



UBDS
DIGITAL
A UBDS GROUP COMPANY

CLOUD SUPPORT SERVICE OFFERINGS

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1 UBDS DIGITAL OVERVIEW.

At UBDS Digital, we recognise that technology must not only be cutting-edge but also practical and quick to implement. We specialise in transforming your complex challenges into opportunities, delivering solutions that are not just acceptable but truly exceptional. Our approach ensures that with us, you navigate the intricacies of digital transformation with unwavering confidence and achieve outcomes that surpass expectations. You will never have to compromise on quality, security, and reliability. That is our promise to you.

1.1 Why clients choose UBDS Digital.

We are on a mission. To deliver unparalleled client value, unmatched employee experience and to make a meaningful difference in society.



Always Innovating



Security Obsessed



Industry Expertise



Outcome Centric

1.2 Services that drive innovation

We offer a full spectrum of services designed to guide our clients through every stage of their digital transformation journey. From strategic advisory to innovative design, meticulous implementation, and ongoing management, we deliver end-to-end solutions tailored to meet the unique needs of each organisation.

See a range of our services below.

You can get in touch with us via: frameworks@ubds.com

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 DIGITAL ADVISORY	 CLOUD	 CYBERSECURITY + COMPLIANCE	 SECURE CONNECTIVITY
- Cloud Business Analysis - Business Change Management and Communication - Cloud Target Operating Model - Cloud Transformation Strategy, Cloud Target Operating Model and Business Case - Digital Strategy - User Centric Design and Innovation	- Application Development and Innovation – Azure and AWS - Application Modernisation – AWS and Azure - Application Portfolio Assessment - Azure Delivery Squad - Cloud Enablement – Azure and AWS Landing Zones - Migration to Azure and AWS - Cloud Adoption Framework - Cloud Delivery Services - Cloud Desktop - Cloud Security - Cloud Services - DevOps as a Service - Microsoft Power Platform – Design, Implementation and Support - Microsoft Dynamics 365 and Power Platform implementation and managed services. - ServiceNow DevOps and Design Studio Assessment and Requirements Gathering - ServiceNow Governance, Risk and Compliance Implementation Strategy - ServiceNow ITOM Assessment and Requirements Gathering	- PCI DSS Compliance - PCI Forensic Investigator - ISO Design, Implementation, Audit and Support - GDPR Consultancy - Third Party Assessments - IASME Cyber Assurance, Cyber Advisor & IoT - NCSC/ISAME Cyber Essentials Basic & Plus - Incident Response Policy, Planning & Playbooks - Cloud Security Assessments - Virtual CISO & DPO - Penetration Testing (VA, Web App, Infra, Mobile, MS365, CREST & CHECK) - Digital Forensics and Incident Response - Incident Response Retainer - Threat Intelligence - Threat Modelling - Cyber Incident Exercising (Tabletop & Live Play) - Zero Trust – Readiness, Assessment & Implementation - Information Security and Compliance - Microsoft 365 Security Consultancy	- SD-Wan Design, Build and Managed Service - Hosted SD-Wan Networks - SD-Wan, SASE and Cloud Networking Readiness Assessment - SD-Wan Proof of Concept, deployment and business case - Hybrid, Zero Trust and Cloud Networking Design, Implementation and Managed Service - Network Transformation for Cloud Adoption - Cloud and Zero Trust Security Services - Cloud Hybrid Networking - Modernise Endpoints - Secure Access Service Edge (SASE) and SD-WAN for Cloud Adoption

 DATA AND AI	 MANAGED SERVICES	 TECHNOLOGY DELIVERY – P3M
- AI360 - Applied AI and ML Strategy and Implementation - Data Platform Transformation - Microsoft Fabric Implementation and Adoption Framework - Databricks Architecture Assessment and Implementation Roadmap	- Cloud Hosting and FinOps - Modern Workplace and Productivity - Security Operations Centre (SOC) - Security Information and Event Management (SIEM) – Microsoft Sentinel - Unified Cloud and Infrastructure Support - Networks Operation Centre - Cloud Management - Cloud Service, Design and Transition - Penetration Testing as a Service - Compliance as a Service - Managed Dark Web Scanning & Monitoring	- Technology Delivery Services – Portfolio, Programme and Project Management - Project Management Office (PMO) - Implementing Agile Product Delivery

2 MODERN WORK MANAGED SERVICE

The 'Modern Work' Managed Service supports customers in managing their End User devices (Windows & MacOS), AVD, Windows 365, Microsoft 365 environment, productivity, communication, and collaboration tools such as Teams Calling & Contact Centre tools. This service enables organisations to implement secure Hybrid Work strategies, increasing agility and responsiveness to business objectives and customer needs.

KEY FEATURES

- 24x7 incident management
- End User Device management (AutoPilot, InTune, Jamf, Conditional Access)
- Mobile device Management
- Microsoft 365 management
- Azure Virtual Desktop (AVD) management
- Desktop virtualisation (Windows 365)
- Microsoft Teams for voice and telephony
- Managed onboarding from a dedicated service Transition team
- Dedicated Service Manager
- Solution Partner access to Microsoft for case, ticket management & escalation

KEY BENEFITS

- Flexibility and Productivity: Solutions that enable Employees to work securely from anywhere, on various devices, without losing productivity
- Enhanced Security provided via centralised management, monitoring & access control to protect sensitive data
- Automated management & reporting tooling
- 24x7x365 End-to-end Modern Work/EUC support with modern ITIL and ITSM alignment
- Zero trust security embedded in cloud EUC implementation and operations (Conditional Access, Multi Factor Authentication, Privileged Identity Management)
- Monthly Service reviews
- Consolidate the end-user tech stack
- Benchmark against best practice
- Regular cost, security and performance optimisations
- Access to Modern Work experts for guidance

3 WORKFORCE TRANSFORMATION – PREPARING WORKFORCE FOR THE FUTURE

UBDS Digital supports organisations to reshape their workforce, aligning employee's skills roles and ways of working with the business goals, changing digital technologies and culture. Empowering clients with a future ready workforce.

KEY FEATURES

- Define strategic vision – Target Operating Model Mapping
- Current state workforce mapping
- Future state workforce mapping
- Competency framework mapping
- Skills modernisation and road mapping
- Organisational structure design
- Cultural analysis and change
- Focus on employee experience
- Workforce dashboards
- Structured change strategy and transition planning

KEY BENEFITS

- Future ready skills and talent
- Reduced skills gaps through reskilling/upskilling plan
- Role specific skills roadmaps
- Culture aligned to innovation and continuous learning
- Skilled employees, able to provide a higher quality service in the digital world
- Enable confident, data-driven decision-making, accurate forecasting etc
- Improve agility to respond quickly to change
- Efficient operations
- Deliver measurable ROI and ongoing value realisation
- Upskills workforce for future digital and tech capabilities



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**EXCEPTIONAL OUTCOMES.
NEVER COMPROMISE.**

