Business Partnering

SCC

together

Complementary, cost effective and scalable services

SCC

strength in partnership.

Introduction

Adam Clark, National Sales Director

IT service providers play a key role in modern business. Just like SCC and our outsourcing business partners, they help their customers deliver many services that we all consume and often take for granted. They also support organisations at the forefront of technology use, both in terms of scale and application to deliver some of the country's most essential services.

Over more than 30 years, SCC has built a reputation as an experienced, knowledgeable and trusted partner for IT outsourcing. Our employees work closely with our business partners to help customers utilise innovative IT that drives competitive advantage and solves genuine business challenges. These business partner relationships have been developed over many years, based on trust, delivery, innovation and a commitment to getting things done.

Constantly evolving customer requirements are creating substantial pressure for IT service providers to innovate, improve service efficiency and reduce costs for their customers. SCC's extensive range of IT services complement portfolios, where scaling and diversity of offerings is required. As technological advances offer us new capability, we will continue to invest in solutions which push technology boundaries to deliver solutions that support the objectives of our business partners and ensure that their customers get the best from technology.

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Nigel Clark, Head of Business Partnering

Partner relationships have always been at the very heart of SCC's business and are considered fundamental to our continued success and growth. Our partnerships can deliver strategic advantage through the development of joint capability and use of best practice to deliver efficiencies, transformation and competitive advantage.

We recognise the changing dynamics and forces within the IT and outsourcing marketplace. Customers are trying to understand how to digitise and transform their operations, so that they can address their immediate and future requirements, whilst also managing and maintaining legacy environments. Additionally, multi-sourcing agreements, reduced contracting periods and a challenging and unpredictable competitive environment also demand absolute clarity regarding target markets and pertinent offerings.

At the same time, service providers themselves are attempting to rationalise their business models and portfolios to meet fast-changing customer demands, while automating and globalising services, retaining skills and knowledge, and keeping costs under control. A reliable ecosystem of trusted partners can be hugely valuable to addressing these challenges.

To support this drive towards digital transformation, SCC delivers supply chain solutions, infrastructure support, hybrid cloud enablement and a range of managed and professional services. These can help augment the capabilities of our partners, reduce operational costs, share out risk, and support incremental business. SCC have the scale, breadth of capability and heritage to support our business partners, and have the flexibility to design bespoke solutions which can meet and exceed your requirements and those of your customers.

Key IT Service Provider Challenges

A turbulent business landscape

As the drive to deliver market growth and remain competitive continues to intensify, IT service providers face a rapidly changing business landscape whilst simultaneously being challenged to improve performance and provide innovative services to their customers. But at the same time, two external factors are having a major influence on how service providers achieve this.

Firstly, the consequences of Brexit, which had not fully manifested themselves at the time of writing, will impact how service providers commit resources to customers based in the UK. Additionally, Brexit may cause some customers to relocate their operations outside of the UK which will influence the type and level of services they consume from service providers.

Secondly, the COVID-19 pandemic is fundamentally - and possibly permanently - changing the way that a large proportion of the UK population lives, works and shops. Businesses are quickly having to adapt to a rise in home working and online retail, and these changes are placing new and urgent demands on service providers to reshape their offerings to suit.

Redefining the workspace

The way businesses operate day-to-day has been upended by COVID-19. The sudden move towards remote working, relying on collaboration tools to communicate, is likely to be sustained long-term. Some businesses may choose to remain fully remote with their workforce, while others are moving towards a 'hybrid' approach that combines home and office-based work.

In any case, there are knock-on consequences in terms of what businesses need from their IT estate and network infrastructure. It is likely that service providers will continue to see increased demand from customers wanting to further embrace and exploit the move to Cloud, providing more flexibility to support an increasingly mobile and distributed workforce.

The drive to digital

Now more than ever, business customers must digitally transform their operations so that they can take full advantage of new innovations and routes to market in a truly global marketplace. However, many are struggling to do so due to the burden of supporting existing operations in the process.

