Specialist Cloud Services

Spectromax Solutions Limited

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1. Introduction:

1.1 About Us

Spectromax Technology Solutions Private Limited provides IT and BPO service and most trusted by outsourcing partners, headquartered in the United Kingdom. Our business process outsourcing services extent to many of our clients located in USA, UK, Canada and Australia. Spectromax is consistent in focussing towards providing effective solutions to global organizations which seek to reduce costs without compromising on meeting superior service levels. Spectromax Management team is very helpful towards driving the growth experienced by the company.

1.2 Our Vision and Mission

- Our Vision is to provide "All-In-One Business Solutions" by taking advantages of the latest technology to solve your business problems - and propel your business forward.
- Our Mission, in doing so, is to provide you peace of mind by providing quality delivery solutions in a cost – effective manner.

1.3 Our Corporate Governance

- Spectromax has a comprehensive corporate governance policy in place in order that the priorities, goal and objectives of all projects are strictly adhered to.
- Maintaining a printed or written record of all management meetings.
- The governance manual fully adheres to comprehensive standard operating measures.

1.4 Our People

Spectromax have professionals who have many years experience in the IT Service and Delivery. We have experience of working with some of the world's leading IT service providers. We are passionate about delivering quality that ensures our Customers realise the full potential of their cloud services and achieve real value for money.

Our staffs are skilled and accredited in CMMI, ISO Standards, ITIL, Lean Six Sigma, Prince2 and MSP. In addition, we have industry / sector specific experience and knowledge.

2. Our Services:

2.1 IT Outsourcing

IT, the technological boon given to the modern world, plays a vital and valuable role in the effective and efficient running of any organization. The portals of Spectromax, one of the world's leading outsourced IT service providers is wide open for any organization which would like to spread its wings around the world and reach the peak in its professional performance even if it has limited staff strength, budget or the supporting infrastructure. We, as service provider, free your team totally to look after your business-critical activities and you can totally depend on us in the areas of designing, developing and delivering flexible and far-recalling IT solutions.

2.2 Managed IT Services

Your unique advantage of partnering with Spectromax managed IT services is that you can peacefully and freely concentrate on your core business activities. Because as an experienced and enterprising service provider, we can help you to reduce your cost, minimize your risks, scale up your flexibility and reliability and enhance your ability to excel in you day-to-day performance, by way of extending our services in the effective management of your IT infrastructure.

2.3 Data Centre Services

Secure data ensures your stand stability as a secure organization, by committing your valuable IT resources to an external service provider like us; you can be rest assured that your precious data is always safe and secure.

3. Our Capability:

3.1 Specialist Services

Our Specialist Cloud Service is based on internationally recognised ITIL Service Lifecycle. Our services include options that provide definition, support, assurance and guidance throughout of each of the 5 stages of the ITIL Service Lifecycle:

- Service strategy
- Service design
- Service transition
- Service operation
- Continual service improvement

We have significant experience in:

- BAU Delivery Service
- Recovery Management Service

3.2 Company Certifications / Accreditation

In Compliant and Pursuing

- ISO 9001 : 2008 - Quality Management
- ISO 27001 : 2013 - Information Security
- ISO / IEC 20000-1 : 2011 - Information Technology Service Management

3.3 Our Staff Certification

- OCP JP/SCPJP
- Agile Practitioner
- ISTQB Certified Tester
- ITIL Certified
- Prince 2 Practitioners
- PMP Certified
- MCSE and MCP
- Sun Micro Systems – Certified Engineers
- ISTQB® Certified Tester, Advanced Level, Test Manager
- ISTQB® Certified Tester Foundation Level

