

Cloud Support Services

G-Cloud 15 Service Definition Document

Commercial in Confidence



Contents

- CAPABILITY OVERVIEW2
- TECHNOLOGY PRACTICES.....3
- TECHNOLOGY PROVIDERS & PARTNERS.....4
- TECHNOLOGY SERVICES5
- CLOUD SUPPORT7
- DELIVERY CAPABILITY8
- PROCESS METHODOLOGY9
 - Setup and Migration9
 - Continuous Improvement.....9
 - Security Testing10
 - Business Continuity10
- SERVICE SUPPORT11
 - Service Levels11
 - Training and Support.....11
 - Ongoing Support12
 - Contract Termination12
 - Pricing.....12
 - Social Value12
- CONTACT US.....13
 - * Akkodis UK Offices13

Cloud Software & Support Services

Akkodis UK Limited

CAPABILITY OVERVIEW

The world of IT and technology continues to converge and grow at exponential rates as we enter a new era of smarter devices, smarter cities and smarter industries. Akkodis UK Limited works with our clients to assist with this rapid transformation - leveraging our expertise, knowledge and know-how within the public sector to reduce or eliminate the impact of operational technology pressures. As one of the world's leading providers of IT consulting, outsourcing, managed projects and cloud support services, we are experts in the design and delivery of innovative, end-to-end Cloud solutions.

Committed to meeting the continuously evolving IT infrastructure support requirements of our clients across both the private and public sectors, we work collaboratively to solve business and technology challenges through the development and deployment of highly integrated and efficient Cloud services and solutions. As industry pioneers, we have developed a strong community of the most outstanding IT and Technical minds across the globe. This community brings specialist capability in the design and delivery of programme and project strategy to overcome the complex technological challenges faced by businesses in an increasingly digitalised world.

Akkodis creates the sustainable energy solutions the world needs. From next-generation battery cells to smart grids, energy storage systems, and hydrogen systems, our team develops, designs, plans and executes the technologies that power a more sustainable global economy.

Today, organisations require speed, agility, expertise and scale from their cloud solutions to ensure the right people with the right skills work together in the right ways. We connect people and businesses to the opportunities they need to thrive today, developing a network of intelligent problem solvers to define the Cloud solutions of tomorrow and beyond.

Akkodis has high expectations for our global Tech Partners and the incredible organisations represented in our 8 Global Industries. The link between diversity and innovation is inextricable; broad perspectives foster sustainable, enriched forms of innovation. We believe that inclusion is a core principle of our DEI initiative, alongside respect, fairness, and accountability. Striving for excellence means humbly acknowledging that this will be an ongoing work in progress informed by feedback, open dialogue, and a commitment to social and climate justice.

We bring the very best IT and Cloud specialists together to bridge the gap between core, in-demand IT talent and client in-house resourcing or Cloud outsourcing requirements. Our organisation combines local expertise with an unprecedented global reach and access to an extensive network of in-house specialists and skilled associates to deliver a complete catalogue of Cloud services.



Skilled in the design of flexible delivery models tailored to individual client and departmental needs, we enable access to a significant ecosystem of expert resources, ensuring rapid contract mobilisation and service deployment to overcome any forecasted or unplanned Cloud objectives.

Akkodis has been awarded the Gold Employer Recognition Scheme (ERS) Award by the UK Ministry of Defence. The Gold ERS Award is the highest level of recognition from the MoD for employers who demonstrate exceptional support for the Armed Forces community, including reservists, veterans, and their families. It highlights Akkodis’s proactive efforts to promote hiring veterans and reservists and its commitment to ensuring service members receive ongoing career support.

TECHNOLOGY PRACTICES

As your supply partner, Akkodis offers the established infrastructure and resource capability to manage all Cloud service and solution needs. We will connect you with market leading experts, whilst maximising customer experience through our innovative approach to creating solutions designed to ensure business continuity and drive quality assurance throughout the project or programme lifecycle.

