G-Cloud 12

SERVICE **DEFINITION**

- **Cloud Consultancy**
- **Professional Services**
- **Software Support**

Hyper Talent Solutions
No 11, Langley Road,
Slough SL3 7AE,
United Kingdom

HYPER TALENT SOLUTIONS

1. INTRODUCTION 1
Company Overview 1
Value Proposition 1
What the Service Provides 1
2. DATA PROTECTION 6
Information Assurance 6
Data Back-Up, Data Restoration and Disaster Recovery 6
Privacy by Design 6
3. USING THE SERVICE 7
Ordering and Invoicing 7
Training 9
Service Management 9
Service Levels 10
Financial Recompense Model for not Meeting Service Levels 10
4. PROVISION OF THE SERVICE 11
Customer Responsibilities 11
Technical Requirements and Client-Side Requirements 11
Termination Process 11
5. OUR EXPERIENCE 12
Case Studies 12
On- Going Projects 14
Clients 15
Contact Details 16

1. INTRODUCTION

COMPANY OVERVIEW

Hyper Talent Solutions is a Cloud, Digital, Technology and Innovation provider. We work in partnership with major public, private and third-party organisations in the UK. Hyper Talent Solutions Head Office is based in Langley, Slough, Berkshire. Since established in 2009, Hyper Talent Solutions has been operating in successful partnerships with major public sector organisation such as Cabinet Office, MHCLG (Ministry of Housing, Communities and Local Government), GSS (Government Shared Services), No 10 Downing Street, NHS (National Health Service), BEIS (Business Energy and Information Strategy), FCO (Foreign & Commonwealth Office), MOD (Ministry of Defence), DE&S (Defence Equipment & Support), DfE (Department of Education), and DIT (Department of International Trade). Also, we are providing services to private sector organisations such as IBM, Nestlé, The Automobile Association (AA), Sainsbury's, Santander Bank and Reed Exhibitions. Over the years, continued success with our clients has enabled us to grow in size and scope.

VALUE PROPOSITION

We have worked extensively with central Government and we genuinely understand the issues, blockers, risks, dependencies, approval process, security requirement, NCSC guidelines, GDPR, Privacy by design and privacy by defaults for all government projects. Thus, our value proposition is that over the years our architecture and innovation team developed and deployed robust solutions, Agile methodologies, DevSecOps principles and delivery plans to deliver departments' visions, goals, roadmaps and strategies.

A few examples of our proud achievements mentioned in the section of "5. OUR EXPERIENCE / CASE STUDIES" within the central government. Also, we have called out all our ongoing projects in the government department are in the section "5. OUR EXPERIENCE / ON-GOING PROJECTS"

WHAT THE SERVICE PROVIDES

Hyper Talent Solutions provides the following services:

CLOUD TRANSFORMATION

- AWS Well-Architected Review
- Cloud Advisory and Strategy Services
- Cloud API Infrastructure Development
- Cloud Consultancy, Professional Services and Software Support
- Cloud Discovery and Design
- Cloud Provisioning and Migration Services
- Cloud Security and Professional Services
- Office365 Consultancy and Professional Services

EMERGING TECHNOLOGIES

- AI Chatbot Design and Delivery (MVP)
- Amazon Alexa, Cortana and Google Assistant - Design, Build and Support
- Artificial Intelligence (AI) and Machine Learning Service
- Deep Learning, Deep Neural Networks and Professional Services
- Internet of Things IoT Advisory Service & Implementation
- MuleSoft Consultancy Services
- Robotic Process & Intelligent Automation
- Zscaler Consultancy and Professional Services

AGILE, DEVOPS CONTINUES DELIVERY

- Agile Cloud Development
- Agile Coaching & New Ways of Working
- Agile Coaching and Support
- Agile Delivery – Platform/DevOps/CI/CD/UR/UX
- Agile Maturity Assessment
- Agile Methods, Practices and Tools
- Agile Project Delivery

BIG DATA MANAGEMENT

- Big Data Analytics Service
- Big Data Discovery Service
- Big Data Architecture and Analytics
- Big Data Management Implementation & Testing Service
- Big Data Management Support Service
- Big Data DevOps Services
- Big Data in the Cloud
- Big Data Management & User Adoption Service