- Lead Auditor: ISO 9001:2008 Quality Management System
- Lead Auditor: ISO 27001:2005 Information Security Management Systems (ISMS)
- Internal Process and Product Quality Auditor (CMMI)
- ISO 9001 Internal Quality Auditor
- Six Sigma Green Belt
- Lean/DFSS Green Belt
- MoR® Foundation Certificate in Risk Management
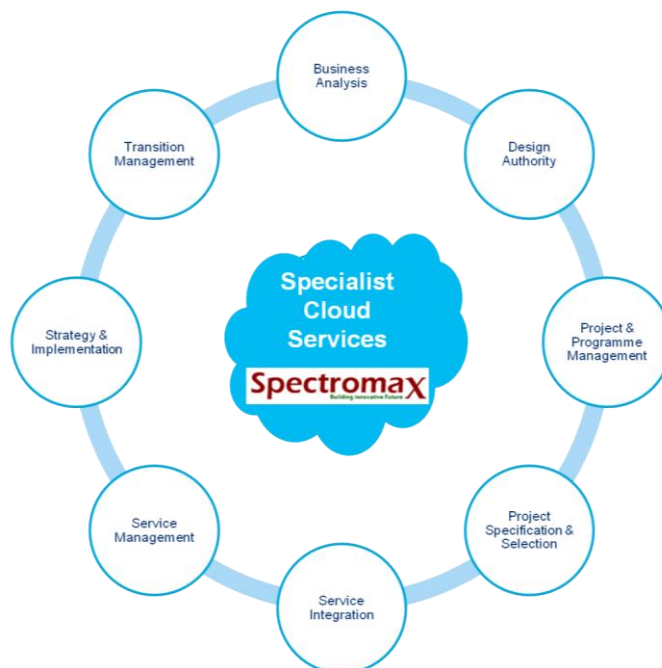- MoR® Practitioner Certificate in Risk Management

4. Our Delivery Model:

Our service delivery model draws on the outcomes of the discovery assessments in order to design a successful transformation. The approach taken in delivery is underpinned by Spectromax rigour in project and programme management methodologies which was built to meet ISO 9001: 2008, ISO 27001, ISO 22301 and ITIL standards.
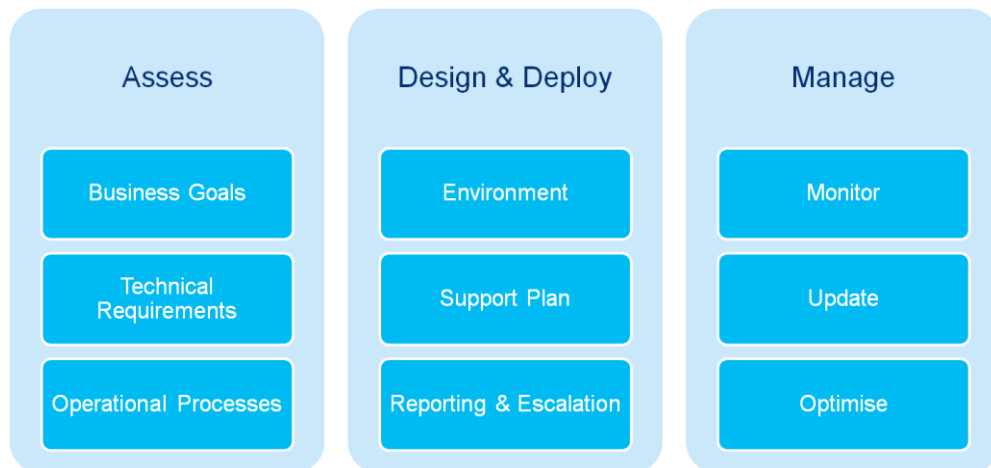
4.1 BAU Delivery Service

Spectromax offer a range of consultancy services based on the ITIL Service Lifecycle:

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Spectromax
Building Innovative Future

Business Analysis	Design Authority	Project & Programme Management	Project Specification & Selection	Service Integration	Service Management	Strategy & Implementation	Transition Management
As - Is Process Mapping	Business Design Service	Programme Management	Project Feasibility	Service Design	Service Level Reporting	Strategy Formulation	System Testing
To - Be Process Mapping	Design Assurance	Business Case	High Level Specification	Service Definition	Change Management	Thought Leadership	System Integration Testing
Business Requirements	Technical Design Service	Project Planning	Functional Specification	Test Management	Capacity Management	Strategy Realisation	Performance Testing
Process Diagrams	Quality Assurance	Project Management	Technical Specification	Service Level Agreements	Release Management	Strategy Implementation	User Acceptance Testing
Business Process Model		Project Governance	Environment Specification	Operational Level Agreements	Continuous Service Improvement	Performance Management	Business Continuity
Business Process Re-engineering		PMO	Relationship Management	Service Catalogue	Asset Management	Key Performance Indicator	Knowledge Management
		RAID Management	Business Partner		Contract Management	Change Implementation Plans	Configuration Management
		Resource Planning					Service Readiness

