



# HENDERSON SCOTT

## G-CLOUD SCS SERVICES

SERVICE DEFINITION DOCUMENT



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## INTRODUCTION:

Henderson Scott is an independent consultancy and specialist provider of Cloud-based services. We provide advice on selecting, implementing, and building digital platforms and solutions, helping our Clients to make informed decisions on the Cloud technology options that are available to them to support their business objectives. We can help you understand the benefits of adopting Cloud technology and gain maximum value from your Cloud solution.

Established in 1999, we offer innovative advice and services across a number of sectors. We focus on technology-enabled change, and have built a reputation for delivering market leading and cost-effective solutions supported by our quality driven approach. We consistently deliver intelligent customer services and effective stakeholder engagement while ensuring that we deploy best practice management techniques across complex projects.

Our intuitive management team constantly monitors the evolving technology within the Cloud computing industry to ensure clients embarking on Cloud ventures can rely on us for support and information in this rapidly changing environment.

## WHO WE WORK WITH:

Henderson Scott works closely with organisations who are interested in Cloud computing and wish to understand the positive impact it can have on their business. We work with the best Cloud computing technologies to deliver outstanding project and programme management services to our clients. We support basic and complex project and programme management environments, in both a Software-as-a-Service (SaaS) and hosted on-premises deployment models.

We recognise that choosing the right partner is vital in successfully moving to Cloud-based solutions. Henderson Scott's experience puts us in an ideal position to provide you with advice and consultancy around how a business objective can be achieved, while considering your current environment, applications, networks, people and strategy. By understanding the needs of our customers, we can help to enhance existing Cloud-based applications. We can also provide services to support the migration of existing applications to Cloud-based technologies across a range of platforms, while preserving our customers' investment in those legacy applications.

# SPECIALIST CLOUD SERVICES

Henderson Scott can help your organisation assess the benefits of Cloud-based platforms, and architect appropriate solutions that provide cost benefits. Our experienced team of highly skilled professionals can provide a range of services that are required by organisations seeking to adopt Cloud technology services and exploit the benefits that it provides.

All services are delivered by qualified consultants with relevant sector experience. They will complete your Cloud project on time, to scope, and within budget. Our practitioners have a successful track record in the definition, design, and implementation of Cloud projects and programmes for a wide range of Clients. Our consultants' skills and capabilities are of the highest quality and form an integral part of our business enabling services. Where possible, their skills are externally validated and accredited.

We tailor each service to the individual needs of our Clients, with each bespoke solution following a consistently thorough and effective process. Our consultants work to understand your business in detail in order to formulate a strategy that delivers optimum results.



# NETWORK INFRASTRUCTURE

Henderson Scott provides Network Infrastructure services to organisations to enable them to assess the benefits of Cloud-based solutions, and to help them identify appropriate solutions that enable their business Infrastructure. Our service covers, Network Security, Network Support, Network Architecture & Network Monitoring, Cisco, Juniper, Fortinet, FortiGate, SolarWinds, F5, ASA, Pix, Checkpoint, Palo Alto, Riverbed, BGP/OSPF, LAN, WAN, VLAN.

## SERVICE FEATURES

Networking, switches, firewalls, Next-gen Firewalls, Juniper, Cisco, LAN, WAN, CCNA

Certified Information Systems Security Professional (CISSP) testing

Cisco accredited engineers CCNA, CCDA, CCDP, CCIE

Design and integration of network architecture, Cisco DNA, SDN/NFV/Cisco ACS

Remote monitoring services

Firewall Installation and Configuration

Cloud migration

## SERVICE BENEFITS

Deliver network performance

Drive improved employee productivity

Enable an enterprise mobility strategy and cloud strategy

Improve end-to-end performance of applications and services

Qualified and trained professionals

Specialists in public sector delivery

SC / DV security cleared professionals

## CERTIFICATIONS

- CCIE
- CISSP
- CCNA
- CCNP
- TCPIP
- CCDP
- JNCIA
- JNCIS
- JNCIP
- JNCIE

We procure flexible resources across a wide range of technologies and systems, making full use of our extensive experience. For each service we provide capacity and capability. We tailor each service to the individual needs of our clients with each bespoke solution following a consistently thorough and effective process.

