VERSION 1

Reimagine the potential of your applications. ASPIRE to more.

ASPIRE Managed Services guide

Partnering with a full-stack and multi-disciplinary Managed Services Partner eliminates the headache of managing your day-to-day support and maintenance requirements internally.

Through our comprehensive range of managed service offerings, Version 1 takes ownership of the tasks that distract you from what really matters; driving your business objectives and strategic initiatives.

We can support, enhance, and optimise your estate regardless of its size, age, technology, complexity, or who built it – from bespoke applications to commercial off the shelf products; legacy systems to modern IT estates; on-premise to cloud-hosted solutions; non-production to mission-critical systems – we have a service offering that meets your unique requirements.

In this guide to ASPIRE Managed Services, discover how Version 1 can help you with controlling costs, enforcing compliance, ensuring best practice, increasing visibility across estates, removing complexity and risk, and bringing innovation into your IT operations.

Business challenges

Industry leaders report that today's businesses face a multitude of pressures, including; Growing revenue and profit, improving business efficiency, innovating and staying competitive and attracting the best talent.

Business, efficiency, and effectiveness

"More than one-third of leaders in our survey list efficiency as a top three organizational priority."

McKinsey 2023

Cost optimisation, reduction and avoidance

"83% of organisations surveyed are focused on cost reduction as the number one objective…"

Deloitte 2023 Global Shared Services and Outsourcing Survey

Technology advancements and innovation

"If companies want to maintain their competitive edge they need to stay at the forefront of technological innovation or be left in the "digital dust" of their competition."

Forbes 2023

Talent acquisition, development and retention

"…80% of UK businesses are reporting persistent difficulty filling jobs, a rate more than double the pre-pandemic high of 35% in 2019…"

People Management 2023

Leveraging managed services to mitigate business challenges

The business benefits of managed services, in combination with the money you can save, make it a smart solution for today's businesses and help to lessen your business challenges. By outsourcing your IT needs to a managed services provider, you can focus on your core business and leave the IT to the experts.

"Managed services can be a **fast-track to change**, enabling companies to leverage providers' core domain expertise and technology investments to **make key functions more efficient and effective**."

E&Y

In a Gartner Peer Community poll, **41% of respondents said that the biggest benefit they derive from IT managed services is cost savings**.

Gartner

"**A next-generation managed service provider** can help business leaders **solve today's problems as well as address the problems they will likely be wrestling with in the future**. These trusted partners increase value by helping business leaders **implement cutting-edge technologies and run their companies more effectively**."

