

Professional Services



advance

Transforming the IT
landscape for business



professional services.
transforming the IT landscape for business.

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Solutions: Professional Services

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What do you want from your technology?

Our professional services team of technical consultants, project and programme managers deliver business outcomes based on transforming an organisation's IT landscape.

This involves transitioning and transforming IT estates to provide a managed service for transformation programmes around end user computing, enterprise platforms, networking and security. We deliver projects based around our vendor partners' technology stacks to help customers not just keep the lights on but move seamlessly through the complexities of their digital transformations.

Under the microscope

We bring all the diverse elements of an organisation closer together by putting everything under the microscope. We then design and implement solutions that bring to life a customer's

operational and commercial vision, bridging the gap between new and legacy technology.

SCC has a broad and detailed technical expertise that is capable of providing the right combination of skills to suit our customers' IT estates. We want them to have the best technology solution, from current resource allocation to future scalability, so they are fully confident with every stage of the design and transformation.

we transform.

Project Governance

Behind every successful transformation programme is effective project governance. SCC's Project and Programmes team provides governance leadership to ensure complex IT transformation projects deliver the outcomes customers expect. A good governance framework saves on costs, develops a stronger relationship and enables project analysts to better understand and manage technology investments.

In a recent PwC survey, 45% of transformation projects became delayed, with more than 90% failing because of a lack of management skills. Interestingly, however, less than 10% failed because of the technology. This highlights a lack of managerial organisation and governance very often leads to project failure – at significant cost to the customer.

SCC's Projects and Programmes team applies its expertise and governance know-how to ensure there's a tight, overall control of complex transformation projects. This includes owning the budget, the communications, the strategic plan and ensuring the work is delivered on schedule.

Indeed, current budget views have changed significantly since the start of the COVID-19 pandemic and good governance is more critical than ever before. According to SCC's own IT Insights Report, surveying the opinions of 550 IT decision-makers across 11 different sectors, there has been an 86% increase in those who now believe their IT budget is inadequate to meet current requirements.

To ensure successful outcomes, SCC has project management scale, depending on the size of the project and its monetary value. We provide a project coordinator, project or programme manager depending on the project requirements. Our experts provide a host of services from on-site hand holding to back office governance.

Why project governance is critical

With SCC's project governance we can ensure:

- Trust is built with the customer before the project has started: strategic planning and stakeholder engagement are key
- A customers' KPI's are both achieved and understood by SCC
- Costs of managing the project are maintained within budget and timescales
- The successful outcome of the project means an enhanced reputation for customers – and ultimately more lead referrals

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2020 PwC survey

simplify the complex.

Helping you transform.

IT Project Delivery

The key to the success of any IT project delivery is the relationship between the different project teams and the stakeholders. SCC supports customers across their entire IT estate offering a full range of professional services – from specific technical issues through to strategic planning.

Our IT project delivery comprises three core areas:

- Networks and Security
- Enterprise Platforms
- Workplace or End User Compute

The delivery teams consist of technical architects, technical consultants and professional services, which are led by the pre-sales team. Our teams work closely with pre-sales to ensure the solutions they put forward are fit for purpose and are going to deliver the best outcomes based on our experience and also the shaping the customer requirement.

Once those solutions have been signed off by the customer, a project manager will be assigned from the project and programmes team and they will work with the delivery team to ensure they assign the appropriate resource for the

job. Every project is different, which is why the team needs the right capability and experience to ensure cost-effective delivery with the best technical professionals available.

SCC is proud to have extremely experienced resources within the team working across large scale transformations as well as smaller, bespoke implementations. It's our experience of operating with a number of different organisations, scope and size of delivery that is critical to achieving successful outcomes for our customers.



Pre-sales

Critical for a successful project

SCC's pre-sales team emerged as a response to the increasing complexity of the technology sold, either as an off-the-shelf product or a bespoke solution.

Our pre-sales team manages the vision and expectations of a customer's many stakeholders who are the key decision makers on the project. Our primary task is to work closely with the customers and understand the fundamental details of the project before the contract is signed. Essentially, pre-sales deal with the technical issues rather than the commercial side of the project. The team comprises senior architects who cover a range of technology disciplines, including network security, strategic consultancy and workplace productivity.

We engage with customers as early as possible in the sales cycle and with colleagues in the sales function, effectively engaging with customers and working with sales to gather requirements, scope opportunities and ensure that we have in-depth knowledge of the business in terms of skills, size and scope. We then build out cost models that support those engagements and work with the customer to deliver the pre-sales material that has the correct deliverables and outcomes for the project.

Above all, pre-sales is about helping to shape the customer's thoughts and vision to ensure everyone is working for the outcome best suited for that project. Our team of experienced professionals work closely with customers to help them understand the directions

they might take, looking at the project from a wider strategic perspective. This often helps stakeholders in organisations broaden their horizons and get a better result for their business.



