Business partners can enable this change with tight management and transforming legacy IT operations, but in doing this, they need to innovate in the delivery of their operational services. Thought leadership and service excellence are key to fostering client loyalty, retaining competitive advantage and enabling customers to achieve their digital aspirations.

Automation and artificial intelligence

New technologies like process automation, AI and machine learning are having a profound effect on outsourcing-based offshore operating models. Understanding this change is critical to service providers' competitive advantage. The full potential of these technologies has yet to be realised, but it is possible that the traditional partnership delivery model of services focusing on labour arbitrage may shift substantially.

Growing commercial maturity

Both our business partners and their customers are experiencing changes within their ecosystem. This is particularly the case in the public sector, after a Government report in November 2017 found that some original contracts with service providers delivered limited value for taxpayers and limited operational efficiency incentives.

Many long-term outsourcing contracts are being phased out in favour of smaller, more agile arrangements for specific services. This has directly affected business partners' revenues and has forced them to flex and change their operational models. With more customers on shorter-term, multi-sourcing contracts, the value of contracts has reduced, while customers are demanding unprecedented levels of transparency within their commercial agreements.

An increasingly competitive landscape

The move towards multi-sourcing means many customers are favouring a SIAM (Service Integration and Management) approach to manage all their service suppliers. This approach means service providers can take more responsibility for day-to-day service management, acting as the 'glue' between the customer and each individual supplier.

However, many providers are finding that these changes have reduced the scale of their services and increased complexity. As a result, they have rationalised their business models, created new identities and revenue streams, and moved focus towards more consultancy. Additionally, service providers have reviewed their core propositions, which will lead to a reliance on a select group of trusted partners to deliver 'non-core' services within customer contracts. The relationships with these partners will be critical to maintaining reliable, consistent capability and a wide diversity of services.

Scalability

Scaling services to meet specific customer requirements is a common challenge for service providers. This often happens when customers have smaller in-country requirements that are parts of a larger global service, and sometimes meeting these requirements means service providers have to source a local partner.

As well as this, customers often demand supply chain diversity, social value and local employment, so there is an important need for providers to deliver complementary local offerings alongside core services.
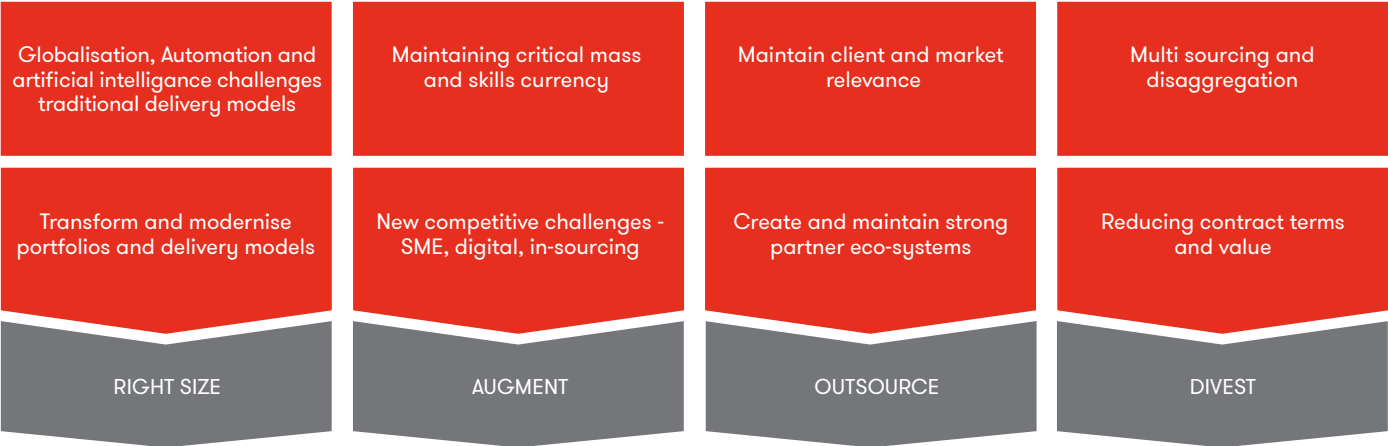
we simplify.