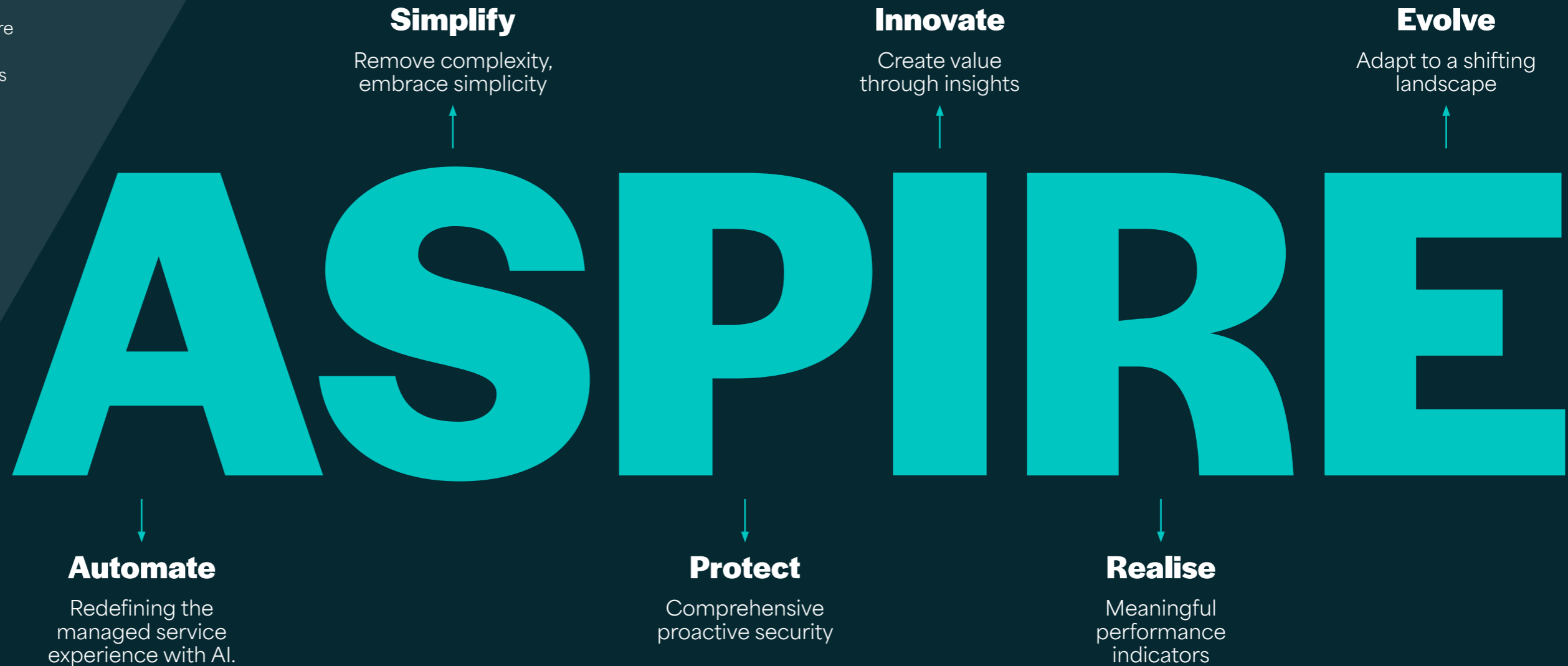*Deloitte*

Managed services
overview
of ASPIRE

Version 1's ASPIRE

Version 1 has re-imagined managed services to resolve the problems our customers face. We expect our customers to ASPIRE for more when it comes to managed services.

Version 1's ASPIRE Framework empowers our customers to achieve better results through a focus on six key areas, expertly selected to keep IT estates evolving in line with today's digital world.

Version 1 goes way beyond keeping the lights on by delivering against a framework that helps alleviate key problems and excite end users with better digital experiences.

Through ASPIRE, we achieve much more than just keeping systems performant, available, and Service Level Agreements (SLAs) compliant – we unlock your transformational potential and deliver real business value.

ASPIRE

Simplify
Remove complexity, embrace simplicity

Innovate
Create value through insights

Evolve
Adapt to a shifting landscape

Automate
Redefining the managed service experience with AI.

Protect
Comprehensive proactive security

Realise
Meaningful performance indicators

An endlessly evolving, intelligent managed services model

ASPIRE is an endlessly evolving, intelligent managed services framework. We continuously seek to identify new ways to pivot to your evolving support, maintenance, and development needs in an increasingly disrupted marketplace.

We do this using cutting-edge technologies, innovation, and processes to enhance and optimise enterprise systems, returning business advantage to you, tied to defined value metrics.

This commitment to innovation underpins our commitment to human centred technology adoption which focuses on minimising costly support effort and improving system quality, reliability, and performance through simplification and AI driven self-healing activities.

It also governs our approach to securing and protecting your estate by ensuring that innovative strategies include a focus on security best practices and security by design.

Underpinning all of these ASPIRE components is a firm commitment to putting your needs and expectations at the heart of everything we do at Version 1.

Automate

Redefining the managed service experience with AI.

▶ **Preventative maintenance**
AI driven automation – analyse data collected to identify patterns and automate remediation. Providing predictable and preventative maintenance.

▶ **Process automation**
Remove manual processes through process automation to achieve efficiency, cost savings and improved user experience.

▶ **Provisioning automation**
Automated provisioning and scaling from standardised self-service catalogues, optimising operational and software costs.

▶ **Rapid issue resolution**
Virtual agents and generative AI improves the entire managed service experience and reduces mean-time to resolve critical issues.

▶ **Integration automation**
Automated continual integration, deployment and testing with defined industry DevOps methods to improve productivity and reduce risk.

▶ **Persona-driven dashboards**
Real-time access to key data through automated reports and persona driven dashboards, keeping you updated and informed with the latest insights.

75% efficiency achieved with automation in user testing

AI-powered automation optimises processes and tasks - saving time and costs, and improving the user experience

Simplify

Remove complexity, embrace simplicity

▶ **Automate fulfilment**
Choose among self-service catalogue items with fixed unit pricing and automated fulfilment wherever possible.

▶ **Digital experience management**
Provide engaging and satisfying customer journey through digital experience management.

▶ **Digital adoption simplification**
Simplify digital adoption and fast-track user benefits realisation.

▶ **Personalised experiences**
Create relevant and engaging experiences that are personalised through digital channels.

▶ **Reduce software complexity and risk**
Reduce license estate complexity and risk, optimising costs on an ongoing basis.

