

Commercial

transform.

Underpinning Transformation
in British Business



we simplify.

Transformational technologies

Introduction



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Over the last few years the UK economy has been profoundly shaken and reshaped. The Covid-19 pandemic, a new trading relationship with the EU and a soaring cost of living has seen the UK's GDP shrink by nearly 15 percent. With recovery far from assured, the only certainty is that Britain's economy and society will be completely transformed.

The route to recovery and growth will be different for every business and sector. The timing of this economic rebound is inherently tied to the acceleration of digitisation and a shift to permanent hybrid remote working. Smart companies will embrace the new habits of both customers and employees to strengthen long-term competitiveness, whilst ramping up innovation and engagement.

Up until now, technology adoption - the type that leads to competitive advantage - has tended to be fairly narrow, involving remote collaboration tools (such as video conferencing), online customer interactions, investment in cyber-security and an attempted shift to cloud-based applications or hosted apps. The pandemic has changed this, accelerating technology adoption across all sectors and all technologies. This is key to shaping the speed and trajectory of post-pandemic recovery. With organisations who have streamlined processes and have taken advantage of IT innovations able to launch new products and services faster. This speed to market allows them to react to changing customer demands quickly and will bolster their resilience in line with recovery.

As a country we are also embracing the emerging trend for remote or hybrid working, with employers having to rethink working policies in line with office worker expectation. However, embracing this can be a risk, with a recent survey of UK businesses showing that only nine percent thought remote work had improved productivity, while 33 percent stated it had decreased. Balancing the benefits against this risk is also key for future success.

As the UK faces a new era, it will be the businesses with well defined, forward-looking strategies and agile operating models underpinned by resilient and cost-effective IT platforms that are poised to prosper.

At SCC, we never stand still and want to continually see our customers succeed in their chosen marketplace through the powerful use of technology that we provide. That passion is the ethos on which SCC was built and it continues to drive us forward.

Key Challenges in the Commercial Sector

A Turbulent Business Landscape

As the threat of recession looms over the UK economy, many organisations are facing the challenge of how to remain profitable at a time where austerity is striking many of their key customers and revenue streams. With the UK GDP growth averaging between 2.8% - 3.8% growth, significantly lower than predicted, organisations from all sectors are set to suffer. Many organisations are struggling to weather the storm of price increases they are currently facing. With unprecedented supply chain shocks, labour shortages and inflation, business owners are having to quickly adapt their businesses and reconcile which economic conditions are transitory and which are permanent.

The Russian invasion of the Ukraine has led to a sharp rise in commodity prices, as oil, gas, food and other raw material prices shot up due to supply disruption and ongoing government sanctions. This has exacerbated global shortage of some tradable goods. Supply chains have then been disrupted further as the COVID-19 crisis has peaked again in China, with Chinese authorities imposing strict restrictions across several Chinese cities. Leading organisations are utilising intelligent workflows to integrate proven business process transformation

methodologies and emerging technologies, such as advanced analytics, AI and blockchain to create a smarter supply chain. Intelligent workflows increase process efficiencies to make your supply chain more agile, transparent and responsive for employees and customers. This will drive resiliency, agility and predictability by reducing operational silos and enabling them to respond quickly to market disruptions, mitigate risk and maintain business continuity.

As the UK emerges from the pandemic, the affects this has had on how people live, work and shop are still resounding through the business world, with many organisations still scrambling to react to this change in consumer and employee behaviour. The process of globalisation had already shrunk any concept of physical distance to almost negligible levels, and the ramifications of COVID-19 will only reinforce this long term. More people will be conducting more of their personal and professional lives online and remotely and so businesses must adapt to this trend.

People, Productivity, Retention and Recruitment

The 'Great Resignation' of 2021, saw a mass shake-up of the employment landscape with more workers resigning from current roles to move onto new

ones which better met the job expectations. Attrition rates rose to 20 - 30 per cent across some sectors, a trend which is continuing in 2022, with the highest rate of staff turnover occurring in the lower-paid positions. Record numbers of unfilled jobs are likely to limit higher productivity and growth in 2022, as Deloitte estimate a shortfall of 2.1 million skilled jobs by 2030. To attract and retain talent, organisations should pair strategies such as reskilling with a recasting of their employment brand to attract new talent into their industry. Engagement with a wider talent ecosystem of partners to reach diverse, skilled talent pools can help offset the recent wave of retirements and voluntary exits.

Flexible working has taken root, with staff who had a taste of remote working during the pandemic expecting employers to continue offering more flexibility in their working options. The workforce overall will continue to become more fluid and unpredictable, putting more pressure on the ability of less "hybrid-ready" companies to staff and run their operations.

The employee shortage is also being compounded by a growing skills gap. Organisations are utilising IT innovations to enhance their working models and increase productivity which is triggering a requirement for new technical, digital and professional skills.

