



Service Definition

Azure Infrastructure as a Service

G-Cloud 10

Table of Contents

Why Advanced?	2
Our solutions	2
Our Offices	5
Quality Commitment	6
Compliance with Government ICT and information principles	6
Back-up/Restore and Disaster Recovery	7
On-boarding and Off-boarding	7
Our customers	8
Our investment in the future	8
Our delivery & support	8
Analyst Views	8
Service Overview	10
Service Features	10
Service Support	11
Connectivity	11
On-boarding and Off-boarding	11
Service Credits	11
Pricing	11
About Advanced	13

Why Advanced?

Advanced is the UK's third largest provider of business software and services with a £220m turnover, 10,000 customers and 2,000 employees. We provide enterprise and market-focused solutions that allow our customers to reimagine what is possible, innovate in their sectors and improve the lives of millions of people in the UK.

By continually investing in our people, partnerships and technologies, we provide right-first-time solutions that evolve with the changing needs of our customers and the markets they operate in. Our Cloud-first strategy is enabling our customers to drive efficiencies, make informed decisions, act with pace and meet challenges head on.

True partnership is what differentiates us from our competition. We deliver focused solutions for public sector, enterprise, commercial and health & care organisations that simplify complex business challenges and deliver immediate value.

Advanced solutions help to care for 65 million patients in the UK, manage over £1 billion in charity donations, support 2.5 million students and get over 1.2 billion passengers to their destinations on time.

Our solutions

We offer a wide range of solutions and services including ERP, back-office systems, sector specific technology and IT services.

Our back-office applications include financial management, enterprise resource planning, human capital management, relationship management and reporting & analytics. These reliable, scalable and integrated solutions help our customers understand and run their organisations better in order to create streamlined processes and improve efficiencies. All of this is backed up by an expert delivery and services capability and a passionate focus on customer satisfaction.

We are a leading provider in our key sectors, with decades of experience and a deep understanding of the needs of organisations servicing these areas. We have developed our solutions specifically to respond to requirements within these sectors, so that our customers can use the latest technologies to gain competitive advantage, meet industry standards, create maximum efficiencies and delight their own customers.

We are committed to helping organisations turn digital disruption into a secret weapon for success, unlocking the potential of their workforce with the right digital skills, tools and leadership. We use digital technology, such as the Cloud, AI and Machine learning, to transform the way our customers operate and we can help you choose the best platform for your needs. Even if your organisation has incumbent legacy applications that lack agility, we can successfully solve modernisation challenges so that you can take advantage of latest technologies, commodity infrastructures and Cloud platforms.

We are also a certified Managed Service Provider running mission critical services for customers across Public, Private and 3rd sector ensuring customers can focus on the success of their businesses. In partnership with you, our experts can decide which services will benefit your organisation the most and create a bespoke package for you. This may result in you completely outsourcing your IT infrastructure to us, and housing your data in our Tier III Data Centres.

Enterprise Resource Planning	<ul style="list-style-type: none"> ● Sales Order Processing ● Stock Management ● Logistics ● Patient-level resource management ● Warehouse Management ● Field Service and Service Management
Human Capital Management	<ul style="list-style-type: none"> ● HR and Payroll Outsourcing ● Human Resources ● Payroll Software ● Professional Services Automation ● Learning and Training Management
Relationship Management	<ul style="list-style-type: none"> ● Fundraising ● Membership ● Microsoft Dynamics CRM ● Social Housing Management Solutions ● Legal Practice Management
Reporting and Analytics	<ul style="list-style-type: none"> ● Business Intelligence ● Dashboard Reporting ● Predictive Analysis
Spend Management	<ul style="list-style-type: none"> ● Sourcing ● Procurement ● Marketplace ● Spend Analytics

Market Solutions	<ul style="list-style-type: none">● Care Management● Solicitors● Ticketing and Venue Management● Clinical Decision Support● Clinical Patient Management● Electronic Patient Record Solutions● Further Education Management● Coroners
IT Services	<ul style="list-style-type: none">● Cloud Services● Data Services● Application Development and Data Services● IT Outsourcing● Application Migration and Modernisation● Managed Services

Our Offices

We operate from large, state of the art modern office hubs with extensive facilities, providing an enhanced working environment for our 2,000 staff. This has encouraged new talent to join us and enhanced team collaboration and expertise. Our national headquarters are based at Ditton Park, a prestigious parkland development located in Datchet, near Heathrow Airport. We have a Midlands regional headquarters at the Mailbox, based in the heart of Birmingham city centre, offering a unique and vibrant work environment. Our centre in the North West was relaunched in March 2017 with a visit by George Osborne who simultaneously hosted a roundtable of senior digital leaders for his 'Northern Powerhouse' initiative.

We also have offices in Dublin, Singapore, Australia and the USA,

Quality Commitment

All our services are governed by the ISO 9001:2015 certification and all service delivery is aligned to ITIL v3.