# PLATFORM INFRASTRUCTURE

Henderson Scott provides Platform Infrastructure services to organisations to enable them to assess the benefits of Cloud-based solutions, and to help them identify appropriate solutions that enable their business Infrastructure. Our service covers, IT Support (Helpdesk / 1st Line, Desktop / 2nd Line, Infrastructure Support / 3rd Line), Windows Server (Exchange, VMware, Vsphere, Hyper-V), Office 365, Microsoft Azure, SCCM, SCOM, Active Directory, GPO, EMC, SAN, Lync, Citrix, Linux, Unix, Red Hat, Suse, Ubuntu, Centos.

## SERVICE FEATURES

1st Line Support / Helpdesk Services

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2nd Line Support / Desktop Services

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3rd Line Support / Infrastructure Services

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Implementation of new systems

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Service Desk

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Migration Service

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Cloud migration

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## SERVICE BENEFITS

Certified professionals

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Specialists in public sector delivery

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SC / DV security cleared professionals

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## CERTIFICATIONS

- MCSE
- MCSO
- MCSR
- MCP
- VCP

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# PROJECT & PROGRAMME MANAGEMENT

**Our Cloud Project and Programme Management services are delivered by qualified specialists who are adept at identifying customer needs and determining appropriate and cost-effective Cloud-based solutions. We can help you in exploring the options, feasibility and cost-effectiveness of Cloud-based services.**

We have an extensive network of Project and Programme Management associates who have a successful track record in the definition, design and implementation of Cloud projects and programmes. They possess the relevant technical qualifications and skills, encompassing PRINCE 2, ITIL, MSP, APM, PMP, Six Sigma and ISEB certifications, coupled with relevant sector experience to enable us to assist public sector organisations adopt Cloud-based services. They are highly experienced at delivering projects following Agile, Waterfall, DSDM, SCRUM, and SSADM.

Our Cloud Project and Programme Management services give our clients access to a wide range of resources across diverse skill sets.

## SERVICES

- Business Analysis
- Project Analysis
- Project Planning
- Programme Management
- Project Administration
- PMO Management
- Information Analysis
- PMO Analysis
- Portfolio Management
- Change Management
- SCRUM Management
- Transformation

## CERTIFICATIONS

- PRINCE 2
- ITIL
- MSP
- APM
- PMP
- Six Sigma
- SEB

# SERVICE MANAGEMENT

IT Service Management to support clients' IT Infrastructure, tackle complex projects and adopt cloud based solutions. Services include: service strategy design, service catalogue definition, contract development, SLA development, performance management and live service issue resolution. All services are aligned to best practice methodologies (ITIL, Prince 2, MSP, MoC and MoR).

## SERVICE FEATURES

Extensive network of highly skilled and experienced service management resource

Design and creation of service catalogue

Service transition and service introduction

Service Management tool set identification and implementation

Service management support through every stage of the transformation project

Improved service delivery and service experience

ITIL compliant Helpdesk/Service desk functions

ITSM Discovery and Business Analysis

## SERVICE BENEFITS

Better control and management of your IT infrastructure, improving overall IT service delivery

Efficient processes delivering optimum service levels and best practice

Streamlined transformation of service management

Aligned service management and business processes

Full service management and service desk support

Enhanced understanding of IT support and ITIL capabilities

Specialists in public sector delivery

SC / DV security cleared professionals

We procure flexible resources across a wide range of technologies and systems, making full use of our extensive experience. For each service we provide capacity and capability. We tailor each service to the individual needs of our clients with each bespoke solution following a consistently thorough and effective process.



# ENTERPRISE ARCHITECTURE

Henderson Scott provides Enterprise Architecture services to organisations to enable them to assess the benefits of Cloud-based solutions, and to help them identify appropriate solutions that enable their business architecture. We can provide consultancy, design, architecture, implementation and development services across a wide range of Cloud platforms.

We have an extensive network of architecture associates who have a successful track record in developing and deploying Cloud-based solutions that meet customers' operational, business and security considerations within time and within budget. We can provide assistance in ensuring a seamless transition to those services, preserving customer investment in existing technologies where possible.

Our Cloud Infrastructure Engineers/Architects service aligns with the TOGAF methodology for defining the strategy, governance, organisation and key business data applications:

- **Business Architecture:** defines an organisation's business strategy, governance, and key business processes. Provides a framework to control how business capabilities and business services align with business strategy
- **Applications Architecture:** defines the applications to be deployed and the interaction between those applications. Aligns the application landscape to your information systems
- **Technology Architecture:** defines the technology capabilities and architecture needed to enable the implementation of systems and to support the transition to Cloud-based solutions
- **Data Architecture:** defines the governance models for storing and using your business data assets

## CERTIFICATIONS

- CEA
- Certified SOA Architects
- CITA
- Open CA
- EACOE

Henderson Scott's experience puts us in an ideal position to provide you with advice and consultancy around how a business objective can be achieved, while considering your current environment, applications, networks, people and strategy.

