Request Management – A starting point for your request fulfilment processes, including custom forms. The Foundation approach will deliver a setup of a small number of request templates and coaching for your administrators so that they can add additional templates themselves.
 - Incident Management – Using out of the box best practise process and templates where required, aligned to the organisations service catalogue, allowing full end to end incident management.
 - Major Incident functionality - Configured using out of the box best practise with specified MI managers.
 - Problem Management – Configured using out-of-the-box best practice.
- Change Management – Configured with change processes, including risk assessment, approval, and implementation tasks. Scheduled changes and any additional Xurrent automation rules.
 - Configuration Management (CMDB) – The starting point of your CMDB journey with a small set of products and CIs defined.
 - Knowledge Management – Configured with both end-user and internal (IT) knowledge bases, approval and retirement processes, knowledge uploads (N.B. Not knowledge content).

- Service Level Management – Configured by service, with response and resolution targets.
- Customer Satisfaction – Configured on closure of requests to capture customer satisfaction on how the request was handled.
- Reporting & Dashboards – Provided with best practice KPI reports and key user coaching to enable self-creation of reports and dashboards.
- Testing (UAT)
 - Iterative build model for QA system which facilitates learning alongside the development of the system.
 - Multiple rounds of UAT prior to moving to production.
- Training
 - Service Catalogue Workshop – Workshop to provide education on service catalogue design and concepts to enable the service catalogue to be defined.
- Xurrent Administrator Training – Training to provide designated Xurrent administrators with the knowledge to administer and maintain the Xurrent platform.
 - Specialist Training – Facilitate online, role specific specialist training, followed by Q&A sessions.

4 After Implementation

SCC can also provide a Support Xurrent package to help manage the platform going forward.

This includes.

- Monthly Usage Statements of licenses
- Number of licenses used
- Number of licenses remaining
- Estimated number of months remaining before PAYG
- Quarterly Customer Success Review
- Latest developments in Xurrent
- Review of Xurrent usage
- Customer Business Performance over the past quarter
- Future plans of the customer (Xurrent Related)
- Future plans of the customer (Business Related)
- Q&A Session on Xurrent

Reporting

- Live access into the Xurrent Reporting for all requests raised, completed, updated by SCC

Monitoring

- Live access into the status pages for the Xurrent web and app areas.
- Break-Fix Support
- Standard Service Offering based on the licence purchased
- Break Fix support for application bugs only.

If the bug is caused by a Customer development / workflow / change to the applications, then these are not supported. Professional Services would be charged to fix these.

5 Service Summary

5.1 Technical Skills

The following roles are from resources from SCC's dedicated Xurrent practice. Xurrent does not require all these roles in its standard deployment, and due to the nature of the architecture a majority of the configuration can be provided via the Service Management Consultant role.

Roles	Role Description
Technical Consultant	Key Activities: - Assist in requirements capture (attend customer workshops, document requirements as Stories etc) - Technical Story design - Implementation of Stories (Xurrent configuration and customisation via business rules, client scripts etc, data uploads/transforms, configure reports/dashboards etc). - Unit testing of Story developments (peer review/testing) - Documentation of designs - Customisation of SCC Xurrent training decks to incorporate customisations - Defect/Enhancements - UAT support (guidance only) - Go-live support - Project administration (occasional i.e. small projects, e.g weekly status report).
Service Management Consultant	Key Activities: - Lead workshops to present Xurrent process areas, including product demos. - Facilitate requirements capture (business alignment) - Challenge customer requirements - Provide best practice advice - Story authoring and validation/quality control - Customer liaison and advocacy - System testing (post-Sprint) - UAT support (guidance only) - "Train-the-trainer" training and knowledge transfer - Overall project engagement and quality control - Contributes to best practice process management - Assists in the generation of project collateral (slide decks, data gathering spreadsheets etc). - Scrum Master - Project administration (occasional i.e. small projects, e.g weekly status report).

Solution Architect	Key Activities: - Trusted advisor building relationship with customer through the presales and delivery stages, and beyond - Defines workshops & agendas within the SoW - Attends requirements workshops in an advisory capacity - Project oversight (primarily workshops) and project touch points with customer to confirm we are aligned with the business needs. - Optional ad-hoc paid consultancy activities (e.g. Fitness Check, CMDB design, workshops etc) - System testing (post-Sprint) - possibly as FOC
Project Manager	Key Activities: - Project administration (e.g. weekly status report) - part time activity (0.5-to-1 day per week) - could be done by senior consultant on the team for smaller projects. - Planning, risk management, task management (Team coordination) for larger projects
Technical Architect	Key Activities: - Provide domain-specific expertise e.g. Discovery, Service Mapping, APIs etc. - Technical oversight on certain projects (policy on which projects to be agreed). - Story review and QA - Assistance with complex technical requirements e.g. advise on and design integrations, custom application development etc. - Document and encourage/enforce technical best practices
Senior Developer	Activities: - Development for complex customisation requirements (e.g. requiring a non-trivial Javascript or Angular etc approach) - Custom application development - Integration development (APIs etc)
Developer	As above, but for simpler requirements.

For the purpose of any future engagement SCC will work within the SFIA guidelines and allocate resources from the above against the aligned rates and responsibilities agreed therein.

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