4.2 Recovery Management Specialists

Rapid Response Recovery is an approach developed through multiple years of experience in recovering large, complex IT projects that have gone into code red (failing on multiple levels), both in the private and public sectors.
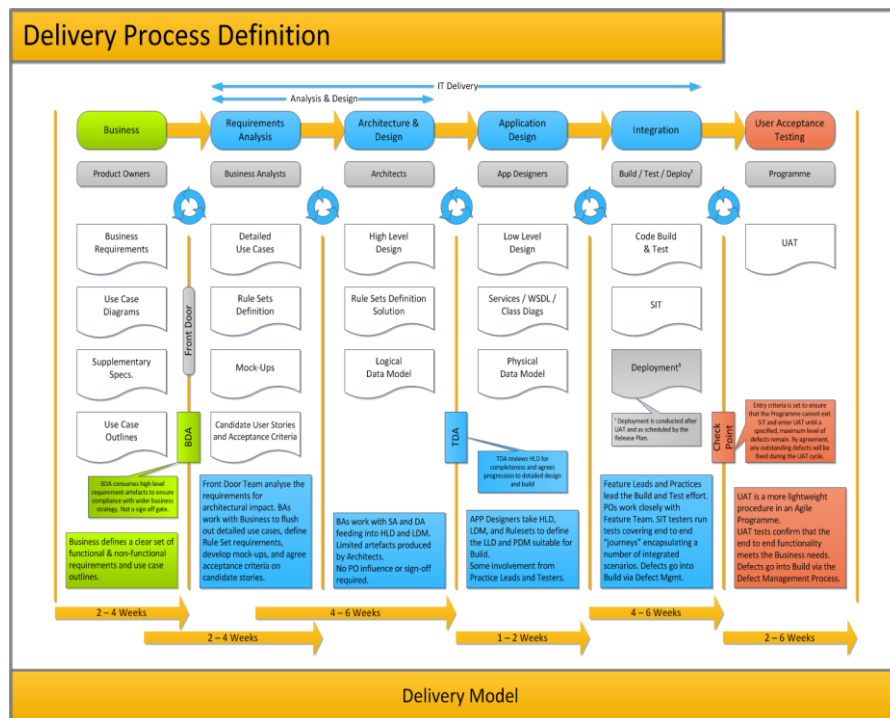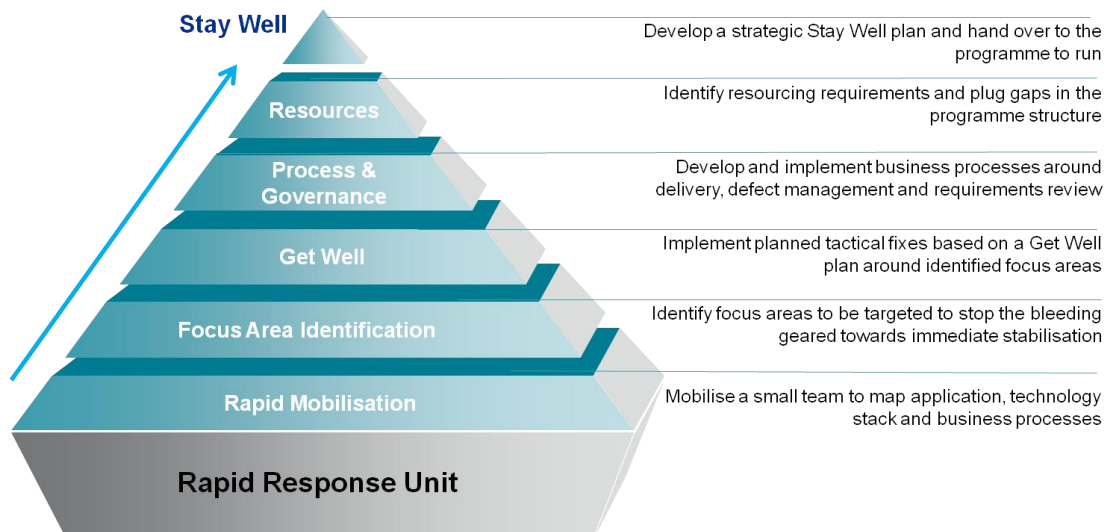

Key aspects for a Rapid Response engagement are to drive stabilisation and improvements in projects that have gone off track in terms of project plan, time to market or budget.