Simplify the way managed services are consumed, with intuitive digital channels and certainty in service scope and pricing. Removing complexity and streamlining your end user experiences is key to success

€33m saved over a nine year period through ongoing license and cost optimisation

Protect

Comprehensive, proactive security

▶ **Process**
Secure by design is the ethos our services are developed upon. Keeping your data and services secure in an ever-changing threat landscape, is core to our managed service.

▶ **People**
Security cleared technologists delivering services that are continually benchmarked against industry standards.

▶ **Partners**
Security operations delivered on cutting edge technology from a partner eco-system of specialist security consultants.

Innovate

Create value through insights

▶ **Design thinking workshops**
Using a proven methodology, Version 1's industry leading technologists continually innovate around your specific business objectives.

▶ **Formalise vendor and client engagement**
Version 1 help you understand how the latest vendor features impact your business. Defining clear technology roadmaps that deliver benefit realisation.

▶ **Technology forums and updates**
Version 1 brings together clients and partners to understand how the latest innovative technologies impact your industry.

▶ **Version 1 AI Labs**
ASPIRE is backed by Version 1's dedicated AI Labs. Version 1 invests in our AI Labs so you benefit from past, present and future innovation projects.

> "Thanks to Version 1 for realising our vision. This undoubtedly makes us one of the most accessible museums in the world."
>
> *National Museum of Computing Gen AI To Improve Visitor Experience*

Realise

Meaningful performance indicators

▶ **Meaningful KPIs**
SLAs are only part of the managed service experience with Version 1. A suite of KPIs drive new levels of customer engagement.

▶ **Business value improvements**
Shift the focus to include measurement of business results through Value Level Agreements (VLA). Business improvements that can be quantified = VLAs.

▶ **Reporting success**
All performance indicators will be reported on during regular service governance meetings.

▶ **Carbon-emission reduction goals**
Measure carbon emissions created from managed services. Design and measure a % reduction over the term of the partnership = Carbon Level Agreement (CLA).

▶ **Experiences that matter**
Design, deliver and measure user experiences through a standard framework. A mechanism that drives the delivery of the most desirable customer experience. User journey mapping and sentiment analysis define and measure key areas of improvement = Experience Level Agreement (XLA).

ASPIRE Managed Services are backed by a suite of meaningful performance indicators covering business value, ESG and user experiences.

Value Level Agreement (VLA): Control learning requests and approvals.

Results:
▶ **Reduced time and labour overhead.**
▶ **Reduced risk of human error that can negatively impact end of year accounts.**

Evolve

Adapt to a shifting landscape

▶ **Evolution of services**
Evolve your current services through agile continual service improvement sprints. Cocreate and prioritise a backlog of improvements.

▶ **Evolution of cost base**
Evolution of architectures and service provision to continually evolve to the optimum cost base.

▶ **Evolution with partnership**
Evolution to a true partnership with culture and core values aligned through 'ways of working' initiatives.

▶ **Evolution of technology**
Evolve Portfolio of services, taking advantage of the latest technology, processes and practices.

The first law of evolution is that services must continually adapt - or they risk becoming progressively less valuable

£280k of cloud spend saved in 1st year of partnership with a global airline

ENGAGE next generation service delivery

Engage is the heartbeat of our ASPIRE Managed Services. All roads lead to Engage; this enables processes and data to be streamlined to deliver the very best digital experience.

"How can I implement more automated and streamlined ways of working to help drive down costs?"

"How do I ensure my employees remain as productive as possible with seamless, intuitive services?"

"How do I get visibility of key IT ops data to enable my teams to identify issues and make critical decisions?"

PERSONALISED DIGITAL CHANNELS

| Virtual agent chatbot | Self service portal | Mobile App | Chat | Email | Phone |

DATA LAYER

| Configuration management | Automated reporting | Real-time dashboards | API integration to datasets |

AI OPERATIONS

| Observability | Predictive maintenance | Event correlation and analysis | Automation CoE |

PROCESS OPTIMISATION
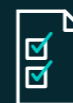
| Process mining | Process automation | Process harmonisation | ITIL process leaders |

Your KPI cockpit

Version 1 can help you transform your data into actionable business intelligence. Track the metrics that matter to your business in your own personalised KPI Cockpit within our service desk software, Version 1 Engage, powered by ServiceNow.

Whether you wish to monitor and compare important metrics to inform strategic decisions or track the metrics that matter most to your IT department, Version 1 Engage will enable you to jump in the pilot seat and navigate your business through its strategic KPIs.

Managed services

overview of ASPIRE services and offerings

ASPIRE overview services and offerings

Reduce time, cost and risk by leveraging our value driven approach to run and optimise traditional and cloud services to improve business agility and accelerate innovation.