# CLOUD HCM CONSULTANCY & SUPPORT

**Henderson Scott's HCM Consultancy & Support service provides essential skills that strengthen and inform decision making, reinforce innovation, increase productivity, and reduce costs to leading public sector organisations across the UK.**

Our associates blend industry knowledge, technology and business experience to deliver services that consistently meet client expectations and deliver measurable results. We offer flexible and agile solutions, and are well positioned to assist you in gaining the maximum possible return from your investment in Cloud technology.

Our Cloud HCM Consultancy and Support services enable our clients to procure flexible resources across diverse skill sets making full use of our extensive experience. All services are delivered by high-level personnel with industry recognised qualifications, coupled with relevant sector experience.

Our Cloud HCM Consultancy and Support service covers a range of technologies and services, including: Workday, SAP Successfactors, Oracle Fusion, HCM software implementation, Vendor selection, HCM advisory, Optimisation, Change Management and Solution Architecture, BAU/Production support.

## CONSULTANCY SKILLS AND CAPABILITIES

- Workforce planning
- Competency management
- Performance management
- Compensation strategy
- Time and Expense management
- On-boarding
- Workforce analytics
- Vendor Selection
- Change Management

We recognise that choosing the right partner is vital in successfully moving to Cloud-based solutions. Henderson Scott's experience puts us in an ideal position to provide you with advice and consultancy for delivering integral Cloud solutions. By understanding your business needs and drivers we can help you move to a Cloud-based service model. We will adopt a collaborative approach to working with your HR and business functions to understand your business needs and to help you create strategic solutions that support both your current and projected future needs.

# DEVOPS & WEBOPS

DevOps and WebOps services for Cloud users, ensuring applications are managed efficiently across the development lifecycle. Platforms: Windows, AWS, Azure, OpenStack, Linux. Tools: Splunk, Chef, Puppet, Jenkins, Ansible, SaltStack, Git, Gradle, Travis, Mesos, Docker, Kubernetes, CoreOS, Rocket, Bamboo

## SERVICE FEATURES

Continuous Deployment, Testing,  
Continuous Integration, Continuous  
Delivery, Automation

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Structured and assessment &  
implementation methodology

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Tools expertise: Ansible, Puppet, Chef,  
Jenkins, Mesos, Docker

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Languages: Python, Ruby, Bash, PowerShell,  
Java, Ruby and .Net

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Passionate Open Source Contributors -  
Github / Code Samples available from  
contractors

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## SERVICE BENEFITS

Greater efficiency and reduced costs of  
development

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Speed up project delivery and improve  
quality through automation

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Improve collaboration between Developers,  
Testers and System Admins

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Specialists in public sector delivery

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SC / DV security cleared professionals

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## TECHNICAL SKILLS COVERAGE

- Puppet, Chef, Ansible, SaltStack, Capistrano, CFEngine
- Jenkins, Rundeck, Hudson, TeamCity, CruiseControl
- Ruby, PHP, Python, Java, Bash, PowerShell, Shell, Erlang, GoLang
- Amazon Web Services (EC2/S3/AWS - IaaS), Pulsant, Skyscape, GCE, MS Azure, OpenStack
- Nagios, LogStash, Zabbix, Kibana, ElasticSearch, Graphite, New Relic
- Confluence, Jira, Crowd, Stash, Bamboo, Splunk, Memcached
- SubVersion, Git, Docker, Vagrant, Varnish, RabbitMQ, ActiveMQ, Squid
- PostgreSQL, MySQL, NoSQL, MongoDB, Cassandra, Couchbase
- Unix - Linux, Redhat, Centos, Debian, Ubuntu, Solaris, IBM AIX & HP-UX

# WEB & MOBILE DEVELOPMENT

Henderson Scott's Web & Mobile Development Consultancy service provides essential skills to leading public sector organisations across the UK. We represent an extensive network of development consultants who have a successful track record in developing & deploying Cloud-based solutions that meet customers' operational, business and security considerations within time and within budget.

Covering consultancy, design, architecture, implementation and development services, we procure flexible resources to enhance existing Cloud-based applications or provide services to support the migration of existing applications to cloud based technologies across a range of platforms.