CYBER SECURITY GOVERNANCE

- Cyber Security Assurance Management for Cloud Service
- Cyber Security Audit
- Cyber Security Technical Services
- Cyber Security Vulnerability Assessment
- Cyber Threat Monitoring and Intelligence Services
- Cybersecurity Network Asset Visibility and Illumination Assessment
- Cybersecurity Security Management Advice and Build
- Cybersecurity WAF Design and Implementation

ERP

- Microsoft Dynamics CRM Cloud and Professional Services
- Oracle Cloud Infrastructure (OCI) Architecture Review and Project Delivery
- Oracle ERP Design and Professional Services
- Oracle Fusion Consultancy Services
- Salesforce Advisory Consultancy and Implementation Services
- Workday Consultancy Professional Services
- Salesforce CRM Cloud Platform Development
- SAP Consultancy & Support

TESTING SERVICES

- Oracle HCM Cloud Testing Services
- Oracle Testing Services
- Testing: Oracle Cloud
- Oracle CX Cloud Testing Services
- Oracle SCM Cloud Testing Services
- Oracle ERP Cloud Testing Services
- Oracle EPM Cloud Testing Services
- Oracle Engineered Systems (EXA) Testing Services

DIGITAL SERVICES

- Digital Business Model Design
- Digital Enterprise Architecture Services
- Digital Experience Platforms for Customer Engagement
- Digital Networks, Cloud Planning and Implementation
- Digital Services Platform Optimisation Assessment
- Digital Strategy and Roadmap Services
- Digital Transformation Advisory and Consulting
- Digital Transformation Services

MOBILE SERVICES

- Development of Enterprise Web and Mobile Apps
- EMM/UEM Configuration and Build Services
- Enterprise Mobile Strategy Service
- Implementing Mobile Self-Service applications on an SAP
- MDM Solution Design and Support - Airwatch & Intune
- Mobile Solutions
- Mobile Testing Services
- Web and Mobile Digital Services

CLOUD MANAGEMENT

- Cloud Services and Technology Sourcing
- Cloud Hosting, Software and Technology Services Integration
- Cloud HR and Payroll Software Services
- Cloud Consultancy Service
- Cloud Infrastructure Assessment, Design & Implementation
- Cloud Architecture, Security and Strategy Services
- Cloud Platform Development
- Cloud User Experience and Design Service

SAP

- SAP API Management Services
- SAP Mobile Application Cloud Service
- SAP Cloud Migration Service
- SAP Hybrid Integration Services
- SAP HCM SuccessFactors Cloud Service
- Training on SAP Service
- Design and Implementation of SAP Cloud Solution
- Information Lifecycle Management (ILM) and Archiving for SAP

ORACLE

- Oracle Mobile Cloud Services
- Oracle Cloud ERP Implementation Service
- Design and Implementation of an Oracle Cloud Solution
- Oracle Identity Management Services Utilising Oracle Identity Cloud Service (IDCS)
- Oracle Government Cloud Security Assessment
- Oracle E-Business Suite (EBS) Upgrade and Cloud Migration
- Oracle Chatbots Services
- Oracle Digital Recruitment

2. Data Protection

Information Assurance

Cyber essentials/Cyber essentials Plus

GDPR compliant

PCI – DSS compliant

Data Retention process:

HTS will require to:

- Review the length of time we keep personal data.
- Consider the purpose or purposes we hold the information for in deciding whether (and for how long) to retain it.
- Securely delete information that is no longer needed for this purpose or these purposes
- Update, archive or securely delete information if it goes out of date.

Data Back-Up, Data Restoration and Disaster Recovery

In the event of HTS be required Data backup, Data restoration and disaster recovery and to hold any personal information are done using industrial best practices and tools. We do so under our own GDPR regulations, and it is secure within our own server environment and included in our Data Classification Policy. We have been accredited by Cyber Essentials PLUS, only users within HTS who have a need to access this information in performance of their duties do so.

Privacy by Design

All new HTS project will go through PIA (Privacy Impact Assessment) and every PIA is completed within the official template document. All Projects completed by HTS also adhere to TOGAF (The Open Group Architecture Framework) An enterprise architecture methodology for business to ensure all risks are identified and mitigated.

3. USING THE SERVICE

ORDERING AND INVOICING

Customers can contact HTS by phone, email or through the website to place an order. Our sales team will then respond to the request and contact the customer directly to discuss their exact requirements and find a suitable solution. A quote is then generated and sent on the customer to sign and will be assigned to the relevant department. We are happy to help the Buyer with the call-off contract/order form.

