



Project Staffing Solutions

tender@texunatech.com / +44 (0) 203 393 4670 / www.texuna.com
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For over 25 years Texuna offers digital transformation and innovation through GDS-compliant services encompassing bespoke data collection and data analytics, infrastructure design, cloud security, ETL/ELT data migration, data warehousing, and business intelligence reports.

With Agile methodology, user-focused design, and enterprise architecture, we deliver bespoke project solutions for maximum business impact and value realisation, with comprehensive support teams.

There is a whole range of specialist cloud support services that Texuna can provide to help you realise the benefits of your cloud project business case. Please get in touch to discuss your unique requirements.

Typically, Texuna provide support to help clients to realise their cloud transition and operation, with expertise available including:

- Manage a hybrid infrastructure - with a mix of legacy, cloud and hosted applications:
 - Automated console to migrate data and containerised workloads across different cloud vendors and platforms including AWS, Azure, VMWare and OpenStack based deployments. (whether in-house or through small independent 3rd party cloud providers).
 - Establishing secure Virtual Private Clouds and Virtual Private Network connections through firewalls to network remote office locations with data centres and cloud subnets.
 - Migration of 3rd party vendor tools, software and proprietary databases to cloud providers and rationalising infrastructure and platforms to take better advantage of Software as a Service (SaaS). This includes taking existing ERP, Finance, HR, and reporting tools to the cloud and establishing remote access to virtual desktops on the cloud.
- Infrastructure capacity planning and deployment design, deployment automation, zero downtime maintenance and backup, with automated Business Continuity and Disaster Recovery options.
- Design and delivery of bespoke cloud based data ETL, big data ELT, online workflow, data warehouse, reporting, and OLAP customisation:
 - Online quality assurance and systems integration support.
 - Build in support for Bring Your Own Licence to cloud infrastructure.
 - API creation and customisation to integrate with any 3rd party cloud service to do data queries, securely transfer data, push or pull master data and/or seek authentication or access permission using open protocols and open standards.

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- 3rd party data collection (e.g. integration with survey tools, or deployment of Texuna's mobile and web based collection tools).
 - Data synchronisation and integration to/from external RDBMS, NoSQL, 3rd party source systems, Microsoft Active Directory, cloud services etc.
 - Data profiling, data cleansing, data integration via matching and reconciliation for quality assurance.
 - Custom attribute configuration to collect any type of data structure for master data or data mart data flows.
 - Ongoing multichannel helpdesk and service desk support to manage any high-volume calls or emails relating to the launch or operation of an online service. This is often required for online data collections and surveys, and varying annual schedules can be put in place. Can also be applied to help with data forensics for discovery and disclosure purposes.
 - Formulate digital strategy to improve, transform and deliver cost-efficient digital services:
 - Create new online cloud-based self-service business and data workflows.
 - GDS-compliant discovery, alpha, and beta service design, build and gateway reviews.
 - Digital transformation through self-service mobile technology with cloud services.
 - Running design workshops to conduct customer journey mapping.
 - Test user experience using low fidelity prototypes and wireframes.
 - Migrating 2 tier client server applications to 3 tier single page web-apps with asynchronous backend microservices.

Features

- Discovery, alpha/beta requirements, user-centered workshops, innovation, strategy, targeting.
- ISO standards, discovery workshops, education, alpha/beta analysis, system architecture.
- Experienced system design integrators and technical analysts, data quality assessment.
- YAML, RESTful API, asynchronous streaming, GDS Standards, Data model design.
- Data quality, GDPR compliance, Privacy by Design, value conversations template.
- Finance, CRM, big data analytics, privacy algorithms, frequent data release.
- Data management, dictionaries, vocabularies and libraries following GOV.UK GDS principles.
- VPC, VPN, encryption, ISO27001, ISO9001, Cyber Essentials
- Full stack software development with front end single page apps or microservices if it requires.

- First, second, third level helpdesk business and technical support SLAs

Benefits

- Software experts, data managers and project leadership through a full lifecycle.
- Fixed price for defined scope of work, or pay-as-you-go.
- Public sector expertise in DfE, DEFRA, Local Authorities and Universities. Also had experience with the international financial institution IFSB.
- Education sector expertise (HESA, OfS NSS, STA, Dept for Education).
- Focus on developing data as a business asset
- Customer journey mapping and User Story development.
- Full stack engineering and proven design patterns for trusted delivery.
- ISO20000 ITIL helpdesk SLA for first, second, third level support.
- Migrate legacy data, validate and quality management with data governance.
- Ad hoc business analysis, service design, development, testing, project management.