However, these are proving hard to come by in today's UK workforce, within which the UK Commission for Employment and Skills reports a 43% shortage of STEM skills. This greater competition for talent is limiting many organisations' ability to evolve, grow and adopt new technologies.

However, investing in technology such as Robotic Process Automation or AI can help drive employee satisfaction by freeing employees from monotonous tasks to allow them more opportunities to upskill and take on higher value work. Technology Adoption will play a key role in empowering employees, attracting new talent, filling skills gaps as they arise, and enabling new hybrid workflows.

An Increasing Threat and Compliance Landscape

Today, we find ourselves living the reality of a cyber everywhere world where digital transformation initiatives continue to accelerate amid the emergence of a pervasive remote workforce. The COVID-19 pandemic challenged organisations to rapidly transform their work environments, often with little to no time to consider the security implications of the IT being deployed.



The risks of this rapid change are being exacerbated as many organisations suffer from legacy infrastructure and technical debt; this array of technologies combining on-premise infrastructure with hybrid IT and Cloud infrastructure, is limiting organisations visibility of their organisations threat landscape. Addressing these security vulnerabilities is impossible without significant investment and transformation. The benefits of hybrid working becoming the 'norm', are countered by this increased risk that it is exposing organisations and their sensitive data to.

Despite the increased risks, digital transformation is key to organisations improving efficiency and becoming more reactive to change. Embracing IT innovations and data digitisation allows data to flow across organisations in new ways, creating value by connecting lines of business and customer data to produce comprehensive insights which can lead to business improvement.

As digitisation, connectivity and IoT devices start to proliferate, and as IT and supply-chain systems become more integrated, networks will become more complex and therefore exposed to increased cyber threat.

To secure their IP and proprietary data, as well as protect against significant breach fines organisations must invest in advanced cyber security solutions and a Zero Trust architecture to ensure operational resilience.

Driving Digital Transformation through Innovation

Business relationships with both customers and suppliers are continually changing, but the technologies that support those relationships are being developed and deployed at an ever-increasing pace.

Cloud technologies are now ubiquitous within almost all commercial organisations, whether public, private, or a hybrid of the two, and many business-as-usual activities can be effectively and efficiently provided by a cloud service. Additionally, process automation is becoming more accepted, enabling organisations to focus their skills and resources into the value added areas of their business that give them the highest levels of commercial differentiation.

New and innovative technologies are becoming deployed into commercial businesses in increasingly shorter timeframes. For example, AI is already being deployed at scale within the financial, logistics and media industries, where automating tasks frees up resources so that organisations can provide

more bespoke and personal services to their customers. IoT, 5G, data analytics, computer vision, augmented reality and more will add to this canon of technologies that will become commonplace within the next decade. It is now essential for any commercial organisation to understand any new technologies and rapidly commence agile adoption where potential benefits can be foreseen.

Many new and innovative technologies can combine to provide higher levels of customer experience. The ability to integrate them will enable the provision of almost real-time insights into the performance of an organisation's supply chain and their interactions with their customer base. This will enable organisations to respond to changing customer demands and trends with greater agility, retaining existing customers through an improved service experience whilst attracting many more by providing what customers want, as they want it.

Achieving Environmental, Social and Governance targets

Businesses must play their part in global efforts to address climate change, halt biodiversity loss and to respond to other social and environmental challenges. Sustainability pressures are mounting, not just from the government net zero targets but also from customers, who are rapidly starting to include sustainability and the

environment effect of starting to include sustainability and the environment effect of products and services into their purchase decisions. This is challenging organisations to step up their sustainability agendas, to match consumer attitude changes and achieve net zero for greenhouse gas emissions ahead of the government 2050 timeline. To achieve these goals an immediate, rapid and large-scale reduction in greenhouse gas emissions is needed. A transition that cannot take place without a significant shift of investment into sustainable projects and green technology.

To reach or exceed the net zero deadline, organisations must harness the power of technology and embrace digital disruption to amplify and accelerate their sustainability strategies. The appetite for increasingly sophisticated technology to reduce carbon emissions is there, as well as for facilitating the changes needed to create a sustainable infrastructure, with business leaders keen to capitalise with more intensive use of Robotic Process Automation, machine learning, 'digital twin', data analytics and AI technologies. From supporting in-house upskilling, mapping out the risks and benefits of sustainable strategies and creating a resilient supply chain, to enabling decarbonisation by monitoring and measuring emissions, technology helps companies to take control of their environmental initiatives by offering comprehensive and automated insights.

Our Solutions for Commercial Sector

SCC has worked with Commercial clients for many years, during this time we have developed and continue to evolve our experience, knowledge and understanding of the key challenges faced by our customers in the sector. Our full portfolio applies to many areas that can support our clients dependent upon the specific natures of their business however we consider the following to be critical as the sector continues to evolve.