Akkodis has more than 40 years of experience in the digital, engineering and services sector, having previously traded as MODIS International and Ajilon. We have developed expertise across 8 practices to deliver Cloud services to clients:



TECHNOLOGY PROVIDERS & PARTNERS

As a truly agnostic IT, Digital and Engineering consultancy we have the breadth to deliver no matter what the technology solution. Some of the major technology companies that Akkodis partners with are listed here:

Service	Technology Partner
Major Global Software Companies	• Microsoft • Google (Alphabet) • Oracle • IBM • SAP • Adobe • Salesforce • Amazon (AWS) • PEGA
Cloud & Enterprise Software	• ServiceNow • Workday • VMware • Snowflake • Atlassian • Zoom • Dropbox • Box • Citrix • Okta
AI, Data & Analytics	• OpenAI • Databricks • C3.ai • DataDog • Tableau (Salesforce) • SAS • Alteryx • Splunk • Hugging Face
Developer Tools & Infrastructure	• GitHub • GitLab • JetBrains • Red Hat • HashiCorp • Docker • Kubernetes (CNCF) • Vercel • Cloudflare • DigitalOcean
Cybersecurity Software	• Palo Alto Networks • CrowdStrike • Fortinet • Check Point • Zscaler • SentinelOne • Trend Micro • Rapid7 • Okta • Proofpoint
ERP, Finance & Business Software	• Intuit • Stripe • Square (Block) • PayPal • ADP • Xero • QuickBooks • NetSuite • Sage • Freshworks

TECHNOLOGY SERVICES

Two of Akkodis' core ongoing technology services that we specialise within digital environment are detailed below. We are relentlessly customer-focused and adapt our offerings to their requirements:

- **SCIDA** - Akkodis has provided ICT Assurance for all new and existing installations for the RAF for over 23 years for Site Coordination Installation Design Authority (SCIDA). We ensure all designs and installations on IT, communications, Air Defence Systems and airfield navigational aids meet the strict requirements specified.
- **Söze** - Police Artificial intelligence on Microsoft Azure by Söze, a digital forensic investigation platform using the latest artificial intelligence (AI) tools.

However, we cover every aspect of your digital engineering journey through the following services:

Service	Solution
Application & Software Services	• Software Development • Custom Application Development • Application Modernization • Application Maintenance & Support (AMS) • Legacy System Migration • Mobile Application Development • Web Application Development • API Development & Management • Low-Code / No-Code Development • Software Testing & QA
Integration & Middleware Services	• Solution Integration • System Integration • Enterprise Application Integration (EAI) • API Integration • Data Integration • Middleware Services • iPaaS (Integration Platform as a Service) • B2B Integration • Event-Driven Architecture Integration
Cloud & Infrastructure Services	• Cloud Strategy & Advisory • Cloud Migration • Cloud-Native Development • Infrastructure as a Service (IaaS) • Platform as a Service (PaaS) • Cloud Operations (CloudOps) • Hybrid & Multi-Cloud Management • Virtualization Services • Data Center Transformation • Infrastructure Management Services
Security & Risk Services	• Cybersecurity Services • Security Architecture & Design • Identity & Access Management (IAM) • Security Operations Center (SOC) • Vulnerability Assessment & Penetration Testing • Governance, Risk & Compliance (GRC) • Data Privacy & Protection • Endpoint Security • Cloud Security
Data, Analytics & AI Services	• Data Strategy & Architecture • Data Engineering • Data Warehousing • Business Intelligence (BI) • Advanced Analytics • Artificial Intelligence (AI) Services • Machine Learning (ML) Services • Generative AI Solutions • Data Governance & Master Data Management • Big Data Services