Cloud management and optimisation

- Configuration management
- Backup and DR
- IDAM
- Availability and performance management
- Database
- Usage and spend analytics
- Cost governance
- DevOps and automation
- Cloud architecture and security
- Service and account management
- License and cost optimisation

Database and infrastructure management

- Health check
- Governance
- Cost control
- Monitoring services

Oracle SaaS management and optimisation

- Roadmap assessment and assistance
- Health check
- Knowledge transfer
- Environment management
- Testing (planning, automated, manual)
- Impact assessment
- Pre/post refresh steps
- Testing as a service
- Dev small change; enable enhancements
- Webinar: Showcase man/ new features
- Process mining

Application management and optimisation

- Application maintenance
- Policy and compliance
- Monitoring service
- Process augmentation
- Service governance and reporting

EBS, JDE and PeopleSoft managed services

- Application management
- Development services
- CNC management
- Health check: functional
- Roadmap assessment
- Monitoring service
- Knowledge transfer
- Boosters point release assessment
- Health check: OCI
- Health check: technical

Digital workspace and service management

- Workplace support
- Modern workspace management
- Experience management

Commercial models

Version 1 employs a flexible and scalable model that allows for adjustments based on your business requirements. Commercial models flex to meet the specific service demand, for example Configuration Items (CIs), Incidents, user/devices or gain share models as part of our Value Level Agreements.

TRANSPARENCY

Right sizing charges scoped based on the merits of each service tower providing overall transparency

Driving transparency and assurance of current and future charges

FLEXIBILITY

A flexible and scalable model allowing adjustments based on CIs, Incidents, User/Devices based on an agreed reporting period

Allowing for the seamless introduction of new service towers and service components

VALUE DRIVEN

Partnering for success, service targeted pricing, CSI + value add services such as Advisory Services and Innovation Labs

Delivering Value Initiatives via Value Level Agreements and Services

Meaningful KPIs

Meaningful KPIs impacting your business bottom line which can be quantified, measured and reported upon.

Today's customers aspire to more from their managed services Provider, and we strive to exceed these expectations in every partnership. While SLAs are a well-established facet of our managed service model and undoubtedly essential for tracking performance against technical service requirements, they are also a given.

At Version 1, we believe a better approach is to shift the focus to include the measurement of business results, ESG goals and user experiences. Delivering world-class managed services is not just about measuring service uptime and availability or ensuring service tickets are picked up and resolved within SLA timeframes – it is also concerned with setting key measures of success, such as;

- ▶ Reducing mean time to resolution
- ▶ Increasing self-service usage
- ▶ Reducing operational spend
- ▶ Measure and reduce carbon emissions
- ▶ The delivery of the most desirable customer experience

The ASPIRE framework is adapted to meet your unique needs. We will work with you to identify the pain points, priorities, inefficiencies, and growth suppressants associated with your IT estate. We will use this information to identify and baseline opportunities to implement improvements and realise value at every stage in your support, maintenance, and development lifecycle.

ASPIRE – more than just an SLA.