Cloud Application Modernisation

Cloud services and new platforms are required to underpin digital evolution goals. SCC identify, design and deliver the right workload strategy utilising public or private cloud to help unlock the power of data and drive competitive advantage.

SCC's Payment Solutions

Procure, maintain and securely manage the lifecycle of IT equipment with a fixed term monthly price.

Digital Workplace

Create a seamless in office experience regardless of working location through the integration of devices, software, storage and collaboration tools.

Managed Security Information and Event Management (SIEM)

The increased use of technology provides an ever-widening threat of breach both internally and externally. We provide security and event management solutions that proactively monitor, alert, and manage threats to your infrastructure.

Cloud Application Modernisation

Modern businesses demand agile, intelligent business and IT applications. In practice, this translates to a growing urgency for organisations to move from legacy technologies to cloud based solutions. However, updating legacy systems is a major undertaking and the journey to the cloud can take many paths. SCC's Application Modernisation service can help reimagine and rearchitect business and IT functions with an accelerated, efficient approach to transforming legacy platform-based enterprise applications.

Our service approach takes organisations methodically through a holistic review of their IT infrastructure to identify applications and the interconnecting workloads to identify which workloads could potentially be moved to a cloud environment and which need to be kept on-site. The role of SCC's Cloud Readiness Assessment service is to ensure organisations get maximum benefit and an optimised performance from each workload. This approach offers flexibility to meet specific needs, no matter how complex. Some services cannot be moved to public cloud, due to regulatory and legal restrictions, so many organisations are opting for a hybrid cloud solution, which allows these workloads to be managed either on-premise or store in a private or public cloud environment.

The Cloud Readiness Assessment focuses on three main areas of adoption:

- Creating an environment ready to receive enterprise workloads, including networking, security, backups, monitoring and identity and access
- Migrating application services to the cloud across Infrastructure as a Service, Platform as a Service and Software as a Service (SaaS)
- Ongoing operations once workloads are live.

To identify which applications and workloads are suitable for migration to the cloud, SCC will perform a cloud application feasibility study which assesses customers' application landscapes, including the related areas of financial, business, operational and environmental factors. The output of this study is a readiness report which provides guidance on the suitability of existing applications to move to a cloud environment, areas of quick wins and estimated budgetary figures for the cost of migration.

Following the cloud application feasibility study, SCC can propose a number of storage solutions to enable organisations to maximise the productivity of their workloads and benefit from the flexibility and cost savings associated with consumption priced services.

Our solutions include:

- **Colocation** – Customers can maximise the return on investment of their current compute and storage infrastructure by hosting it in SCC's UK based enterprise data centres.
- **SCC Hyperscale** – SCC's Hyperscale Service allows customers to seamlessly host applications and workloads from multiple public cloud platforms, including Amazon Web Services, Microsoft Azure and Google Cloud. The SCC service provides ongoing management, support and optimisation of an organisation's cloud environments.
- **Cloud+** – SCC's secure multi-tenant cloud platform, Cloud+ delivers a catalogue of cloud based compute and storage services based on a consumption model. This allows customers to host services in an enterprise data centre environment without large capital outlays.
- **Sentinel** – Sentinel by SCC is an enterprise level, fully certified OFFICIAL/OFFICIAL SENSITIVE Community Cloud platform, built specifically for public sector and related agency customers.
- **Shadow IT, Cloud Usage Discovery and Governance** – Any untested and unapproved cloud application used within a customer's organisation is Shadow IT. SCC offer a three step assessment to provide visibility into a customer's environment, to highlight potential risks and develop a plan for compliance.

- **On-premise** – Certain workloads are better suited to an On-premise Cloud Service, we help customers derive the benefits of Public Cloud, by deploying an 'as a Service' on-premise solution to compliment, re-accelerate and enhance the customer Cloud Journey.

Why SCC Application Modernisation?

Organisations need to keep up with technological changes and innovations in a way that perfectly suits them. Working with SCC, organisations can be assured that their cloud and application decisions are aligned to their business strategy and security requirements. Managing Applications through a hybrid network of on-premise and cloud will enable organisations to modernise at their own speed, but still take advantage of the technological innovations and process automation which are setting businesses apart and building competitive advantage.

Modern Workplace

With the legacy of the COVID-19 pandemic, remote working is already creating entire new organisational structures and new business models. Organisations are now also looking at future modern workplace solutions to provide end users with a seamless work from anywhere experience. Our user first approach will help customers evolve from a device-centric strategy to a user, security, data and applications focused modern workplace.