- Rapid Response has been used successfully to recover and stabilise projects where there are extensive project delivery delays, instability of delivered platform or high risk of overall project failure.
- The process follows a structured approach from initial rapid mobilisation, identifying key impact areas, tactical fix deployments and strategic solution implementations.
- As part of Rapid Response Recovery, the RRU (Rapid Response Unit) focuses on people, processes and technology and is empowered to make decisions with limited governance though always under strict control of the RRU lead
- The RRU itself is comprised of domain experts, who have extensive industry experience and previous knowledge of most known issues within their specialist domain

In every engagement, the RRU team works closely with work-stream owners, business users and technical delivery teams to ensure improvement and enhancements.

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Phased Recovery
Tactical stabilisation backed by strategic resolution

A Rapid Response Recovery engagement comprises of six focus steps

4.2.1 Step 1: Mobilisation

A small team of RRU consultants are mobilised on site under the management of the RRU lead

- The key focus of the team is to very quickly map the landscape, focusing primarily on application flows, data processing, technology stack and business processes.
- The remit of the RRU team is without restriction and its scope covers all areas directly or indirectly related to the project.
- As part of this mapping exercise impact areas (areas of maximum "bleed") are identified and highlighted.
- Application flow, data flow and process maps are documented and used to "chase" problem source

4.2.2 Step 2: Focus Area Identification

The RRU team, working with programme resources splits into focus areas. Each member of the RRU team is a domain specialist and hence has the ability to lead domain-specific investigation effort

- Stabilisation of the database and infrastructure as well as performance improvement are vital to improve confidence in the system
- A series of co-ordinated improvement initiatives are implemented to improve the system performance. These will then be enhanced in future phases

- Target areas are primarily – Database, Infrastructure, Network, Storage and Application

4.2.3 Step 3: Get Well Plan Implementation

Focus areas identify a number of tactical fixes that can stop the "bleeding".
- These fixes are deployed under a common get well plan. While this is a managed effort – at this stage a number of fixes are "trial and error" and are aimed at achieving immediate results. Those that don't work are regressed.
- Many of these changes may need to be reversed anyway in the future – however are useful in the short term. New candidates are continually added to the plan
- At the end of this stage – the P1 issues should have receded and client confidence beginning to improve
- Business milestones are always forefront when planning

4.2.4 Step 4: Process & Governance

Besides application and technology stack the RRU team also review the business processes around delivery approach, defect management, requirements definition and analysis and release management
- Gaps are identified and addressed and existing processes are enhanced. Based on past experience of running code red projects, the team have a set of templates that can be very quickly configured and implemented
- Additionally, RRU also focuses on implementing strong governance structures in terms of project boards, change management processes, risk review and mitigation teams, etc.

4.2.5 Step 5: Resource Management

An important aspect of Rapid Response Recovery is to ensure that the programme has the right resources with relevant skills and experience.
- As part of Code Red, the RRU team identify resourcing requirements to plug gaps in the programme structure
- While the aim of Rapid Recovery is to take the project into Code Amber and finally Code Blue (BAU status), RRU consultants may continue to work as part of the programme, until such time that relevant resources have been identified and on-boarded

4.2.6 Step 6: Stay Well

The aim is always to get the project into Code Amber and finally to Code Blue before handing back a stable programme
- All tactical fixes have to be backed up with strategic fixes that must be deployed in order to bring the project into Code Blue or as part of the on-going BAU project life-cycle.
- The RRU team would implement a number of these strategic fixes during the course of its operations. Other more significant changes would need to be handled by the programme.