Carbon-emission level agreement

Service level agreement

ASPIRE Framework

Experience level agreement

Value level agreement
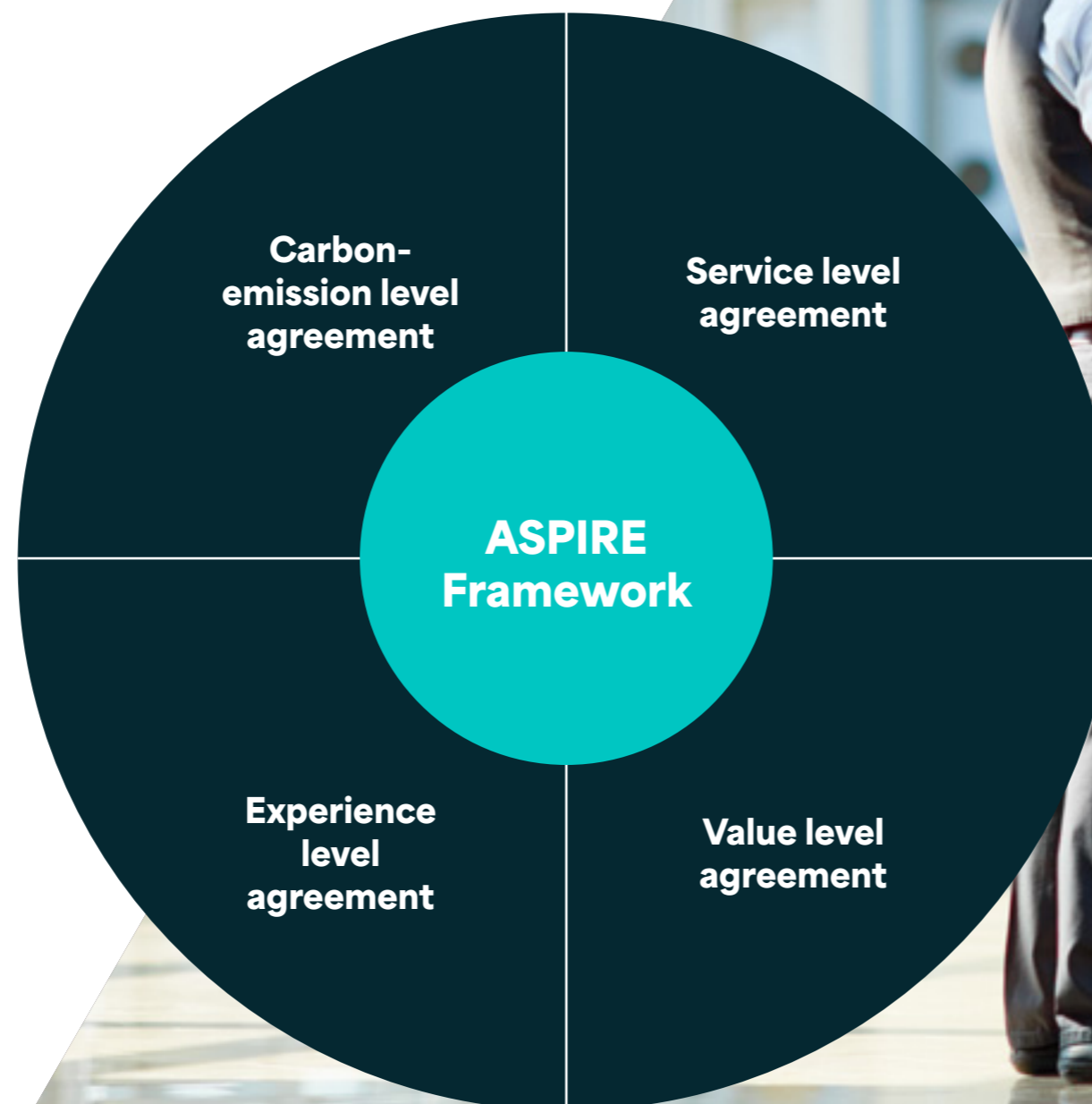
Why
Version 1

Strength in Balance

Our Strength in Balance model guides us to give equal priority and focus across the three sides of our triangle; our customers, our people and a strong organisation. We keep a lens on all three aspects and make decisions to ensure we maintain a balanced perspective.

Customer success

Making a real difference through long-term, outcome focused relationships. Success that fulfils our people and fuels our growth.