On-Boarding, Off-Boarding, Service Migration.

HTS will carry out series of meetings, workshops with stakeholders and system owners, Floor walk, technical discussion with architecture team and functional discussion with business to define the scope of work. Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service. Once the scope of work is agreed a project manager will be assigned to deliver the project.

HTS shall undertake on-boarding and off-boarding activities agreed within the Order Form and an exit plan in line with the Call-Off Contract terms which will be charged for in accordance with the pricing section for this service.

Service migration will be delivered as follows;

			Output Examples	**Delivery Method**	**Commercial**
Step 1	Strategy Development	Developing principles and plans for the future of cloud use in the business	Conceptual architecture Cloud principles Data regulation planning	On-site & off-site consultancy	Day rate
Step2	Discovery	Looking into the existing IT estate in the business and identifying opportunities where cloud technologies can be used	Systems catalogue Cloud cost estimates Benefit estimates	On-site & off-site consultancy	Day rate
Step3	Design	Creating the blueprints for cloud systems and detailed plans for migration to cloud	Systems architecture Migration plans Detailed costs Detailed benefits	On-site & off-site consultancy	Day rate

Step4	Solutions	HTS products used to migrate too and manage systems in the cloud	HTS cloud control Backup as a Service	Product license	Day rate
Step5	Implementation	Building solutions based on cloud components and moving business systems to the cloud	AWS IaaS build & configuration Testing strategy & execution Defect tracking & resolution	On-site & off-site consultancy	Day rate
Step 6	Management	Operating solutions in the cloud to agreed	Planned service management	Telephone &	Day rate
		service levels and operating scope	Unplanned incident resolution Helpdesk & troubleshooting	Portal offsite support	
Step 7	Warranty	We will provide warranty for 3 days from go live and will fix any issues free of charge	Troubleshooting any issues post go live.	On-site & off-site, phone support	Free of charge

Three critical success factors

Successful application on-boarding is all about careful planning and preparation. There are three activities in preparing for onboarding that are critical to the ultimate success of the onboarding process:

1. Workload analysis: enables you to identify the most appropriate candidate workloads for cloud migration and understand their requirements for onboarding.
2. Getting the application cloud-ready: ensures that the application will perform as required on the target cloud architecture.
3. Choosing a cloud provider: determines the target cloud environment and may have implications for on-boarding support.

Training

HTS can provide knowledge transfer at all stages of the cloud transition process. By working closely with your in-house technical teams, we'll help ensure they are equipped with the necessary skills via our tried-and-trusted combination of shadowing our experts during implementation and formal knowledge transfer and training sessions. A training approach will be agreed during the planning phase and may include any or all of the below with an additional charge – however, knowledge transfer for the project delivered by Hyper Talent Solutions is free of charge:-

- Train the trainer
- Classroom based sessions for super users
- Online guided training
- Pre-recorded show and tell videos
- Inbuilt system guides and help tips
- Knowledge base
- Knowledge transfer of the HLD's (High Level Design),
- Knowledge transfer of the LLD (Low Level Design),
- Knowledge transfer of the Infrastructure and Network Diagrams.

Service Management

HTS on-boards the systems to be supported by HTS managed services. The system is assessed for management needs and the appropriate policies and procedures are adopted from the ISO27001 compliant process library. A customer support representative is assigned to the customer and service management commences.

A typical managed service includes -

- 9.00 am to 5.00 pm (UK time), Monday to Friday coverage system support
- Helpdesk support for incident management and resolution
- Managed backup and recovery service
- Managed disaster recovery service
- Quarterly patching of operating system and application
- Named account manager
- Audit and compliance support and annual system optimization review

Service Levels

Hyper Talent Solutions provide support for the customer requirement. Typically this will be remote support for systems hosted in the Cloud.