Pre-sales hit list

Our pre-sales team are expert communicators, their skill sets include:

- Undertaking discovery exercises, researching customers' needs and understanding the fundamentals of the project's scope
- Making the complex easy to follow
- Using techniques such as storytelling to give a presentation flow
- Helping our customers imagine a world with their solution, drawing on success stories from other projects
- Making presentations interactive, monitoring stakeholder reactions
- Using visual techniques such as sketching and whiteboarding
- Encouraging audience interaction and dealing with objections without losing the flow of the presentation

Our Partners

We work with a core set of the world's biggest vendors, as well as more specialist partners where there is an uplift in demand. We also work with an extended group of vendors offering specific opportunities for our customers.

CORE	TOPICAL	POTENTIAL
		
		
		
		
		
		
		
		
		
		
		

we partner.

Innovation

As technology changes and develops, SCC is at the forefront of these developments. Working with customers to turn collective ideas into reality, with innovations in technologies from Cloud Computing and Artificial Intelligence to the Internet of Things and Blockchain.

We are dedicated to innovation – helping customers visualise and implement new ideas as part of their day-to-day operations and business goals. This innovation flows across SCC – in the UK, France, Spain and Vietnam – bringing new services to life, creating new products and technologies to suit customers' demands.

We are listening to customers to understand their objectives and aspirations as they explore technologies that can add value to their businesses. SCC's latest IT insights report reveals a 13% rise post-COVID-19 lockdown in organisations looking to use Cloud Connectivity in the next five years, whilst there was an 8% rise in decision makers exploring options around AI and machine learning.

As an early adopter of IoT and AI technologies, SCC can build holistic solutions for customers based on the size of their budget, the size of their data issue, an ability to deliver specific solutions and ultimately the value it brings to the business.

An innovation strategy is about building ecosystems that are easy for customers to understand and engage with. There is no industry anywhere in the world that will not be improved with a well delivered application and we are the company that is able to deliver that application today for tomorrow.

Security, privacy and ethics

AI and IoT systems should be safe and secure throughout their life, if they cause harm it should be possible to ascertain why and provide a satisfactory explanation; auditable by a human authority. We have ensured that our AI & IoT technology ecosystems are aligned to our values. We believe in liberty and privacy and will strive to uphold those goals whenever we roll-out new technologies.

13%
rise post-COVID-19 lockdown
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SCC 2020 IT Insights Report

we innovate.

Use cases

How we're helping our customers

Innovating local councils by utilising data

SCC's work on smart cities can help organisations to understand everyday objects through connecting, interacting and exchanging data.

Predictive elements in AI help cities analyse infrastructure issues and fix problems before they grow larger. Modern systems can track water pressure and alert workers to fix pipes before they burst or drains or before they're blocked.

Flooding caused by blocked drains costs the UK billions of pounds per year, but by using IoT sensor technologies and real-time weather data, flooding can be predicted and preventative measures taken.

By collecting data in a predefined, structured format, we can build comprehensive and accurate data set that can be created and utilised by businesses and city authorities alike.

SCC help Scottish Distillery with proximity detection

An example of how our customer innovation and engagement process works is when a Scottish distillery wanted to understand how we could help them continue production during the COVID-19 pandemic. Using an asset tracking solution, we could track pallets, barrels, boxes, crates and employees to help them with their concerns with proximity detection.

The successful outcome was that they were able to operate during the difficult times and give their employees more confidence in the safety of the workplace. Along with health and safety, this also helped with the company's overall productivity.

Ensuring business continuity and safety

SCC put a strong programme management team into a retail bank transformation project. By bringing in the right team and having that control, we delivered an outstanding project and programme for the customer during the hugely complex transformation and separation from the larger group.

If we hadn't had that strong programme and project management governance, it just wouldn't have happened. This was recognised through excellent customer feedback.