Enterprise Platforms & Business Systems	• ERP Implementation & Support • CRM Implementation & Customization • HR Systems (HCM) Services • Finance & Accounting Systems • Supply Chain Systems • Enterprise Content Management (ECM) • Product Lifecycle Management (PLM) • Enterprise Service Management (ESM)
IT Operations & Managed Services	• Managed IT Services • IT Outsourcing • Application Managed Services • Infrastructure Managed Services • End-User Computing (EUC) Services • IT Service Desk • Monitoring & Observability • Incident, Problem & Change Management • Patch & Release Management
DevOps, Automation & Platform Engineering	• DevOps Services • CI/CD Pipeline Implementation • Platform Engineering • Infrastructure as Code (IaC) • Test Automation • Robotic Process Automation (RPA) • Workflow Automation • AIOps • Site Reliability Engineering (SRE)
Digital Transformation & Advisory	• Digital Transformation Services • IT Strategy & Roadmapping • Enterprise Architecture • Business Process Reengineering (BPR) • Technology Advisory • Innovation Consulting • Operating Model Design • Change Management • Agile & Scaled Agile (SAFe) Enablement
Digital Experience & UX	• Digital Experience Platforms (DXP) • UX/UI Design • Customer Experience (CX) Transformation • Content Management Systems (CMS) • E-Commerce Platforms • Omnichannel Solutions • Marketing Technology (MarTech) Services
Governance, Quality & Compliance	• IT Governance • Service Portfolio Management • IT Financial Management (FinOps) • Vendor & License Management • Quality Assurance Services • Regulatory Compliance • Audit & Controls



CLOUD SUPPORT

Akkodis deploys skilled and highly experienced teams of delivery specialists to support every solution we design and implement. We apply a partnership approach to our contracts, working with our clients to fully understand their Cloud Support needs and unique business drivers.

Client priorities are at the forefront of our service design strategy. We consult closely with client stakeholder groups prior to any new contract period commencing to advise on the most appropriate and cost-effective methodologies to suit project or programme requirements, including but not limited to: Prince 2, Waterfall, Scrum, Agile or ITIL - ensuring fluency with preferred styles of working.

We have worked with many clients across the public sectors throughout our 20-year history, enabling us to develop a thorough understanding of the varying challenges faced across public sector departments and the range of perceived service objectives or end goals of relevant stakeholder groups.

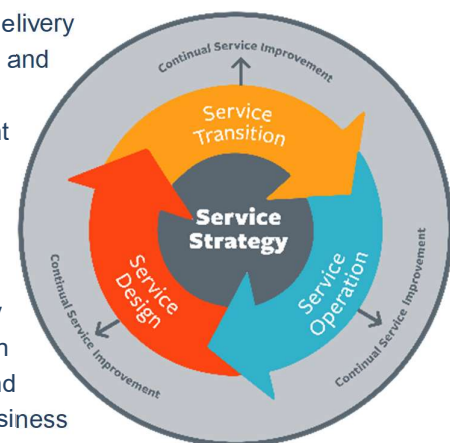
We work with our clients and their leaders to drive the greatest value across our infrastructure solutions, platforms and services, specifically tailoring delivery strategy in line with desired outcomes and timescales. As a leading provider of Cloud solutions, we have developed extensive expertise across the public sector, with expertise meeting Cloud requirements in:

- Central and Local Government
- Military
- Health
- NHS
- Education
- Aerospace
- Financial Services
- Charities
- Housing

Our Cloud services and solutions bring together specialists across multiple technology disciplines - maximising our ability to assemble multi-skilled teams very quickly to serve as either a fully integrated part of client departments or on a project basis to support specific project or programme requirements which may fall outside of client internal capability.

Across our operations we apply the full ITIL framework to guide our delivery methodologies, adopting Lean Six Sigma principals to provide governance and service rigor. Our dedicated delivery teams ensure that Cloud Support Services and Cloud Support Solutions are designed in alignment with client specific objectives and delivered to meet organisational needs in line with our stringent quality assurance strategy.

We work closely to support our clients in their ramp-up, stabilisation and reduction phases - continuously improving and adapting our delivery models to provide a flexible project approach. Furthermore, we can accommodate different commercial models, offering further flexibility and agility to support our clients in both defining and achieving desired business outcomes and goals.