Strong organisation
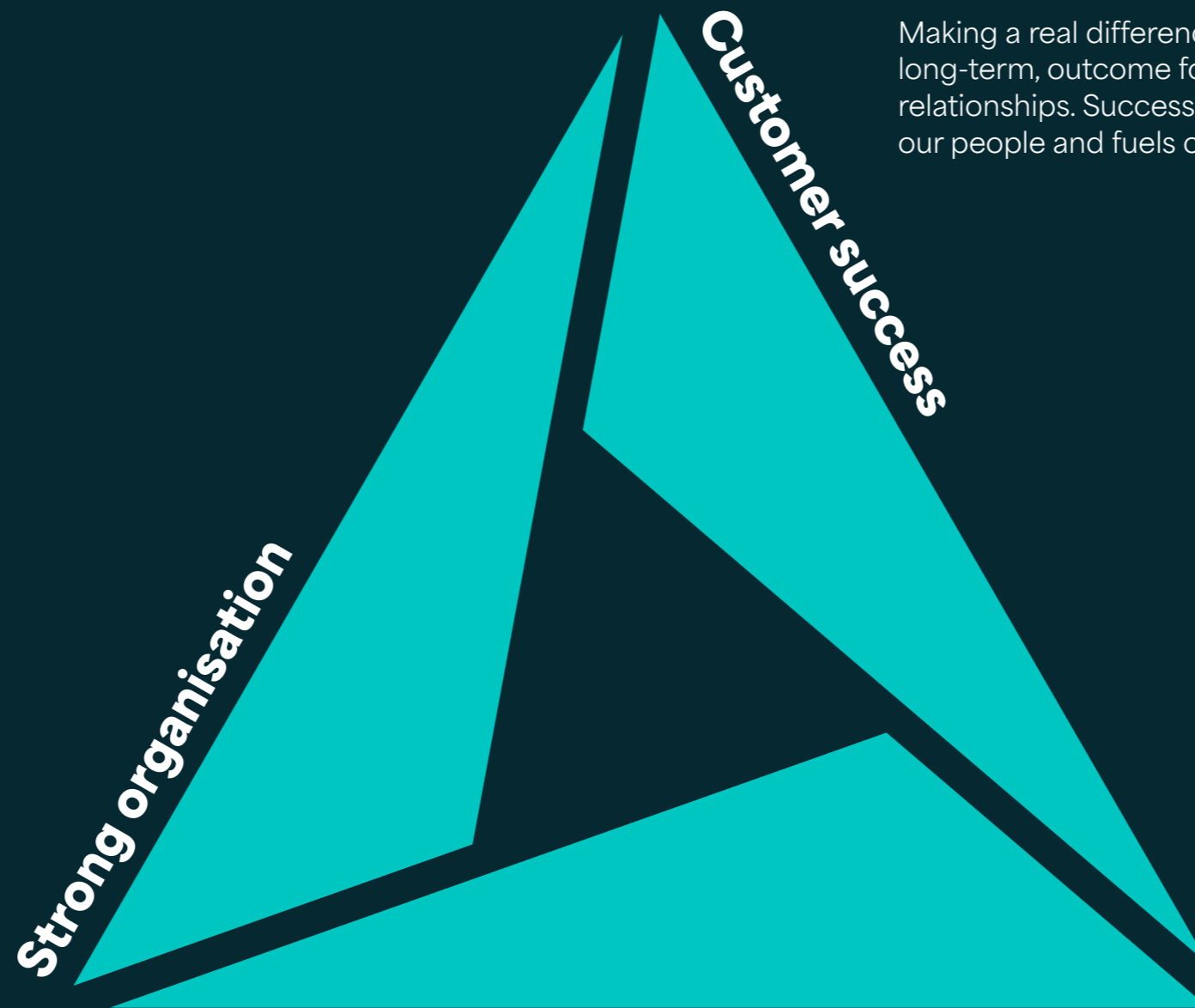
A high-performing, financially strong organisation of the highest integrity. A strength that empowers our people and delivers customer success.

Empowered people

Deliberately selecting, empowering and trusting people who are wired to deliver customer success. An empowerment that drives customer loyalty and organisational strength.

Enhanced relationships with global technology partners

We partner with global technology leaders to provide you with the highest quality solutions and services. Our long-standing and enhanced partner relationships and market leading expertise in each partner's technologies allows us to tailor solutions to your unique needs.

We are highly accredited by our global technology partners and have been recognised and awarded for our excellence in bringing technology enabled solutions and services which drive customer success.

Version 1 proudly holds the status of an AWS Partner Network Premier Consulting Partner.
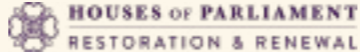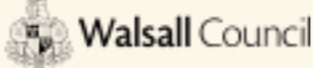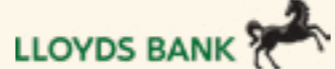
Version 1 is a Microsoft Gold Certified Partner, Microsoft's most highly accredited independent technical support provider.

Version 1 is the Platinum Partner of choice for Enterprise-scale customers across the UK and Ireland.

ASPIRE Managed Services across sectors

Central government, financial services, education, the NHS and more

CENTRAL GOVERNMENT

Birmingham City Council

GREATER MANCHESTER POLICE

HOUSES OF PARLIAMENT RESTORATION & RENEWAL

Cafcass

LONDON BOROUGH OF HARROW

LEGAL OMBUDSMAN

Walsall Council

national highways

FINANCIAL SERVICES

compare the market

M&G

iptiQ By Swiss Re

Bank of Ireland

LLOYDS BANK

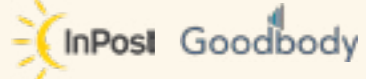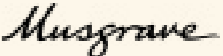BANK OF AFRICA BMCE GROUP

Sucden Financial

EDUCATION

UNIVERSITY OF OXFORD

CARDIFF UNIVERSITY

UNIVERSITY OF BIRMINGHAM

LIVERPOOL JOHN MOORES UNIVERSITY

NHS

NHS

GIG CYMRU NHS WALES

NHS Barts Health NHS Trust

NHS Cambridge University Hospitals NHS Foundation Trust

OTHER

Bupa

albelli

CALOR

AA

4

The Economist

WARNER MUSIC GROUP

IAG INTERNATIONAL AIRLINES GROUP

InPost

Goodbody

Mitchells & Butlers

athena health

FERGUSON

Belfast Harbour

sia

Musgrave

Reach

ALMAC

KP

wood.

