G-Cloud Service Definition

UCNS Managed IT

Cloud IT Migration for Windows 10 and Office 365

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Contents:

1.0 About UCNS Managed IT

UCNS Managed IT is a well-established and dynamic company privately **formed in 2010**. The leadership team are IT professionals who have years of experience in the design and delivery of IT services and projects in an **agile and flexible manner**, in many verticals both Public and Private.

Our focus is to bridge the gap between tier 1 premium service providers and the shortfalls that are often associated with the final solution delivery to the customer. UCNS Managed IT are committed to providing fixed price service offerings with **no hidden charges** that are highly **cost effective**, permitting effective budgeting and planning. Ultimately we aim to do whatever our customers need us to do, financially, technically and with service quality being the core focus.

The UCNS Network Operations Center **operates from Berkshire UK**. The business and associated services are independently accredited by a UKAS approved body to **ISO 27001** for information security, providing confidence to our customers that our IT practices are safe and secure.

Our overall business practice is governed by **ISO 9001** for Quality Management and is again independently accredited by a UKAS approved body to ensure our business practices and partners follow the coveted ISO standards. Ultimately we have invested in these accreditations to demonstrate our stability and effective business stature in order to protect and serve our customer business interests.

2.0 Service Definition

2.1 Cloud IT Migration for Windows 10 and Office 365

A comprehensive professional service permitting the customer to evaluate their strategy for upgrading their estate to Windows 10 and the deployment of Office 365 applications (O365).

This includes current state analysis, business goals analysis, gap analysis and road map development with associated project professional services.

2.2 Service features

- Work with a professional, flexible and experienced team
- ISO 9001 (quality) and ISO 27001 (security) for confidence
- Cyber Essentials Plus for added peace of mind
- Best of breed business ensuring vendor agnostic approach
- Focuses on understanding and meeting evolving user needs

- Adaptable and Flexible to Meet Project Needs and Situation
- Cloud Migration, Cloud and Hybrid environments, Platform and Cloud based
- Enterprise Architecture, Project Management and Governance
- Service and Systems Integration
- Software Support and Helpdesk

2.3 Service benefits

- Accredited to ISO 27001 - Information Security UKAS audited
- Accredited to ISO 9001 - Quality Management UKAS audited
- Accredited Cyber Essentials Plus for additional security
- No single point of failure delivering greater service availability.
- Approach Enables Engagements to Start Quickly with Immediate Impact
- Utilises Best-Practice Methodologies to Deliver High-Quality Output
- Specialist Skills from our Cloud Experts
- Experts with Agile and ITIL Experience
- Cost Benefits through Flexible Resourcing Model
- Delivers Process and Performance Improvement

2.4 Service reviews and reporting

A dedicated account manager shall be assigned to the customer and will be the single point of contact for any service related issues. As an ISO 9001 accredited 'Quality Management' business, service and quality are at the heart of our mission and our customers are our focus each and every day.

2.5 Continuous service improvement

UCNS Managed IT performs continual service improvement by leveraging the following data sources;

- Helpdesk SALs/OLAs
- Business intelligence statistics
- Customer satisfaction surveys
- Service review feedback
- Internal process reviews
- Daily handover reports

3.0 Procurement Process

Please email gcloud@ucns.com to gain assistance with regards to the procurement process. As a flexible business, we are happy to work within any constraints that may be presented and will naturally follow the G-Cloud call-off contract and associated order form.

Our general procurement process is built on the following basic blocks;

Develop the brief / SOW	Establish order process required	High level service design sign off	Contracts completed including SOW	Onboarding commences

4.0 Further information

Please contact us for further information or to customise your service further

Email	gcloud@ucns.com
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Website	www.UCNS.com