- A full Stay Well plan is developed, resourced and kicked-off before handing over to the programme.
- All deployments are to ensure that programme milestones are not impacted

A focused and dedicated RRU team will work together with the programme to deliver the immediate stability plan

4.2.7 Proposed team structure – Sample
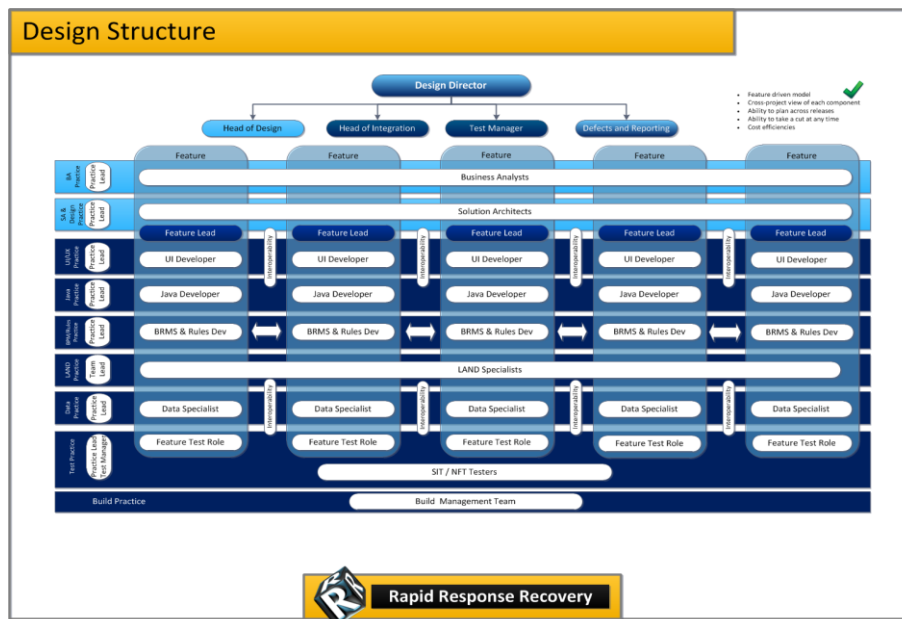
4.3 Benefits

Spectromax approach offers the opportunity to realise the following potential benefits:

4.3.1 Enhanced IT flexibility and responsiveness

Spectromax consultancy offers help for organisations to achieve enhanced flexibility and ability to respond to changing circumstances, either through the services effecting change themselves, or providing guidance and assistance for organisations to gain this themselves.

4.3.2 Reduced operating costs

Spectromax offers can affect operating costs in some way. Where new services are being introduced the target would be cost optimisation, as it is possible that overall costs will increase in line with additional end services. In other cases cost reduction may be possible e.g. by helping to move in house services to the Cloud. The strategy for cost optimisation will be discussed with and agreed with the Customer during the elaboration stage.

4.3.3   Decreased risk, improved governance & compliance

By their nature properly implemented digital infrastructure services can improve the overall risk status of the organisation. Whether risks etc. are improved depends on the nature of the service.

4.3.4   Increased control over IT service providers

Spectromax infrastructure services affect the stakeholder groups within and outside an organisation. A typical risk mitigation strategy particularly for external or third parties is to enhance control over these groups and the services that they provide.
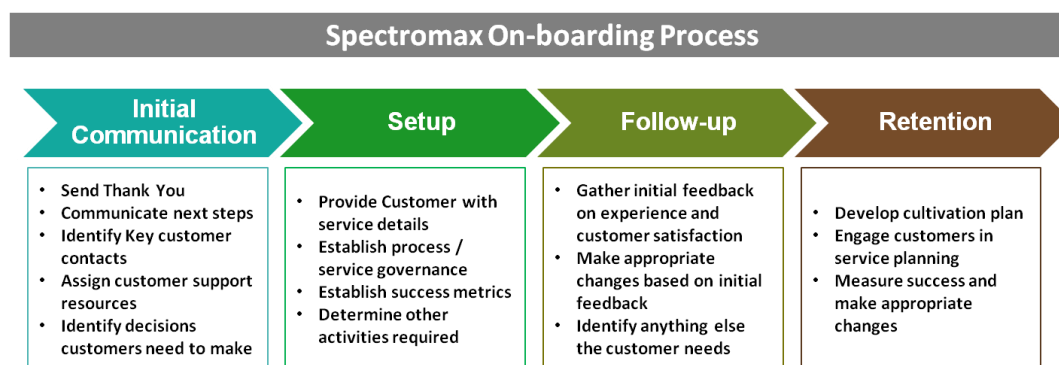
5. Additional Items:

5.1 Backup / Restore and Disaster Recovery

This service is not appropriate for backup / restore and disaster recovery as the service is part of Lot 4 Specialist Cloud Services.