98% customer retention

We operate to a sustained quarterly rhythm. Each quarter, with each customer, we set specific goals and survey satisfaction. If our impact flags in any quarter, or satisfaction dips, our team react immediately with specific actions.

Over time, this outcome-focused approach is guaranteed to make a real difference to your businesses while building strong, long-term relationships. In fact, our first customer is still a customer of ours today.

"In Version 1, Cafcass has a true partner. Our organisation's mission-critical systems have been moved off-premise to the cloud which has resulted in very positive financial and efficiency savings which are extremely important for managing an ever-increasing demand for our services. However, the relationship also resulted in further positive benefits as we have found in Version 1 a partner who really cares about our organisation, displaying empathy to our needs and priorities."

Robert Langley, CIO, Cafcass

"We chose Version 1 as a partner for our Cloud Transformation journey because we have a relationship of over 10 years with them. They are our development and Oracle partner, and the skills and capabilities that they offer are second to none. When you embark on a Cloud Transformation journey, the capabilities and skills of your Cloud Transformation partner are critical to the success of the program."

Fiona Taaffe, CIO, DAE Capital

ASPIRE Customer Benefits

ATKINS

JD EDWARDS

- Upgrade of Oracle JD Edwards to a supported platform, providing Oracle Premier Support until at least 2034.
- Migration to Oracle Cloud Infrastructure to reduce on-premise dependency.
- Ongoing managed services for the Oracle JD Edwards application and Oracle Cloud Infrastructure.
- Reduced costs as the data centre has moved to the cloud, so the customer only pays for what they need.
- Reduced operational risk as servers are secured and maintained by Oracle with extra defence against ransomware.
- Improved agility, as servers can be spun up or deleted quickly as more capacity is needed.

FERGUSON

PEOPLESOFT

- Ferguson would not have been able to justify the infrastructure or manpower needed to continue hosting and maintaining the application if they had to resource it internally.
- Without outsourcing the hosting and maintenance, Ferguson would have likely had to move to a new application, with the associated implementation and user transition costs.
- The project has been minimal as the sole change for most users was the hyperlink to follow to sign into the application.

Goodbody

- Fully IaC provisioned environment.
- Tasks such as hardware provisioning, software patching and backups are fully managed by AWS.
- License flexibility: "License Included" and "Bring-Your-Own-License (BYOL)". In the "License Included" service model, you do not need separately purchased Oracle licenses.
- Use of mechanisms to enhance availability and reliability for production workloads such as Multi AZ deployments which allow you to automatically fail-over mission critical workloads from your primary database to the synchronously replicated secondary database in case of a failure.
- Ability to point in time restoration for databases within their retention period.
- Improved database response times.
- Reduced Oracle licensing costs.
- Reduced time to perform on-demand table level restores.
- Next-Gen managed service from On-Premises to AWS Cloud for critical workloads.

sia
Security Industry Authority

CLOUD COST OPTIMISATION

- Leverage the modern Cloud capabilities to optimise hosting costs.
- Take advantage of AI and Machine Learning more easily.
- Build next-generation services quickly for both the public, security professionals, businesses and other public bodies.

Why Version 1?

By partnering with a Managed Service Partner with experience, expertise and the results to prove it, worries about support and maintenance are a thing of the past.

We'll help you focus on what matters; your bigger picture objectives and strategic initiatives.

91%

reduction in manual patch time for insurance customer

1.6 tonnes

of paper-based risk assessments removed company wide within our restaurant group customer

£280,000

of cloud spend saved in first year of partnership with airline

40% **Reduction in cloud costs** for public body organisation through one modification