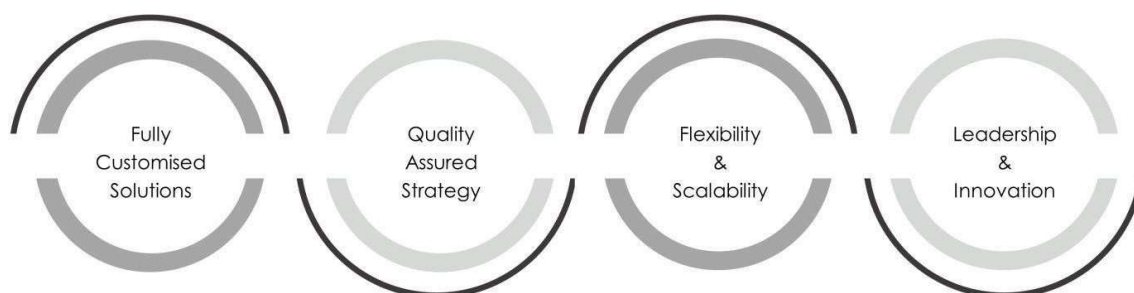


DELIVERY CAPABILITY

We pride ourselves on delivering the highest calibre of IT and Technical talent to client organisations - equipping businesses with the requisite level of resource capacity and capability to effectively meet business critical Cloud requirements.

We offer fully flexible, tailored solutions to supplement existing client infrastructure and specialist resourcing demands. This includes fully managed projects from conception to delivery, through to large scale, long term managed service or fully outsourced provisions. Our Cloud solutions are typically delivered across four service streams:

- **Consulting** - Providing the expertise and competency to immediately support Cloud requirements.
- **Project Solutions** - Supporting full project development and delivery.
- **IT Managed Services** - Supporting specific project elements based on commitments to deliverables.
- **Fully Outsourced Project** - Providing a multi-skilled team in a consultancy capacity or to work as an integrated extension of a client's project or service function.



Our organisation is structured to enable access to the IT resource and specialist capability required to accelerate organisational productivity and efficiency by integrating our Cloud delivery experts with client teams. We bring significant value to our client contracts through our unrivalled visibility of the IT market, coupled with our local and global perspectives and proven capabilities.

Through our Cloud services and solutions, we deliver:

- A range of Cloud services/ infrastructure solutions to rapidly increase productivity and cost efficiency
- Proven expertise successfully delivering Cloud services and solutions across the public sector
- Bespoke cloud and infrastructure services designed to evolve and adapt
- Innovative and effective solutions that enhance performance and achieve operational excellence
- A global community of specialists - deploying talented professionals to help organisations thrive
- Skilled teams focused on delivering a multi-disciplined perspective to problem-solving
- Significant market and industry knowledge and cross industry expertise
- A deep understanding of key IT and public sector challenges and proven strategies to overcome them
- Cross- domain thinking to unlock true innovation
- Access to Centres of Excellence and Delivery Centres, a campus for collaboration and innovation
- Smarter connections in markets and industries across the world
- High quality outcomes on time and in partnership - your challenge is our challenge
- Exploration and seizing of opportunities to provide best value for the UK Taxpayer



PROCESS METHODOLOGY

Utilising recognised industry standards, we work with our clients to fully understand organisational drivers, tailoring project plans accordingly. We place a strong emphasis on understanding organisational risk appetite to make the most appropriate suggestions.

We know that the security and integrity of client data is important. Our business analysts are trained to dive deep into business processes - working with project and transition teams to deliver desired outcomes, utilising both PRINCE2 and Agile PM methodologies as appropriate.

Setup and Migration

We engage at a high level with stakeholder groups, establishing a clear and transparent communication schedule to guide and shape our delivery models whilst enabling us to establish a partnership approach from day one.

We conduct detailed cloud readiness assessments with clients in the first instance to ascertain business, technology and user requirements. Through our robust communication programme, we partner our delivery teams with client stakeholders whose job it is to execute our implementation and delivery programmes, supporting ongoing innovation throughout the processes to develop a bespoke roadmap that guides delivery throughout the project or programme lifecycle. Whilst we have a clear methodology for doing this, roadmaps are developed in consultation with client stakeholders to ensure our Cloud provisions are fully aligned to requirements and organisational objectives.

Our project or programme roadmap enables us to define a stringent project implementation plan with fully defined, streamlined processes to facilitate all Cloud activities at each stage of delivery. We recognise when implementing and delivering a new contract, that as key deliverables become the norm, we must continue to challenge the status quo, working in partnership with our clients to ensure that the service does not plateau.