Priority 1 Support - for production system outages, 9.00 am to 5.00 pm (UK time), Monday to Friday coverage and 1 hour response

Priority 2 Support - for non-urgent production system incidents, 9.00 am to 5.00 pm (UK time), Monday to Friday coverage and 3-hour response

Priority 3 Support for non-production support incidents, 9.00 am to 5.00 pm (UK time), Monday to Friday coverage and 3 hour response

All customers are allocated an account manager

Financial Recompense Model for not Meeting Service Levels

Can agree a financial recompense model based on the customer requirements

4. PROVISION OF THE SERVICE

CUSTOMER RESPONSIBILITIES

- Submit Business Requirement
- Submit Technical Requirements Functional and Non-Functional
- Attend meetings and design workshops
- Attends service/Technical review meetings
- Provides service level requirements on an agreed basis with the Service Level Manager
- Negotiates, defines, agrees and communicates service levels agreements within the organisation

TECHNICAL REQUIREMENTS AND CLIENT-SIDE REQUIREMENTS

- Ensures escalation procedures are practiced if agreed service levels are about to be breached
- Ensures that all escalations are appropriately recorded. All of our projects have an extensive site survey carried out before the project commences. Bandwidth requirements and client requirements are set out in the method statement, which is discussed and distributed with the customer before any work is undertaken.

TERMINATION PROCESS

The Buyer can terminate a contract at any point with 30 days' notice (the amount of notice time can be agreed at the call-off stage). If the Buyer decides to terminate the contract, the Buyer should send a termination notice in writing to assigned HTS project manager via email to kick-off the termination process. HTS will respond to this email within 24-48 hours.

We can discuss with the Buyer to set a timeline to use up their final support time and offboarding process that needs to be adhered to as part of the termination process. We would provide High Level Documents (HLD) and Low Level Documents (LLD) produced at the time of termination which will enable Buyers to transfer to another supplier subject to the contract being fulfilled.

All property, data and information held in connection with the Framework or Call Off Contract will either be returned or destroyed as per "HTS Secure Disposal Policy.'

5. OUR EXPERIENCE

CASE STUDIES

Case Studies 1: Cabinet Office - SOP Re-hosting Project Proposal

SOP (Single Oracle Platform) is the largest Oracle implementation in the Europe with 220,000 user base serving 17 Government departments namely DWP, MoJ, Defra, DfE, CO, No 10 DS, GDS, CCC, JNCC, FSA, EA, HSE, ONR, NE, VMD APHA, MMO. We were privileged to put together following cloud re-hosting proposals:

- SOP Re-hosting proposal on to AWS Cloud
- SOP Re-hosting on to OCI Cloud

Benefit Achieved:

- SOP Re-hosting proposal on to AWS Cloud demonstrated £ 2 Million savings
- SOP Re-hosting on to OCI Cloud proposal approved with estimated £ 3.5 Million saving
- Future proofing Legacy SOP and enabling of Cloud adoption
- Enabled application integration, automation, continue improvement and continue deployment

Case Studies 2: No.10 Downing Street - PSN to VPN Migration Programme

GSS are responsible for the strategic direction of the SOP system and are driving several enhancements one of which includes the migration of Government departments using PSN connection to SOP towards VPN, as part of this project HTS led the due diligence across 17 Government Departments.

Benefit Achieved:

- Cost savings achieved by moving from PSN to VPN was approximately in excess £ 1.5 Million per annum.(Achieved £ 200k savings a year for No 10 Downing Street, 500k for DfE)
- Simplified access to SOP (Oracle On-Prem Platform)
- Improvement in response time for user access queries and reports
- Aligned SOP access with cloud compatible / future proof technology

Case Studies 3: HMRC - Designed and deployed a POC for 15 Million ALM Project

HMRC CDIO teams are using different tools to support their product lifecycle management (for governance, development and maintenance) The lack of tool uniformity has introduced major disparity, resulting in teams implementing bespoke solution for each tool

The above approach is costing HMRC in the region of £15 M per annum and has introduced inefficiencies impacting on lead time for the teams. This gap has created a requirement to bring uniformity across HMRC CDIO on their Application Lifecycle Management (ALM).

Benefit Achieved:

- Deployment of an ALM Shared Service Platform demonstrated savings of £ 7 M a year's including support and license cost
- Deployment of a common framework aided lead time that HMRC CDIO teams require to stand-up the tooling shared services to support their Development and Operations life cycle
- Leveraging power of reuse, saving time and money from faster deployments to dev and ops teams
- Simplified access and improved security

Case Studies 4 : Cabinet Office and GSS (Government Shared Services)

Created the Cloud Strategy, Roadmap and Cloud Adoption Lifecycle including the following but not limited to;

Cloud Pilot / POC, Cloud Mobilisation and Transition, Cloud Modeling and architecture, Governance and Security with NCSC, Cloud implementation and planning, Cloud integration with MuleSoft, Cloud collaboration and Cloud maturity (Cloud steady state), System API, Process API and Experience API driven cloud adaption.