Transformational technologies

Key Areas of Value to IT Service Providers

At SCC, our depth of experience, knowledge and insight has allowed us to develop a deep appreciation of the key challenges faced by our IT service provider customers. Applying this understanding to our broad portfolio of services and solutions, we have identified Key areas that can directly and positively address the key challenges faced by the sector today:

- **Infrastructure Lifecycle Services**
  Suiting customer needs by delivering best-in class, end-to-end and secure infrastructure services.

- **Data Centre and Cloud**
  Deployment and consumption of secure cloud services that suit the workloads of service provider and customer alike.

- **Professional Services**
  Maximising value and driving digital transformation through access to proven technical and professional skills.

- **Outsourced Services**
  Services that can be fully outsourced to SCC where perhaps they are no longer core services or SCC can deliver them more effectively and drive greater efficiencies.

- **Complementary Services**
  SCC services that can complement the traditional services provided and that present a new and Incremental revenue stream that does not currently exist within the Portfolio.

IT Service Provider Challenges

Globalisation, Automation and artificial intelligance challenges traditional delivery models	Maintaining critical mass and skills currency	Maintain client and market relevance	Multi sourcing and disaggregation
Transform and modernise portfolios and delivery models	New competitive challenges - SME, digital, in-sourcing	Create and maintain strong partner eco-systems	Reducing contract terms and value
RIGHT SIZE	AUGMENT	OUTSOURCE	DIVEST

Our Solutions

SCC SERVICE AGGREGATOR				
INFRASTRUCTURE LIFECYCLE SERVICES	HYBRID CLOUD ENABLEMENT	PROFESSIONAL SERVICES	OUTSOURCED SERVICES	COMPLEMENTARY SERVICES

Infrastructure Lifecycle Services

The challenge
Many businesses often want to extend the support life of their legacy infrastructure in order to underpin the availability of their existing applications, or to delay the capital investment required to upgrade. Delivering this legacy support is therefore a key element of IT service providers' operations.

The solutions
SCC acts as a single point of contact for break-fix needs, providing flexible Service Level Agreements (SLAs) across a single contract. Our team is highly accredited with most technology vendors and can provide support when direct vendor help is no longer available or financially viable. They are happy to undertake customer-specific inductions so that they're familiar with individual environments and can readily access equipment spares from 500 locations across the UK. Overseen by our shared logistics management system, run from the SCC campus in Birmingham, we can provide customised service levels to maximise flexibility.

Additionally, we provide a comprehensive, secure, end-to-end service across all six key stages of the supply chain: Procurement, Configuration, Data Security, Storage, IMAC Services (Installs, Moves, Additions and Changes) and Recycling. This is based around our Lifecycle™ catalogue tool where customers can

conduct product and service transactions online, and our Commissioning Centre for all types of hardware and peripherals. Furthermore, our zero-landfill Recycling Service covers refurbishment, remarketing and disposal of all types of device, including secure data erasure and destruction. Collectively, these functions deliver efficiency, cost reduction, rapid delivery, and peace of mind regarding treatment of sensitive data.

The benefits
These services and solutions enable IT service providers and their customers to:

- Securely manage the entire product lifecycle from build, deploy, manage, re-fresh and recycle. SCC's facilities are under one roof and are List X and List N accredited

- Refresh infrastructure while complying with data regulations

- Leverage support services perfectly tailored to specific needs

- Replace legacy hardware with sustainability and the environment in mind

- Consolidate all infrastructure and support services into a single provider and contract

Data Centre and Cloud

The challenge
Customer requirements often change quickly, especially in the current climate. IT service providers must be able to react with the solutions customers demand, and have the flexibility to consistently respond fast.