5.2 On boarding processes

Spectromax have access to wide range of skills and resources and can on board or off board resources to meet Customer demands. Key to the delivery of all our services is working with the Customer to agree the project scope and produce a full Statement of Works before beginning the project.

For further information or to discuss receiving any of the Spectromax G-Cloud service offerings contact the Spectromax office.

Spectromax On-boarding Process

Initial Communication	Setup	Follow-up	Retention
• Send Thank You • Communicate next steps • Identify Key customer contacts • Assign customer support resources • Identify decisions customers need to make	• Provide Customer with service details • Establish process / service governance • Establish success metrics • Determine other activities required	• Gather initial feedback on experience and customer satisfaction • Make appropriate changes based on initial feedback • Identify anything else the customer needs	• Develop cultivation plan • Engage customers in service planning • Measure success and make appropriate changes

5.3 Off boarding processes

When the service is no longer required, customers may terminate their service with 30 days' notice by contacting Spectromax.

5.4 Ordering and invoicing process;

After contacting Spectromax as described in the On-Boarding process above, customers wishing to place an order for any of our services must complete Order Form and Call-Off Terms and send to:

Spectromax Solutions Limited,
The Power House, 21 Woodthorpe Road, Ashford Middlesex, TW15 2RP

Any order placed shall constitute an offer to contract upon the Spectromax Terms and Conditions provided. Spectromax will produce an invoice on a monthly basis in advance with payment due within 30 days. Invoices will be dated from the service commencement date. Agreed services will be scheduled on acceptance of a Purchase Order.

5.5 Termination terms:

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No termination charges apply in the event of a service termination. Customers must give 30 days' notice to terminate the service prior to commencement. Similarly Spectromax will provide 30 days' notice to terminate the customer contract.

5.6 Data processing & storage location

This service is not appropriate for data processing & storage service as the service is part of Lot 4 Specialist Cloud Services.

5.7 Data restoration / service migration;

This service is not appropriate for data restoration / service migration as the service is part of Lot 4 Specialist Cloud Services.

5.8 Customer responsibilities;

There are no consumer responsibilities which need to be highlighted.

5.9 Technical requirements

There are no specific technical requirements for the delivery of the services.

5.10   Details of any trial service available.

Not applicable, advisory service only.

6. Service Delivery

6.1 Service Management

As part of the project setup Spectromax will work with the Customer to agree the following:

- Statement of Work
- Project Plan
- Reporting and governance requirements

Regular communication between Spectromax and the Customer is fundamental to ensuring that all work is completed to agreed timescales and standards.

6.2 Service Levels

As part of the project setup Spectromax will agree with the Customer a full Statement of Work that will define the deliverables, associated timescales and quality measures. This will include agreeing the scope of any specific service level requirements such as 'out of hours' activities.

6.3 Training

Spectromax can provide relevant training services as defined within the agreed Statement of Work for the project. If no specific training services are defined within the Statement of Work, Spectromax will agree with the Customer a process for knowledge and skills transfer to the Customer.

6.4 Delivery assurance and governance

Spectromax apply standard governance processes to all projects to ensure that agreed objectives and deliverables are provided on time, to the quality expected by the customer and within agreed budgets. Key to this is working with the Customer to agree a full Statement of Works prior to the commencement of the main project.