To ensure our service is effectively managed from the outset, we align our subject matter experts with individual workstreams, working with stakeholders during update sessions and meetings to formally agree strategy and managing any issues by exception. Our delivery personnel manage regular internal checkpoints, focused on tracking the progress of each of the work stream areas of focus.

Continuous Improvement

We understand the importance of delivering a programme of continuous improvement and innovation. It is this understanding that has led us to focus on enhancing and optimising delivery and service excellence in the short, medium and long-term for our clients.

To ensure the success of our contracts we understand that they must incorporate lessons learnt at each stage of the contract period. Akkodis recognise the need to provide clear and documented action where room for improvement is identified.

We understand the importance of both quantitative and qualitative feedback when gauging our performance. Expected performance levels in areas where key metrics can be recorded are discussed and refined following contract award and established as Key Performance Indicators (KPI's). These KPI's will be included in our jointly agreed SLA. In this way expected performance will be driven from the outset.

Performance on all agreed metrics will be measured continually and a detailed Management Information report formally presented as part of the agenda for formal service reviews and update sessions.



Across each of our Cloud projects and programmes we work in partnership with clients to monitor and measure the quality of our service, augmenting our delivery structure as required to ensure continuous improvement is consistently achieved.

Security Testing

Certified CREST Security Testers, Akkodis consultants deliver our services in line with BS7858:2012 standards. Furthermore, our staff are security cleared up to Developed Vetting (DV) level. Akkodis UK Limited holds Cyber Essentials and Cyber Essentials Plus certification across all our sites.

Security Service types supported include:

- Security strategy
- Security risk management
- Security design
- Cyber security consultancy
- Security testing
- Security incident management
- Security audit services

Business Continuity

Across Akkodis and the wider Adecco Group, we have an overall Business Continuity Management System (BCMS). Tested annually, our BCMS incorporates all group structures and procedures and sets out the method for reacting to a given crisis or incident. We have a defined process that is swiftly enacted in the event of a disaster and executed by our Group Crisis Management Team (CMT). The role of the CMT is to manage and communicate overall strategic direction and response to a crisis.

Our robust Business Continuity Plan (BCP) details the steps to be taken if continuity of business is under threat, for whatever reason. We work in conjunction with client designated teams to ensure that in the event of a natural disaster, fire, pandemic or emergency incident impact to day-to-day operations are minimised.

All processes are logged and recorded by our internal quality and business process team in accordance with our ISO 9001 certification. These are made available to all new account staff, including details of their specific role and how it functions in the wider service delivery. Training manuals internal systems and programs are published on our intranet for staff use and a central IT function maintains all usernames and password changes.

Our internal teams regularly audit the document and knowledge retention in place across accounts to make sure it supports adequate disaster recovery. If shortcomings are found, resolution actions are immediately put in place. By continuously auditing our readiness, we ensure that service is not impacted in event of a disaster.

Physical backup, operations and process manuals all form part of our business continuity plans. Additionally, we develop business contingencies with each customer detailing how we ensure service remains in place even with partial or complete removal of a business site, e.g. re-routable systems and communications and mobile working policies (supported by remote offices). We currently provide robust disaster recovery plans for onsite facilities, as well as national communications disaster recovery plans to several of our clients.

SERVICE SUPPORT

Akkodis provide ongoing support for our clients in the areas of buyer hosting or software and software provided by a third-party organisation. We provide access to 1st – 3rd line support via dedicated service desks. This can be delivered through standard 09.00-17.30 hours or 24/7. All operators are UK based and have been vetted to appropriate levels relevant to client requirements.

Email or online ticketing support can be provided at extra cost. Depending on the priority of the ticket, our response time will vary between 1/8/24 hours excluding bank holidays. This is dependent on individual client requirements.

Phone support is available:	9 to 5 (UK time), Monday to Friday as standard. 24/7 support can be provided negotiated on an individual basis
Web chat support is available	24 hours, 7 days a week
Web chat accessibility testing:	All Akkodis software is tested for accessibility in line with our group equality and diversity global requirements. This includes additional functionality for sight/hearing impaired users for example.