The solutions
SCC's range of cloud and data centre solutions allow service providers to flex up and down with changing requirements, charged on a consumption-based model:

Data Centres
Along with our private cloud environment Cloud+, SCC owns and manages three Tier-3 data centres in the UK, which sit on our national fibre optic network, Platform One. This connects through our secure and resilient backbone into SCC's cloud infrastructures, and offers private connections into the hyperscale public clouds provided by Microsoft and Amazon Web Services, with whom we enjoy strong and long-lasting relationships.

Colocation
This secure and flexible arrangement allows service providers and their customers to host their own infrastructure and hardware in SCC's accredited data centres. This is ideal for organisations who want to support a legacy infrastructure with SCC's expertise in core, production, test and development, backup and disaster recovery. By sharing data centre space with other tenants, organisations can minimise costs in power and cooling capacity, and more

easily explore the potential of new innovations.

Cloud+
A multi-tenanted, highly scalable cloud platform that can be deployed quickly and securely segregates customers to keep their sensitive data safe. Comprising a catalogue of cloud-based compute and storage services, it's based on a consumption-based pricing model, so customers only pay for what they need and use.

Sentinel
Our secure, government-accredited cloud environment allows service providers to meet OFFICIAL SENSITIVE requirements laid out by government, defence and critical national infrastructure customers. Sentinel enables fully managed Infrastructure as a Service, Software as a Service, Platform as a Service and Desktop as a Service, getting the right information, to the right people, at the right time, in a secure way. These services can be scaled up and down to meet client requirements - a critical consideration in the current fast-changing business landscape - and frees up time for service providers to focus on core business objectives.

Oworx
A subsidiary business to SCC that provides a complete suite of cloud enablement services. These include cloud readiness assessments, health checks, migration, tooling, architecting, deployment and more, along with first-class 24/7 support.

The benefits
These services and solutions enable IT service providers and their customers to:

- Benefit from economies of scale through shared platforms and infrastructure

- Use UK-based facilities

- Enjoy guaranteed reliability and service uptime

- Scale easily to match customer requirements

- Meet OFFICIAL SENSITIVE data security requirements

- Ensure certification and conformity to ISO9001, ISO27001 and Cyber Essentials Plus

Professional Services

The challenge
Customers expect their service providers to be able to deliver a wide range of different functions and services, often at short notice. It may not be practical for a service provider to have the full range of expected capabilities in-house, and so it is vital that they have easy, flexible access to these services from a partner as and when required. What these functions and services consist of is also changing rapidly as businesses re-adjust their workplaces and working arrangements to suit a post-pandemic business world.

The solutions
SCC's Professional Service practice gives our customers access to over 600 people who are exclusively focused on delivering digital transformation solutions. Using tried and trusted EUC Consult methodology, our skilled architects and consultants engage with customers to provide a full-spectrum approach to transformation across seven key areas:

Hybrid Cloud Enablement
We provide all the support and solutions needed to allow service providers to perfect the blend of cloud and on-premise customers are looking for, underpinned by secure, end-to-end, services including UK Government accreditation.

Transformation Solutions
Design and deployment of transformation programmes, strategies, roadmaps and target operating models, with experience in the challenges of moving complex workloads to the Cloud, be that Public or Private.

Technology Adoption
We combine in-house training and communication skills and use our deep understanding of IT transformation, so customers can adopt new technology faster, deliver improvements and more easily pivot towards more distributed working models for their employees.

Office365 and Collaboration
Support for introduction and deployment of Office365, unified communications (Skype for Business and Yammer), enterprise collaboration (Sharepoint, Teams, OneDrive, Exchange) and application integration using PowerApp and PowerBI.

End-User Computing
Delivery and management of digital workplaces to take full advantage of Windows 10, modern application support services and enterprise management toolsets, including large virtual desktop environments that are ideal for seamless remote working.