7. Our Quality Model:

The Spectromax "No Compromise" Quality Policy is extensive and thorough—set up to ensure that all of our products are made in accordance with the highest standards. The company strives to meet and exceed the international quality standards. These guidelines cover authenticity, release procedures, and finished products. We also adhere to detailed written Standard Operating Procedures to ensure consistency and safety in each phase of our service process.
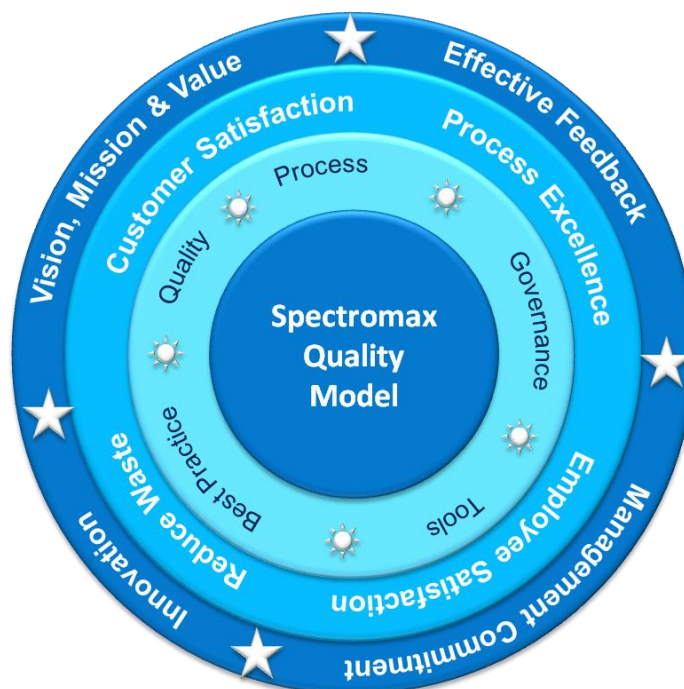
Spectromax Quality Model

7.1 Quality Management Statement

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

The aim of our quality management system is to ensure that:
- We deliver a quality service to maintain excellent customer relations
- Customer satisfaction remains inherent to our business
- Our customer's requirements have been fully understood and met
- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfil our customer requirements
- Our staff are fully trained and involved in quality improvement

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- We only use services that meet our own quality assurance standards
- Any complaints are dealt with efficiently and within an acceptable time period

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback
- A customer complaints procedure
- Selection and performance monitoring against set criteria
- Training and development for our employees
- Regular audit of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all our employees. Though Spectromax Management has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

7.2 Core Values

Spectromax offer a range of services that are based on four core values:

7.2.1   Vision, Mission & Value

- Spectromax Mission, Vision and Values statements to guide day-to-day decisions and strategic planning for the future of our Service.

7.2.2   Effective Feedback

- Spectromax goal is to effectively communicate and get feedbacks on Services.
- We devised various channels of feedback mechanism including face-to-face engagement, checklist, service and operational update reports, newsletters.
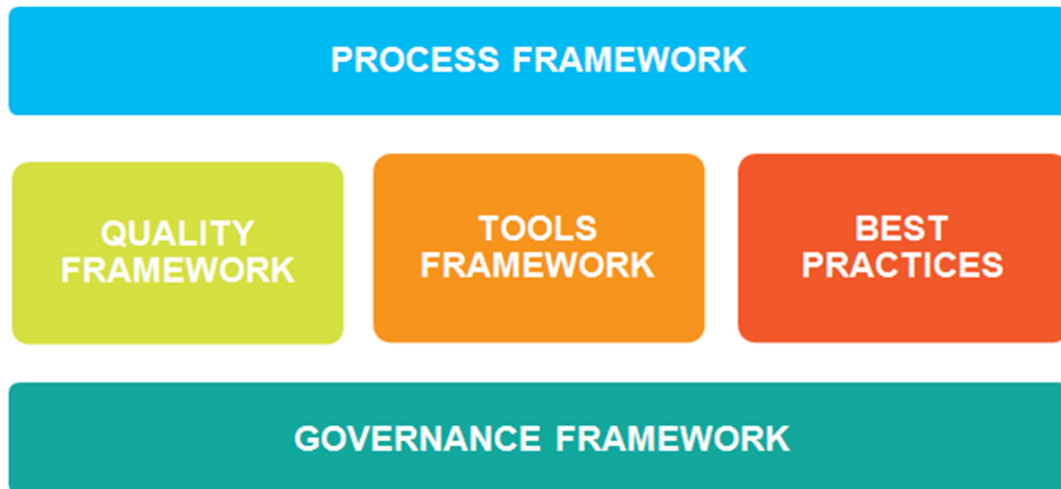
7.2.3   Management Commitment

- Our committed management promote quality to ensure that the Spectromax Service achieves and maintains a high level of performance.
- Our leaders commit themselves to create a work environment that promotes trust and employee engagement and ensure that we all work together for continuous improvement.