Benefit Achieved:

- Created 5 years Cloud Roadmap GSS
- Produced API Driven Cloud Adaption Module
- Produced architecture, Governance and Security

Case Studies 5 : Driver & Vehicle Licensing Agency (DVLA) VED Reform Project

We have been tasked with fulfill the following 3 core requirements for Driver & Vehicle Licensing Agency (DVLA)

a) Translate business requirements (both functional and non-functional) into a solution, ensuring compliance with the organisation's strategy, policies and standards.
b) review DVLA's AWS infrastructure and provide recommendation to save cost
c) Designed the AWS infrastructure using AWS in the context of NCSC UK's Cloud Security Principles.

Benefit Achieved:

- Achieved over £ 1 M savings in Capex budget.
- Over £ 170 K savings in Opex.
- Made DVLA's Infrastructure more secure and resilient.

Case Studies 6 : FSSO Federated Single Sign On for SOP:

The Federated Single Sign-On solution designed and deployed for SOP Framework Customers. The solution proposed herein for GSS becomes the standard SSO with appropriate security and governance. This solution enables 220,000 users across 17 Government departments to adopt FSSO.

Benefit achieved:

- This solution reduced 5000 password reset calls and costs for DWP and SSL
- Identity sharing on PSN via standard mechanism
- Cross-domain, interoperable SSO
- Secure access to Oracle applications over SAML 2.0

ON-GOING PROJECTS

1) **Cabinet Office:** Signed £2.25 M GCloud-11 contract with Cabinet Office (Construction Crew model) to provide capabilities and technical expertise in Oracle Cloud, SAP and Workday. Skills include data migration, technical support, technical project management, in-depth functional setup and configuration knowledge, architecture definition, back office cloud-based technologies and emerging technology.

2) **FCO:** Delivering the ERP workstream of the Atlas Programme, migrating from HCM Prism to Oracle SaaS. This includes design, development, unit testing and supporting the Integration Solution, in accordance with the DevOps Strategy/Architecture while managing a range of data and information security risk compliance requirements.

3) **MHCLG:** We support MHCLG on SAP Fiori and Portal, ABAP to enable and integrate SAP Portal with Fiori UI, and define the entry point of Success Factors, SAP Analytics Cloud and other Cloud solutions.

4) **DfE:** Our Workday consultants on site providing Design, Testing and Deploying DfE's core services to improve digital customer experience.

5) **NHS:** Working with NHS across UK via a health IT service framework to deliver future NHS digital Road map which includes, NHS laboratory innovation and Digitisation. We also work closely with NHS Public Health England laboratories and Respiratory Virus Unit (RVU) on digital transformation.

6) **BEIS:** We Support BEIS, DIT, UK Space Agency on a programme to rapidly deliver and implement a cloud-based Enterprise Resource Planning (ERP) solution; replacing the existing platform which expires in May 2021 which is utilised by HR, Finance, Payroll and Commercial to deliver core services.

7) **MOD:** Provision of an end-to-end Test Support service for HCM SaaS implementation at MOD including test script writing, environment setup, testing core application and integration.

8) **LPG:** Building RESTful web services to serve a variety of citizen and government needs as a managed service. Implement toolkits and APIs for purposes such as integration, performance optimisation, security and scalability while building automated tests to support our continuous deployment environment

CLIENTS

- PUBLIC SECTOR

Cabinet Office

Ministry of Housing, Communities & Local Government

Driver & Vehicle Licensing Agency

Government Shared Services

Department for Business, Energy & Industrial Strategy

Ministry of Defence

de&s

NHS

Department for Education

Department for International Trade

- PRIVATE SECTOR

IBM

Legal & General

Dixons Carphone

O2

Sainsbury's

Santander

Telefónica

BAE SYSTEMS

Reed Exhibitions

Contact Details

HYPER TALENT SOLUTIONS LTD

Amri Nazeer

07772866727

Amri.nazeer@hypertalentsolutions.com

No 11, Langley Road, Slough SL3 7AE,