We offer several packages to support provisions to meet varying levels of requirement in line with client demands, including:

Premium Service 24/7	P1 - 30 mins response time, 1 hour resolution target P2 - 30 mins response time, 4-hour resolution target P3 - 30 mins response time, 8-hour resolution target P4 - 30 mins response time, 3-day resolution target
-----------------------------	--

Service Levels

We apply a strategic approach to service level development, identifying target performance levels and timescales and refining these targets against measurable service metrics to provide transparency throughout the end-to-end service experience.

Targets in areas where key metrics can be recorded will be established as Key Performance Indicators (KPIs). These KPI's are then included in any final agreed SLA ensuring expected performance standards are driven from the outset. As well as agreeing specific delivery based KPIs we also set strategic goals and targets aligned to client procurement motivations, driving contract improvements and efficiencies throughout the project or programme lifecycle.

Training and Support

We work with client organisations to produce a tailored knowledge transfer plan to ensure all information and training is effectively provided to internal teams. Training can be delivered directly by us via our dedicated in-house subject matter experts or delivered directly by internal client trainers as required. At the end of each contract period our delivery teams provide a thorough and detailed handover to client technical teams.

We can work with client stakeholders to provide formal training through webinars or coordinated classroom training. Should on- the-job and floor walking (user) activity training be required, we have the capability and capacity to support this provision.



Ongoing Support

Akkodis utilises robust, industry standard ITIL service management strategy to guide and shape our delivery function for each client engagement, ensuring the quality of our services and solutions are rigorously maintained.

We allocate dedicated service delivery managers to support our clients, with a dedicated delivery lead allocated as a single point of contact throughout the service period. Our delivery lead acts as the first point of escalation for any queries or challenges that arise throughout the contract, as well as working closely with stakeholders to monitor success against service levels and project timescales to ensure delivery remains on task.

Our expert teams are actively available to support client operations prior to go-live, and ongoing throughout the duration of the contract, proactively resolving faults should they arise. Our teams can be available as required to address non-categorised service faults or irregular failures once an environment is live.

Contract Termination

Akkodis works with our clients to develop our standard terms and conditions around the individual needs of client organisations. We are fully compliant with the Crown Commercial Services terms and conditions. We tailor our products and services to suit the nature of the specific engagement to ensure complete adaptability in line with client service objectives. Specific terms relating to contract termination clauses would be negotiated and agreed following contract award.

Pricing

Akkodis has a flexible discount approach that offers scalable pricing to meet the needs of different clients and partnerships, with terms tailored to project size and duration.

Social Value

The Akkodis social value approach ties economic growth, clean energy goals, NHS renewal and removing barriers into a single, people-centered strategy. We emphasise local benefits, fairness and long-term resilience, with clear metrics to track progress and accountability to communities. We are committed to achieving all of the social value targets associated with G-Cloud 15.

CONTACT US

Should you be interested in learning more about how Akkodis can support your cloud requirements, please email UKI-Bids@akkodis.com or contact one of our solutions sales representatives below, who will be happy to offer advice on the most appropriate solution to meet your needs.

Darren Harwood
Head of Public Sector & Strategic Partnerships

James Williams
Senior Business Manager – Public Sector

* Akkodis UK Offices

London
10 Bishops Square
London
E1 6EG

Nottingham
39 Stoney Street
Nottingham
NG1 1LX

Manchester
57 Spring Gardens
Manchester
M2 2BY

Bristol
101 Victoria Street
Bristol
BS1 6PU

Watford
1 Blackmoor Lane
Croxley Park
Watford
WD18 8GA

Sheffield
Part Level 3
Campo Lane Entrance
The Synergy Building Campo
Hartshead
Sheffield
S1 2EL

Birmingham
5th Floor
Suite 2
Livery Place
35 Livery Street
Birmingham
B3 2PB

Bristol
New Filton House
Golf Course Lane
Bristol
BS34 7QQ

Stevenage
Solutions House
Crompton Road
SG1 2EE

Glasgow
Ground Floor
124 St. Vincent Street
Glasgow
G2 5HF

Belfast
Suite 217
Forsyth House
Belfast
BT2 8LA