7.2.4   Innovation

- In Spectromax, we believe that designing and implementing effective and efficient processes is key to ensuring consistent, desired results for the our Services.
- We aim to deliver reliable, high quality service to our customer and ensure that our model includes all relevant standards, policies and procedures guide the day-to-day operations.

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7.3 Key Frameworks

7.3.1 Process Framework

- Facilitate process standardisation & simplification (laying the foundations for process automation opportunities)
- Harmonise and optimise Quality practices.
- Improve internal and external communication.
- Avoid duplication or gaps in order to reduce risk.
- Provide clarity of process RACI.

7.3.2 Quality Framework

- Goal / KPI - Defining goals and objectives
- Measurement - Industry best practise GQM is used in defining the measurement
- Reporting – Dashboards & Scorecards

7.3.3 Tools Framework

- Defined to implement a complete quality management infrastructure, establish consistent, repeatable processes and apply best practices.
- Realise significant return on their investments
- Implement the industry best practises and target optimised performance
- Customise for enhancing automated reporting facilities

7.3.4 Governance Framework

- Ensures required standards are in place
- Take action on sub-standard performance
- Plan and drive continuous improvement
- Best Practices
- Reuse effective techniques

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- Establish estimation model
- Educate managers and team members
- Learn from past mistakes

8. Our Metrics and Reporting Model:

8.1 Overview

- Focused, Structured, transparent and consistent definition of measurement & reporting aligned with our customer needs.
- Promotes "Shift – Left" initiative for the early discovery and correction of problems that can be more difficult or costly to resolve later.
- Single and validated source of truth to anticipate problems and to avoid being forced into a reactive, fix \on fail approach.
- Streamline reporting at various level of management and facilitates a proactive management strategy.
- Create a historical database to assist in deriving process capability baselines, performance baselines, knowledge management, estimation and prediction models
- To become a management tool for assisting management to make more informed decisions about their services/projects via a structured reporting framework

8.2 Principles
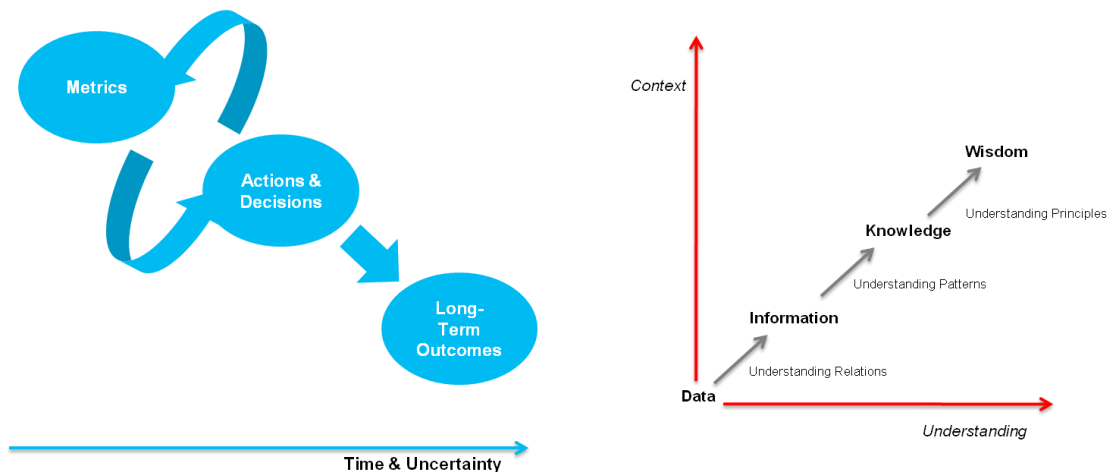
Metrics are good if the actions and decisions which Improve the metrics also Improve the organisation's desired long-term outcomes