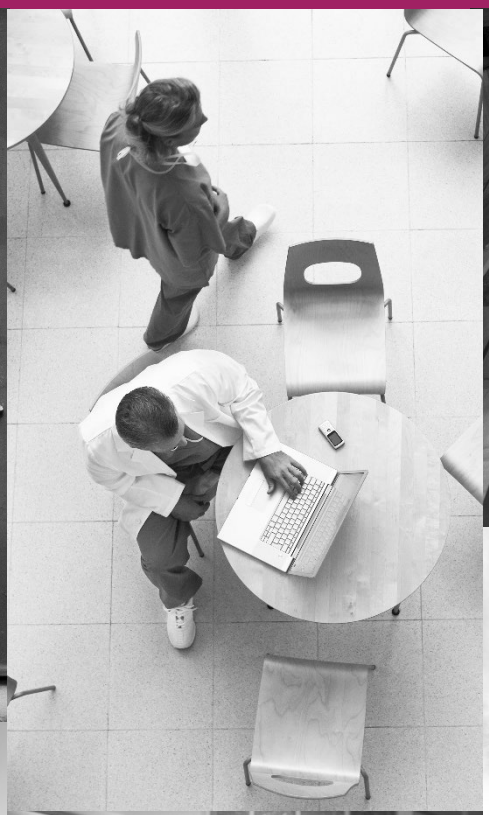
PageGroup

Page Outsourcing Service Definition

PageGroup has been successfully supporting the Public Sector since 1976



We've signed the time to change Employer Pledge let's end mental health discrimination

The Prince's Responsible Business Network Race at Work Charter signatory

disability confident EMPLOYER

ridi

clear assured SILVER

Stonewall TOP 100 EMPLOYER 2018

The Social Mobility Pledge

Cloud Support Services

Page Outsourcing is a global organisation, providing consulting and ad-hoc projects to meet your cloud support service needs. Specialising in discovery and transformation projects. Your priorities lie at the forefront of our approach. By utilising a variety of methodologies depending the project requirements, including but not limited to; Prince 2, Waterfall, Scrum, Agile, ITIL, all of which are underpinned with experience of the GDS Service manual. Our teams utilise their expertise against your preferred style of working.

Specialist service provider since

1976

PageGroup, comprised of Page Executive, Michael Page, Page Personnel and Page Outsourcing is a leading business support specialist, providing a local, tailored service to all our clients.

27
UK Offices

10,000+
Consultants

25
Specialist Businesses

Page Group has experience of working across a wide and varied client base in the private and public sector including; Central and Local Government, Charities, Education, Energy, Financial Services, Health; NHS, NHSX etc, Housing, Legal, Logistics, Transport & Supply Chain, Information Systems and Security.

House of Commons
City of Westminster
Metropolitan Police
Forestry Commission
Public Health England
Guy's and St Thomas' NHS Foundation Trust
Government Legal Department
Cabinet Office

We've signed the time to change Employer Pledge
The Prince's Responsible Business Network
Race at Work Charter signatory
Top 50 Employers for Women 2018
disability confident EMPLOYER
ridi
clearassured
Stonewall Top 100 Employer 2019
The Social Mobility Pledge

Cloud Support Services

What services are provided?
Page Outsourcing provide a range of cloud services. Please see the specific service description, features and benefits of the required Cloud Support Service. For more information, please use the contact information provided on this service definition document.

The levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans
Due to this being a publicly held document, for business security reasons, we are able to provide the above information upon request.

Onboarding and offboarding support you provide
All assignments are tailored with a personalised approach. Therefore a project plan will provide project specific onboarding and offboarding plans to ensure minimal disruption to the BAU business. Although not an exhaustive list, factors we take into consideration include, knowledge transfer, knowledge libraries, size and sale of the project, timescales, delivery team and locations.

Implementation plan
Prior to commencement of each service a full implementation plan will discussed with our clients. Our implementation plans are based on your support needs and will be developed to reflect the service requirements.

Pricing overview, including volume discounts or data extraction costs
Page Outsourcing offers volume discounts depending on the requirements. Please see our rate card for a pricing overview, more information can be offered upon request

Service constraints like maintenance windows or the level of customisation allowed
Any constraints, risks and opportunity to mitigate these will be highlighted as part of the detailed project plan for professional services that we supply to the public sector.

Service levels like performance, availability and support hours
Please see the support section for the specific service required.

How you'll repay or compensate buyers if you do not meet service levels
Inline with our T&C's, SLA's will be agreed upon, depending on the nature of the professional services provided.

Cloud Support Services

The ordering and invoicing process

We are flexible in our ordering an invoicing functionality and can fulfil all conventional requirements in this area. We have extensive experience of dealing with a wide variety of invoice formats and will ensure our process are aligned to each individual contract. As standard we would expect a purchase order to be provided for each piece of work which would be invoiced against our accounts receivable department.

How buyers or suppliers can terminate a contract

Our T&C's in relation to this service have been attached.

After sales support

For our professional services, Page Outsourcing provides a variety of after sales support which includes a host of MI & reporting, as well as on and offboarding protocols.

Any technical requirements

Any technical requirements will be discussed as part of the discovery phase / detailed project plant for each project or programme of work.

UK Locations

Aberdeen
Birmingham
Brighton
Bristol
Cambridge
Cardiff
Chiswick
Dublin
Edinburgh
Glasgow
Guildford
Leeds
London, Victoria House
London, Aldermanbury Square
Leicester
Liverpool
Maidstone
Manchester
Milton Keynes
Newcastle
Nottingham
Oxford
Reading
Sheffield
Slough
Southampton
St. Albans

Cloud Support Services

Agile teams, adapting to meet your project and organisational needs

Creating, developing and using time saving processes

Supporting your transformation requirements across your organisation

Providing guidance and expertise around change management and culturally embedding changes

Innovation, multidiscipline experience, value for money and savings

Social Value

Social value is extremely important to PageGroup, we not only have goals and targets but are extremely active in our client communities. In line with your own goals around Volunteering; Employability; Family Support; Metal Health and First Call we believe at PageGroup, we support the first 4 of these internally for our own staff with a strong emphasis on Diversity and Inclusion (D&I) Strategy and Support for our clients. Operating our own PageFamilies support, continual Mental Health webinars and support for managers and teams to provide forums for open discuss and coping strategies.

Open forum for D&I to allow our colleagues to share their experience around how to improve the workplace and support better client engagement and interaction, with a strong focus on inclusion through our internal groups, including; Pride@Page, Women@Page, Ability@Page, Unity@Page and Parents@Page.

We can provide detailed examples of how we work with our clients to support their aspirations and goals around Social Value.

NHS Digital

"Good value for money."

Deputy Director of Finance,
NHS Digital

PageGroup

Contact

Sue Waller
Page Outsourcing – Business Development Director
ccs@michaelpage.com
M: +44 7790 961 498