Security First

Advanced is ISO 27001:2013 accredited. We meet with and apply all 114 Annex A controls to our operations.

Accreditations

The Infrastructure as a Service (IaaS) is accredited to hold and process information to IL2 and IL3 and is governed by ISO 9001 and ISO 27001.

The Software as a Service (SaaS) component applies to the following standards, with the target impact level we would expect the service to be able to hold and process information also shown:

- > Defence, international relations, security and intelligence – no relevant standards
- > Public order, public safety, and law enforcement - no relevant standards
- > Trade economics and public finance
 - Impact on public finances would be targeted to BIL 1/2
 - Impact on UK trade and commerce would be targeted to BIL 1/2
- > Public services
 - Inconvenience and impact on public confidence would be targeted to BIL 1
 - Impact on public finances would be targeted to BIL 2
 - Locally provisioned services with no impact on health and safety would be targeted to BIL 2
- > Critical national infrastructure
 - Finance would be relevant to target to BIL 1
- > Impact on personal/citizens
 - Impact on the privacy of the citizen would be targeted to BIL 1
 - Utilisation of a service would also be targeted to BIL 1

Overall our software would be targeted to BIL 1/2.

Compliance with Government ICT and information principles

We build applications to help reduce waste, save time and enable bodies to increase efficiency. We provide both agile development and rapid implementation services to enable organisations to deliver projects quickly, successfully and on budget.

Our ERP on-demand service uses a software service that has been implemented in many shared service type operations, enabling customers to use a single system across multiple organisations. The Cloud-based deployment also enables organisations to completely outsource the management of the solution. Use of common tools and platforms gives the service an “open” approach, ideal for interoperability within organisations wishing to leverage best of breed systems from SMEs and beyond.

The solution offers mobility within deployment; there are specific mobile-enabled features and “apps” to sit alongside the service, delivering a true collaborative approach to public working. This combined with the strong security model and devolved governance role set up, which tightly controls user access, ensures internal and external security and governance is maintained throughout.

Business information is crucial to any organisation. The service provides strong management and reporting of the business history and transactional information in the service, but also supports corporate business analysis by enabling interoperability between systems to join up disparate and discrete snapshots of information. However, access to information is always controlled, strong governance protects the business information within the service and modern secure transmission methods then protect externally interfaced data.

The service supports the seven key principles of information:

- > **Information is a valued asset** – the key analysis and reporting functions within the service enable powerful use of the information for management reporting and internal decision-making.
- > **Information is managed** – information is protected within the secure data repositories, and utilised throughout its life history.
- > **Information is fit for purpose** – it is held in a way that is organised logically for the outputs needed from the system and to provide meaningful reporting.
- > **Information is standardised and linkable** – it is held only once throughout the service, it enables data to be used only once and where relationships exist, automatic links are created.
- > **Information is re-used** – it is entered only once, and utilised throughout all applicable modules and reports.
- > **Public information is published** – automatic scheduling enables information critical public information to be automatically published and stored, providing public access. In addition, external modules, such as the supplier self-service, allows individuals and organisations to view relevant data through a secure portal.
- > **Citizens and businesses can access information about themselves** – this is less important as citizen information is less relevant to this type of application, but where individuals interact as customers or suppliers, this is supported.

Back-up/Restore and Disaster Recovery

Disk to disk backup in same Data Centre as SaaS with replication to a remote Data Centre. Asynchronous application and data replication between Data Centres for Disaster Recovery. The service can also offer “hot backups” without any down time.

On-boarding and Off-boarding

All processes are defined within the standard contractual terms. On boarding includes provision of server space, storage and network capacity for the client to an individually defined area of the cloud service. Relevant data import templates are set up, and resources are allocated accordingly, to support the client in on boarding and training client staff in usage of the software.

Off boarding is subject to standard notice terms and facilitates the provision of data and relevant data structures. Any subsequent historic access for archive may be subject to an extended use charge.

Our customers

We strive to ensure our partnerships with our customers means they can deliver excellence in their markets and for their end users. Implementing a new technology system is about more than the software alone, which is why we are dedicated to continually working with our customers to get the most out of their new investment. We are aware of the diverse business system requirements of organisations varying in size and in different sectors. Our highly scalable systems range in size from two users up to several thousand.

Our Net Promoter Score has improved by a net 24 points over the last 24 months. Day to day customer satisfaction (CSAT) scores are really strong, averaging 9.3 out of 10. This is very important to us, and in a recent externally-conducted customer satisfaction survey, 94% of our customers surveyed stated they would be likely to be using solutions from Advanced in 18 months' time.

Our investment in the future

We author all of our key products including finance, project accounting, procurement, forecasting and planning, payroll and HR, business reporting tools and document management. This is an important factor in controlling future product direction and allows us to remain agile so we can meet the ever-changing demands of the marketplace in which our customers operate.