Our Approach to Delivery

Texuna has a strong track record on client partnerships which achieve project objectives for operational requirements, timeliness and budgetary targets. We typically quote a fixed price around a reasonably defined set of outcomes to keep the process as agile as possible. Where possible and available, a defined scope of work is agreed and prices fixed for a deliverable timebox. Changes to scope are always via a formal change control procedure. Active management means minimising risks at the earliest possible opportunity. This is achieved through agile sprints, deliveries and feedback on a regular basis.

Texuna minimises development costs through innovative engineering. We use a combination of internal and external 3rd party cloud resources, our own data management platform tools, open source software components and tools from respected open source custodians like Apache.

Texuna combines an Agile application development methodology with an iterative timebox approach to project management and deployments. This enables priority functions to be released early, process refinements to be continuous and has enabled us to quickly deliver complex solutions to tight timelines and to budget for the past 25 years.

The involvement of our clients' operational staff and their customers is at the heart of our design thinking and project partnership philosophy. We are keen to engage and empathise at all levels so that we reach a deep appreciation of the pain points in the current operation and senior business stakeholders as well as end users expectations on the outcomes of each project.

Project Management and Implementation Services

Texuna has a strong track record of successful on-time and on-budget delivery in complex projects with multiple stages, stakeholders and suppliers. We look forward to leveraging this experience in all the projects that we are engaged in.

- Texuna manage project gateways aligned with PRINCE2 methodology from project kick-off to help customers control project scope and operation.
- Agile Discovery with User Research and design thinking workshops inform User Story development with wireframes that lead to backlog creation for Alpha and Beta phase deliveries.
- Partnership approach encourages regular reporting, contact and transparency of process with regular backlog grooming of User Stories with Service Owners and Product Managers.
- Agile development methods mean that “minimum viable product” and “minimum viable data” are delivered quickly and then improved incrementally through daily scrum stand-ups, sprint reviews and retrospectives.
- Technical architects provide options and recommendations on data architectures, data management and business intelligence.

General Terms

Information Assurance and ISO 27001

Texuna have a strong focus on high quality delivery and implement rigorous Quality Assurance processes and procedures:

- ISO 9001 certified with BSI as external auditors.
- Cyber Essentials and IASME Cyber Assurance Level 1 compliant.
- ISO 27001 certified with BSI as external auditors.
- We are a registered data controller with the Information Commissioners Office and have GDPR compliance in our approach to solutions, data management and deliveries.
- We adhere to ITIL and ISO 20000 standards for first, second and third level helpdesk support.
- We are an Amazon Web Services (AWS) cloud hosting certified partner.

Government Classification Scheme (GCS)

Texuna solutions are in use for ‘official’ level data systems. We ensure that your personal and sensitive data items are identified, encrypted and shown only to those users who have a need to see them. All sensitive and personal data is protected by stringent access control mechanisms. Data in transit and at rest is also encrypted as are all data backup files.

Comprehensive support of good data governance will often underpin data migration as well as best practice data warehouse management. We have a strong track record in migrating legacy systems to create a unified datastore while improving the quality and integrity of the data held (as well as in reducing duplication). This can also be done during data migration.

- Texuna can deliver a metadata rich data warehouse which incorporates best practice design, so that management and maintenance is cost effective and efficient.
- Texuna will ensure that client data, and especially any personal and sensitive data is:
 - Protected by encryption in transit and at rest;
 - Protected by stringent access control;
 - Guarded from improper use through sophisticated access and authentication controls;
 - Tracked using a comprehensive audit trail that can be reported on.

Invoicing

Unlike for online services which are charged monthly in advance with 30 day terms, all invoices for specialist resources utilised are normally charged monthly in arrears unless agreed otherwise. In some cases of fixed scope and scheduled deliveries, Texuna will agree to staged payments based on delivery phases. Payment terms are always within 30 days of invoice date. A signed contract and/or purchase order for change controls will be required in order for Texuna to commit to starting a work package.

Contract Terms and Conditions

Typically the contract term will be based on the scope of work and agreed schedule between Texuna and the customer, and subject to standard g-cloud contract terms. A definitive contract will be put in place to govern all related terms and conditions. Texuna's standard contract is attached.

Time to Provision and Deprovision

Please check with Texuna for lead time, if any, required to deploy people and skilled resources on a project during negotiations over scope and price. A schedule of availability should be formalised if appropriate. Although typically many projects are established, implemented and deployed remotely across Texuna's office, the contract manager, project manager and business analysts will usually be available on site with the customer from time to time. Should you require specific commitments of different skills on site for prolonged periods please outline this as part of the scope of work.

Service Level Agreements

Bespoke levels of service and support can be negotiated. This includes the ability to define alternative severity levels and response times as well as financial recompense are only available under an enterprise support package for a bespoke cloud solution.



Texuna Technologies Ltd,
9 Disraeli Road, London,
UK, SW15 2DR.
Company No.: 04003804



+44 (0) 203 393 4670



tender@texunatech.com



www.texuna.com



THANK YOU