



G-Cloud 7: Lot 4: Specialist Cloud Services  
Helpful Technology Ltd

### Service Definition

#### ***An overview of the G-Cloud Service***

Helpful Technology is a specialist digital engagement company, helping clients – often in central and local government – to use cloud tools and techniques to work more effectively and save money:

- training and simulation in cloud software and social media tools to help clients get the most out of digital communication
- no-nonsense strategic consultancy and advice on effective use of digital and social media, based on solid public sector digital delivery experience
- clean, professional websites and intranets designed for small teams to manage easily and efficiently, with flexible ongoing support and hosting if needed

Alongside website development, we offer broad digital skills training in effective use of cloud software including social media, digital communications and open policymaking with digital tools, writing for the web and WordPress (online and offline), and a simulation service to enable teams to rehearse their communications response to crises, business continuity incidents and emergencies.

#### ***Information assurance***

We do not hold G-Cloud accreditation to hold or process information, and are clear with clients that we will help them to find suitably-accredited suppliers of G-Cloud compliant hosting if the impact level of their data is above Official.

We are registered as data processors (normally of simple website comments) with the Information Commissioner's Office.

Our consultancy and training services could support data at any impact level, and our senior staff generally have CTC/SC clearance. As part of our crisis preparedness work, we regularly handle highly sensitive information - discretion is a key plank of our offer.

#### ***Details of the level of backup/restore and disaster recovery that will be provided***

n/a for training/consultancy work

#### ***On-boarding and Off-boarding processes/scope etc.***

On-boarding generally involves the receipt of a client brief for a project, and the production of a proposal describing the scope of work, costs and timescales. Contracts are agreed once the proposal has been discussed and accepted.

Off-boarding processes vary, and are normally specified in client proposals.



### ***Pricing (including unit prices, volume discounts (if any), data extraction etc.)***

Our SCS services are priced at £90+VAT per consultant hour (£120+VAT for directors). Large projects (over 12 days) are typically subject to discounts dependent on the nature of the work (training, consultancy, cloud software deployment etc).

### ***Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)***

n/a – varies depending on the specialist cloud service offered

### ***Service Levels (e.g. performance, availability, support hours, severity definitions etc.)***

n/a – varies depending on the specialist cloud service offered

Our normal client service hours are Monday-Friday 8am-6pm with out-of-hours work by agreement.

### ***Financial recompense model for not meeting service levels***

n/a – varies depending on the specialist cloud service offered

### ***Training***

We offer a range of training to suit client briefs, including:

- introductory courses in social media concepts, good practice and tools
- intermediate and advanced level courses in effective social media and digital communications
- WordPress publisher and administrator training
- Immersive facilitated simulations of crisis scenarios using replicas of social media platforms, via our Social Simulator™ platform
- self-paced online learning and coaching using our digital skills training platform, the Digital Action Plan

### ***Ordering and invoicing process;***

Orders are confirmed following receipt of a client purchase order or signed contract reflecting acceptance of a proposal.

Invoicing terms are normally 30 days, and invoicing milestones follow the acceptance of concrete project deliverables (e.g. design, prototype, training session or site launch)

### ***Termination terms:***

Varies, but normally a minimum of 1 month's notice on either client or supplier side.

### ***Data restoration / service migration;***

n/a – varies depending on the specialist cloud service offered



### ***Consumer responsibilities;***

n/a – varies depending on the specialist cloud service offered

### ***Technical requirements (service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements etc.)***

n/a – varies depending on the specialist cloud service offered

### ***Details of any trial service available***

We make some of our code available on an open source bases via Github, for clients to deploy themselves (at no cost) or use on a self-supported trial basis.