Continued investment in R&D is key to our ongoing growth and success, a large part of which is driven by customer feedback from user groups. This financial year we will invest £25 million into product development, dedicate 100,000 days to development and employ over 800 application developers focused on ensuring our market leading solutions are answering the needs of our customers – now and in the future.

Our delivery & support

Buying a solution offers a lot more than just software. With an impressive track record built up over many years, our team provides you with the services and support to implement your new system as quickly and easily as possible. We also work closely with you to encourage optimum use of the software throughout your organisation, delivering an excellent return on investment through the lifetime of the system. Our consultants are characterised by their professionalism, length of service and extensive knowledge of the systems they implement and support. They also have years of expertise in the vertical sectors they operate in, and many of our consultants have backgrounds as qualified accountants or HR professionals, which underlines their level of skill and experience.

Analyst Views

The following citations provide views on Advanced from various independent technology sector analysts:

TechMarketView

Advanced is ranked as being the third largest UK headquartered Supplier of Enterprise Software to the UK Market behind Sage and Capita, according to the TechMarketView 'UK Software & IT Services Rankings 2016' Report.

On 21 November 2016, TechMarketView quote 'Advanced is on a mission to achieve "ambitious and sustained growth" and that will inevitably mean we can expect it to return to the acquisition trail in the months and years ahead'

Megabyte Insight Report- UK Accounting & Enterprise Software Peer Group Report (Quarter 4, 2015)

Of the most prominent private company results, there is perhaps no better place to start than with recently taken private Advanced Computer Software Group Limited which, in the year to February, continued in good form, growing revenues by 8.5% to £220.5m, along with a 19% jump in adjusted EBITDA to £54.0m, yielding a 24.5% margin. Whilst not providing the usual performance breakdown, Advanced noted that revenues and adjusted EBITDA grew across all divisions. In particular, healthcare made good progress in the community care space and IT service solutions experienced strong demand for the cross selling of Cloud services into its existing customer base, in addition to new customer wins.

Service Overview

Advanced is a Microsoft Cloud Solution Provider and offers subscription services for Azure for public sector organisations wishing to take advantage of these platforms for some or all of their computing workload. In addition to providing all of the standard Azure options, Advanced is able to tailor specific services to extend current Azure services where additional levels of assurance are required. These services are based on industry best practice including ITIL v3 for system and service management, PRINCE2 and Agile for transition and transformation services and are underpinned by Advanced's ISO 9001:2015 and ISO 270001:2017 certifications for quality and security management systems.

Services options include:

- > Advice and guidance on deployment
- > Workload analysis
- > Transition planning and workload migration
- > Network performance advice and design
- > 24/7 monitoring
- > Service desk support
- > Cloud DBA
- > Cloud Network management
- > Cloud Backup
- > Cloud Optimisation
- > Cloud Security

Service Features

Full management of your organisation's Azure IaaS implementation including but not limited to:

- > Operating System management
- > Anti-virus management

> IaaS provisioning

> 24/7 monitoring

Service Support

The Advanced service desk is for customers wishing to have access to user and technical support. Service desk support is priced per incident / service request.

Standard hours are 08.00 – 18.00 Monday to Friday with service extensions through to full 24/7.

Connectivity

A range of methods exist to connect the customer to the Azure platform. Advanced is able to provide expertise in ExpressRoute and other connectivity options to ensure the best options for connectivity are selected and implemented.

On-boarding and Off-boarding

This is the customers' responsibility. Advanced is able to provide technical support to assist if required based on the rate card provided within the Pricing Definition.

Service Credits

Microsoft offer service credits directly if the Azure platform does not meet pre-defined service levels. Credits are calculated per minute based on the whole month and are provided directly from Microsoft. Advanced will pass onto the customer any service credits received from Microsoft. Service credits will depend on the service used and the contractual availability.

Pricing

Please refer to the Advanced IaaS pricing definition for details.

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About Advanced

Through our enterprise and market-focused solutions, we positively impact millions of people's lives. By continually investing in our people, partnerships and technologies, we stay focused on our markets, customers and their stakeholders' needs.

We enable our customers to drive efficiencies, savings and growth opportunities through right-first-time software solutions that evolve with the changing needs of their business and the markets they operate in.

True partnership is the defining thing that makes us different from the competition. We pride ourselves on delivering focused software solutions for public sector, enterprise commercial and health & care organisations that simplify complex business challenges and deliver immediate value

Advanced is a Sunday Times Top Track 250 Company 2016 and was ranked in the Deloitte UK Fast 50 which recognises the 50 fastest growing technology companies in the UK. Winner of the Tech Company of the Year in PwC's UK Tech Awards in 2014.

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Advanced Computer Software Group Limited is a company registered in England and Wales under company number 05965280, whose registered office is Ditton Park, Riding Court Road, Datchet, SL3 9LL. A full list of its trading subsidiaries is available at www.oneadvanced.com/legal-privacy.