Networking and Security
Deployment and management for every network requirement, across local areas, wide areas, mobile and wireless, and both fixed and remote devices, along with dedicated Security and Event Management (SIEM) services for security assessment, detection and resolution.

Enterprise Platforms and Data Consolidation
A tailored approach to storage, compute and business continuity, based on in-depth knowledge of many key providers (HP, DellEMC, IBM, HDS, NetApp) and trusted relationships with global infrastructure solution providers.

Transformation Delivery
Delivery of exceptional governance and control through a highly experienced team of project and programme managers that help ensure new models and arrangements are delivered on time and on budget.

The benefits
These services enable IT service providers and their customers to:

• Maximise and exploit existing investments

• Access industry-leading digital transformation expertise

• Leverage technical skill sets as and when they're needed

• Rely on trusted programme managements

• Release resources to focus on innovation and development

• Use projects and work packages on an outcome, fixed-cost basis

Outsourced Services

we innovate.

The challenge
IT service providers are increasingly relied upon by their customers to deliver a comprehensive suite of solutions and services. However, for many providers, having all those capabilities in-house is either impractical or unaffordable. Nonetheless, they are still expected to provide them, and so leveraging a third-party partner to acquire some of them through outsourcing offers a cost-effective alternative.

The solutions
SCC has developed a variety of outsourced services that service providers can add to their portfolios and maximise the scope of what they can deliver to customers, including:

Service Desk
SCC's Service Desk offerings are multi-channel, multi-lingual, meet best practice for ISO 20000 and ISO 27001 (Information Security), and can be tailored for a mix of services. It can act as a single public-facing point of contact to ensure reliable service delivery across telephone, email, chat, social media, our ServiceNow web portal and our virtual agent TrinITy.

IT Service Management
ServiceNow is a global cloud platform that has a range of services dedicated to helping meet your customers needs by creating the right level of service – from implementation to managed systems administration, consultancy to technical extensions and integrations. Whether your customers are looking at the ServiceNow platform as a new business investment, development to an existing platform or as an integration with other business critical solutions, we have the expertise to deliver both operational and strategic consultancy focused on outcomes that are right for your customers. SCC is a ServiceNow EMEA Specialist Partner.

Field Delivery
A field workforce is often a significant fixed cost within businesses and moving this to become a more variable cost can deliver cost benefit and offset risk to a 3rd party. SCC has experience of transforming traditional delivery models to deliver better outcomes for your customers at an optimal cost.

The benefits
These services and solutions enable IT service providers and their customers to:

- Re-focus on core capability
- Reduce fixed costs
- Share risk
- Benefit from modernised and optimised delivery models
- Leverage 3rd party investments and expertise

Complementary Services

So that our service provider partners and their customers can embrace the most complete digital transformation possible, SCC also provides a suite of additional services. Built on decades of experience of working with our own customers across a variety of sectors, they offer further options to service providers who wish to expand services within their customers and provide new and incremental revenue streams.

Document Services

Our print services equip providers with innovative digital document management solutions so that their customers can improve efficiency, streamline workflows and reduce costs. These include secure record-scanning services that store historic paper-based records into central information repositories, and managed print room services that enable on-site digitisation of sensitive documents. These solutions are developed bespokely by SCC in partnership with leading print vendors including Xerox, HP and Ricoh.

Software Asset Management (SAM)

This service helps providers evaluate their customers' technology and licencing contracts, assess software usage and identify any licencing issues and commercial risks. Providers can gain impartial insight into their customers' software estates, and are then able to highlight areas of rationalisation to provide savings and ensure compliance with both vendors and legal regulations. SCC offers support by reviewing market trends, delivering clear management reports and recommendations, and providing best-in-class tools for monitoring and usage tracking.