All services are delivered by high-level personnel with industry recognised qualifications, coupled with relevant sector experience. Our architects and developers work with a range of technologies, including: iOS, Android, PHP, Zend, CodeIgniter, CakePHP, Symfony, AngularJS, NodeJS Python, Django Ruby on Rails, Groovy / Grails Big Data, Hadoop, H-Base, Hive, MongoDB and Apache Cassandra.

## SERVICE FEATURES & BENEFITS

- **Technical Direction & Management** - provision of experienced and capable resource
- **Applications Architecture services** - capability and capacity
- **SharePoint skills** - experience
- **Frontend Web Development services** - capability and capacity
- **UX/UI Design services** - capability and capacity
- **Core Java Design services** - capability and capacity
- **DevOps Engineering** - collaboration/integration
- **Systems Administration services** - provision of experienced and capable resource

We tailor each service to the individual needs of our clients with each bespoke solution following a consistently thorough and effective process.



# CLOUD CYBER SECURITY

The growing adoption of public cloud applications presents a growing threat of cyber-attacks. We work to enable organisations to embrace the benefits of cloud technologies while remaining secure and compliant. Our dedicated team of certified consultants will assist in your Web Security & Infrastructure protection needs, providing protection from increasingly large and sophisticated Web attacks.

We tailor each service to the individual needs of our clients with each bespoke solution following a consistently thorough and efficient process. Henderson Scott's skills capacity covers all areas of cloud cyber security services, including:

- Information Security
- DDoS Migration
- WAF
- Security Architecture & Design
- Risk Management
- IDS / IPS
- Endpoint Security
- Penetration Testing
- Application Security
- Identity & Access Management
- IT Governance & Compliance
- SIEM

Henderson Scott can initiate and hold SC clearances and DV clearances enabling a faster delivery of resources into critical, secure Government Cloud Projects.

All services are delivered by high level personnel with industry recognised qualifications, coupled with relevant sector experience, enabling us to effectively assist public sector organisations with cloud based services.

# BUSINESS INTELLIGENCE & ANALYTICS

**Business Intelligence & Analytics services for Cloud users. Business Intelligence, data analytics, dashboards and reporting to explore, share, and gain insight on organisational data. Tableau, QlikView, Spotfire Visualization, Advanced Analytics Implementation.**

Business Intelligence & Analytics services give our clients access to a wide range of resources across diverse skill sets.

These services offer the features shown below. We tailor each service to the individual needs of our clients with each bespoke solution following a consistently thorough and effective process.

## SERVICE FEATURES

Enterprise wide BI & Analytics strategy

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BI and Data Solution Architecture and Design

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Experienced development and reporting team

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Operational and strategic reporting suites

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Qlikview, SQL Server Reporting Services, SSRS

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Dashboards, Analytics, Reporting, Portals

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## SERVICE BENEFITS

Transform data from a liability to a corporate asset

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Drive revenue, reduce costs and mitigate risk

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Strategic approach to implementation of BI and Analytics

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Specialists in public sector delivery

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SC / DV security cleared professionals

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All services are delivered by high-level personnel with industry recognised qualifications, coupled with relevant sector experience, to enable us to assist public sector organisations with their Cloud-based services. Our consultants are adept at identifying customer needs, and determining appropriate Cloud-based solutions. We can help you in exploring the options, feasibility and cost effectiveness of Cloud-based services.

# ADDITIONAL INFORMATION

## PRICING

The pricing for all projects and services will be based on the individual SFIA rate card which lists the applicable prices for those services. The rate card gives the 'day rate' for resources at each skill category and responsibility level.

For any particular project we would aim to agree in advance with the customer what level of supporting resource is required. Using the blend of resource and the SFIA rates this would then enable us to determine the overall charge.

## TRAINING

We always aim to provide skills' transfer to the Customer where appropriate, in association with the implementation of any Cloud solution.

## ORDERING & INVOICING

The ordering and invoicing procedure will follow that defined for the Digital Marketplace.

## TERMINATION TERMS

There are no additional Termination conditions. Terms are in accordance with the Framework Agreement and the Call-Off Contract.

## CUSTOMER RESPONSIBILITIES

We will discuss and agree any dependencies on the customer that are associated with any call-off requirement prior to work commencing. These responsibilities will differ depending on each specific call-off requirement. Any such dependencies would form part of the Call-Off Contract.

# HENDERSON SCOTT



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