70% **Increase in efficiency** by streamlining a public sector customer's key application
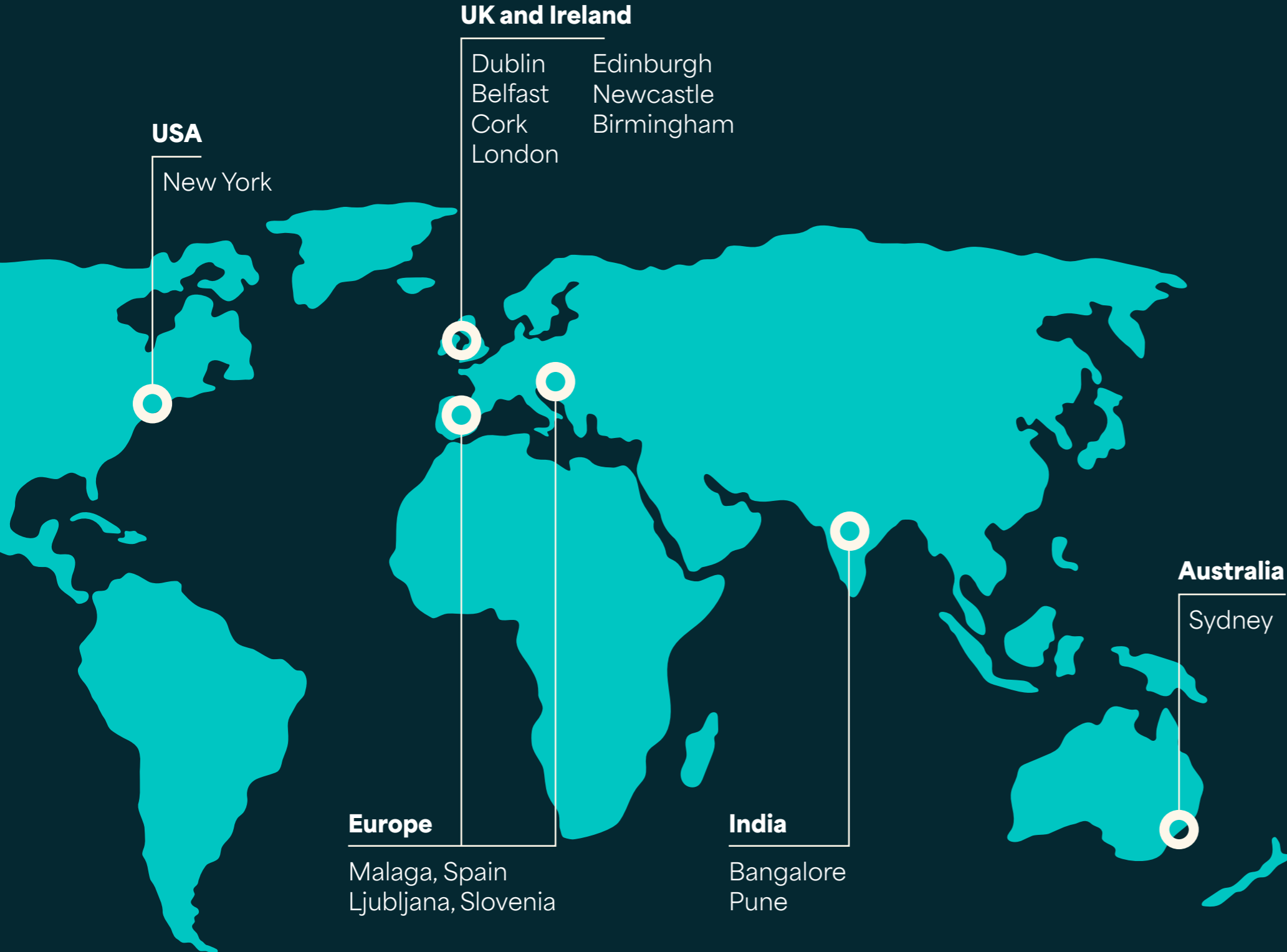
30% **Reduction** for insurance customer in only one cost reduction initiative

3200+ people

AI Specialists, Cloud and DevOps platform engineers, Front-end, Back-end, Full Stack developers, Microsoft certified professionals, Oracle certified professionals and AWS certified professionals

370+ managed service customers

Version 1 at a glance

USA
New York

UK and Ireland
Dublin	Edinburgh
Belfast	Newcastle
Cork	Birmingham
London	

Europe
Malaga, Spain
Ljubljana, Slovenia

India
Bangalore
Pune

Australia
Sydney

28 years proving value of IT

13 global locations

3400+ people

6 strategic technology partners

Microsoft
ORACLE
outsystems
Red Hat
aws
snowflake

12 years as a great place to work

Best Workplaces Super Large Organisations — Great Place To Work Certified UK 2023
Best Workplaces — Great Place To Work IRELAND 2023
Great Mid-size Workplaces — Great Place To Work INDIA 2023
Great Place To Work Certified OCT 2023-OCT 2024
glassdoor BEST PLACES TO WORK 2023

Industry best practice

CYBER ESSENTIALS PLUS
ITIL
ISO 20000 CERTIFICATION EUROPE
ISO 27001 CERTIFICATION EUROPE

LEARN MORE
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VERSION 1