Resource Augmentation

SCC's Flexible Resourcing service provides access to appropriately cleared, reliable talent from all over the world. From support and maintenance staff to senior executives and technical architects, SCC associates can quickly and easily be brought in to support an organisation's core employee group, augmenting internal skills or increasing capacity in times of peak demand. Our proven ability in finding 'hard-to-source' skills has often allowed us to become the trusted resourcing partner of many customers, giving them the comfort that their partner can reliably fulfil their resourcing schedules for their future project and programme needs.

Application Modernisation

Applications are critical to organisations and are a key interface into the business. Planning upgrades to operating systems without modernising the delivery of applications can severely effect operations and employee productivity. SCC enables its customers to continue to utilise applications and maintain productivity via the following services:

- Applications Discovery and Validation
- Applications Sequencing and Packaging
- Applications Assure
- Application Patching
- Application Containerisation

Customer Testimonials

At SCC, we have decades of experience of dealing with all types of IT service providers and business partners. These examples of our successful partnerships demonstrate the potential for modern IT and technology to transform operational efficiency and improve service delivery.

THALES   **CGI**   **TATA** CONSULTANCY SERVICES   **IBM**

"Thales demands a lot from its IT and thus demands a lot from its IT suppliers. SCC has always met those demands. They provide both Thales and our end customers with an incredible range of front office and back office equipment and networking infrastructure technology from the world's most respected IT vendors. These are supported by an industry-leading portfolio of professional services. Our customers rely on us and we rely on SCC."

James Fox,
Relationship Procurement
Category Manager,
Thales

"The breadth and depth of the services that SCC provide to CGI empower both our own organisation, and those of our customers. They provide us with extensive support services that ensure the continued operation of large scale server installations, network infrastructure and SAN infrastructure within CGI and our customers' sites. Alongside this SCC, in association with their leading IT partners, have created a highly valued annual innovation event for us. This enables CGI to gain greater insight into the evolving IT landscape and how we can create new and innovative technology services for our extensive portfolio of clients."

Jeremy Archer,
Director UK, Global Technology
Operations,
CGI

"SCC is one of the key partners that TATA Consultancy Services work with. We engage with them on range IT solutions we deliver for our customers in the UK. Their services augment and compliment that of ours, enabling continued satisfaction to our customers."

Ravindra Meshram,
Director, Infrastructure Alliances
UK & Europe,
Tata Consultancy Services

"IBM's relationship with SCC is hugely valued across the IBM organisation. This has developed over the years to a high-value multifaceted partnership in the market. SCC is now considered to be a strategic partner in the UK."

Paul Brown,
Vice President UK & Ireland,
IBM Partner Growth

trusted.

Summary

we enable.

Never before have service providers faced such a sudden and wide-ranging challenge to adapt and pivot their offerings. That's due to the rapid pace of change in customer needs and expectations, driven by a number of influencing factors including Brexit, COVID-19 and associated economic turbulence. Customers want to embrace innovation and move to a digital-first future, but often need to make quick decisions and so increasingly need service providers' help to spin up new functionality quickly.

At the same time, service providers need access to a wide range of different services, often more than they are able to deliver in-house. As a result, they need to build strong partnerships with trusted vendors who can give them access to these services and solutions as and when required.

SCC is an ideal partner to help IT service providers navigate these challenges. Our wealth of expertise has helped us craft solutions that enable providers to support their customers in digital transformation, upgrade their infrastructures to suit new ways of working, and connect to specific knowledge that can help them succeed today and in the future.

A rich heritage and a bright new era

With decades of experience in both the Commercial and Public Sector, in particular National Security and Defence, SCC have built a reputation as a trusted advisor and reliable service provider. Invaluable partner relationships allow us to harness and deploy best-in-class technology solutions - and we continue to invest in the sector today to establish increased relevance and value for our customers.

As technologies emerge and evolve at a rapid rate, we continue to shape our portfolio of services to incorporate the very latest capabilities, pushing the boundaries of technology to take the sector into an exciting and connected new era.

Find out more

Hopefully this guide has given you a flavour of what we have to offer. Why not get to know us a little better?

Connect with us.

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