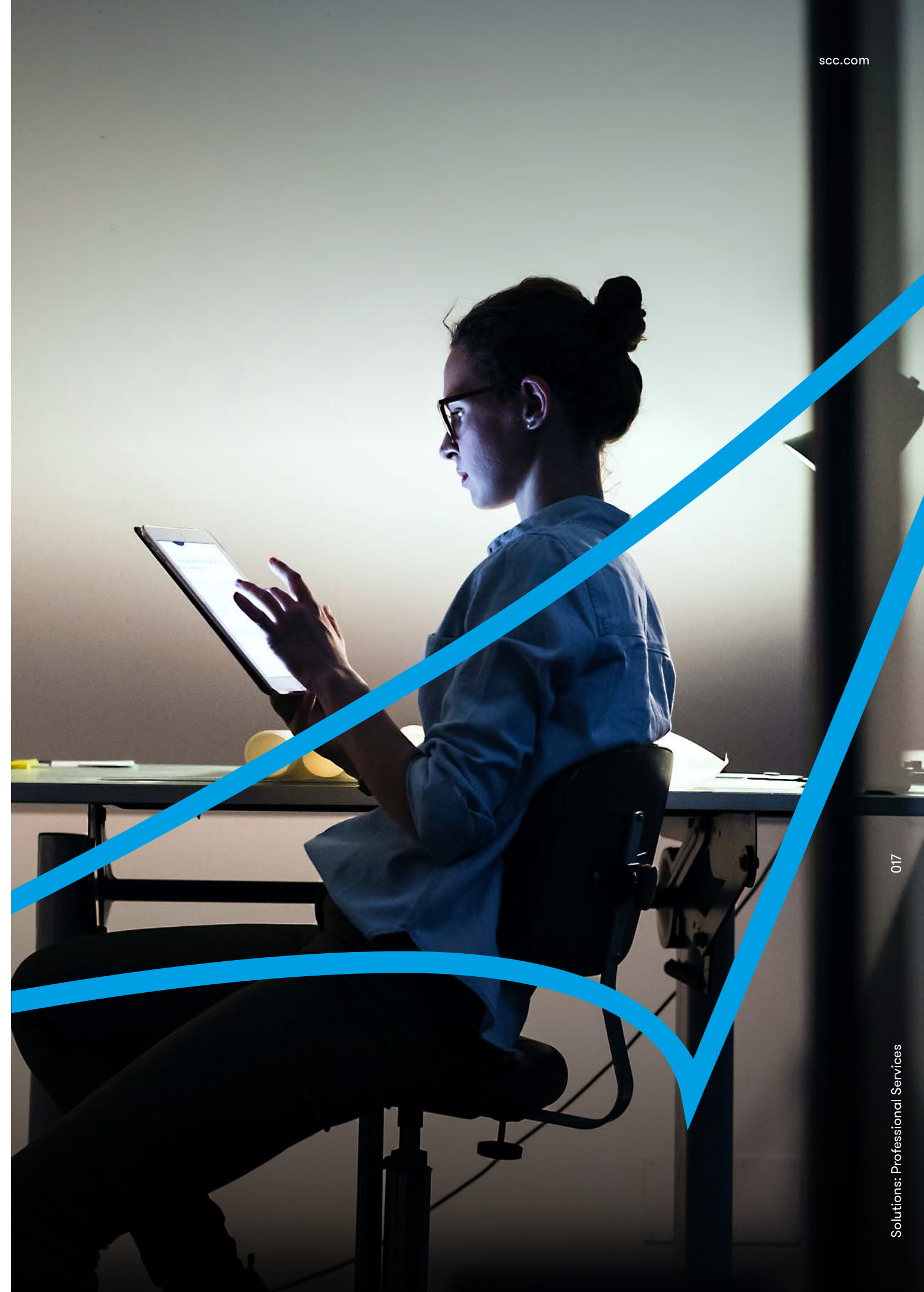
Enabling remote working at speed

During the COVID-19 pandemic the biggest challenge for customers has been to ensure staff can continue to work remotely and post lockdown help to get a number of workers back into the office, while working closely with their remote colleagues. SCC has had to get the balance right and help with the rising demand in networking, ensuring networks support the volume of homeworkers and – crucially – that they're secure.

Maximising customer's IT investment

We have been working on pre-sales with a large social care and housing group where we've effectively been shaping the final requirements with the customer. The organisation contacted us asking how we could help make the most of the investment they had made in Microsoft and the Microsoft ecosystem, particularly around the Microsoft 365 platform.

The group didn't have the expertise in-house to do it themselves. They wanted to bring all their technology investment under one broader umbrella through the relationship that we have had with them. As a result, we've been working with their technical team, obviously remotely during COVID-19, and this has worked really well, defining their requirements and ensuring that in terms of the investment they've made and in the licenses they've bought they're getting the most out of the project.



Summary



Our Professional Services team help businesses identify the best and most appropriate approach to design, deliver and leverage our customers' investments in technology and proactively ensure that a clear roadmap of adoption and change is implemented.

We work collaboratively, getting to know your people and processes to build a complete landscape of requirements.

Our experienced teams of subject matter experts work closely with your internal teams to ensure design requirements are achieved and delivered to your specifications. We continually invest in our capabilities and accreditations to remain relevant to our customers and technology partners.

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.

 [linkedin.com/company/scc](https://www.linkedin.com/company/scc)

 twitter.com/scc_uk

 [instagram.com/scc_uk](https://www.instagram.com/scc_uk)

 [facebook.com/specialistcomputercentres](https://www.facebook.com/specialistcomputercentres)

 vimeo.com/sccuk

Email us

If you would like to book an appointment to discuss any requirements please email: online@scc.com

Talk to us

If you have any queries about our services, would like to speak to someone in more detail, or simply want to book a meeting, you can always speak with us directly via your normal point of contact or call the SCC Main Reception on: 0121 766 7000

Go online

Check out our website for full and up-to-date information about all our services. [scc.com](https://www.scc.com)

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