Our Modern Workplace teams ensure our customers are secure, productive, connected, maintained and managed, delivering seamless collaboration and office mobility to help customers achieve exponential growth by aligning IT and business strategy. SCC will align people, process and technology to the following solution areas:

Collaboration and Communication

The continued convergence of collaboration, audio visual, document services and traditional IT, combined with the ubiquitous deployment of collaboration tools, puts SCC in a unique position. A successful unified communications and collaboration strategy is the cornerstone to sustained workplace productivity. We are unique in our ability to discuss, consult, supply, deploy and support cross-discipline collaboration solutions as part of digital transformation in workplace productivity.

Unified End-Point Management

Unifying end-point management centrally, provides a single administrative console for managing device security policies, asset inventory and compliance reporting. It enables IT to remotely manage corporate devices, including identity and access management, patch management, end-point experience monitoring and technology adoption requirements.

Application Modernisation

SCC's application modernisation services help organisations to understand their application estate, how these are currently used throughout the business and how they might be upgraded, which is key to any transformational project. To support customers SCC can remotely manage the upgrades of applications and can deliver containerisation services for legacy applications which are needed for transformation projects but not currently fit for the cloud.

Technology Adoption

Aligned to our Modern Workplace Practice, our Technology Adoption team offers training, end user adoption and learning management services to ensure that our customers maximise the benefit of their investment in technology. Through a combination of different approaches, customers can pick and choose options that suit their environment and personnel.

Product Provisioning

We work with organisations to reduce the cost of end-to-end IT procurement and associated services, dealing independently with more than 1,000 suppliers. We are able to offer support throughout the whole process of the product lifecycle, from initial procurement to storage and logistics, certified data erasure, configuration and repair and recycling and disposal.

Service Desk

Our Service Desk blends modern technology with standards-based, proven service management practice to ensure that our services align to an organisation's objectives, culture and infrastructure. Outside of the workplace user experience is shifting towards online self-service portals, messaging platforms and applications that can complete tasks without the need to interact directly with a human unless it is absolutely necessary. IT departments need to embrace these new support channels, but also continue to meet the needs of less tech savvy digital novices.

End User Support

Our Next Generation Remote Field Services utilise a modern approach to end user computing and Microsoft best practice, integrating into SCC's existing IT Service Management toolset, ServiceNow. Offering a truly user-centric set of services that focus on user experience and not just SLAs, these services can be tailored to meet different user requirements, regardless of scope or location, to guarantee user satisfaction.

These services are suitable regardless of the user's working model and for any blend of office and remote working as and when required. The Next Generation Remote Field Services incorporate four main components: Tech Bar, Smart Locker and IT Peripheral Vending Machines, Repair 365 and Technical Exchange.

Benefit of SCC's Modern Workplace Services

SCC's Modern Workplace Services can help organisations to meet the ever-changing expectation of the workforce, drive transformation in business models and support increased productivity. Additional benefits of creating a truly modern workplace include:

- Improved employee health and wellbeing
- Collaborate seamlessly from any location on any device
- Easy access to the support users require at the time they need it
- Improved productivity with modern supported technology replacing legacy infrastructure
- Improved security with transparency into how and what technology is being utilised.

Payment Solutions

The current economic and regulatory climate, as well as changes in customer, client and employee expectation are driving organisations to transform working practices to become more agile, competitive and drive cost savings. Utilising the latest IT technologies is key to the success of long-term business transformation, however legacy environments and outdated IT kit are holding organisations back from achieving their full potential. At a time when margins need to be protected, investing in IT equipment which will rapidly become outdated and depreciate in value, will not be high on the agenda of many companies despite the benefits of modernisation.

SCC's Payment Solutions service mitigates the initial investment in IT equipment by enabling organisations to transition from a Capex procurement model to an Opex model, where our specialist team structure a payment profile against the customer technology projects to suit their budgetary needs. This allows organisations to utilise the latest IT innovations whilst predicting future IT spend and keeping costs down.

Our solutions utilise our relationships with trusted financial institutions and vendors to help our customers advance their technology needs and meet their strategic objectives. We can deliver a consumption-based model across all areas of technology from end user compute through to data centre services.

Our Services

Anything "as a Service"

The intention of SCC's 'as a Service' consumption model is to ensure that organisations who are currently trapped by their legacy infrastructures avoid sweating assets for longer than is needed. Continuing to use obsolete technology requires additional support and has more associated costs, including the cost to recycle the asset following decommissioning from the IT estate. SCC's solution incorporates all the intrinsic steps in the lifecycle of an asset and provides them on a simple 'cost per asset' basis.

Working with customers we can design payment agreements for all asset types including End User Devices, Infrastructure, Storage, Print, Audio visual, Mobile and any associated services. Our agreements are bespoke to each customer requirement and can be structured to cover from 12 to 60 month periods.

Device as a Service (DVaaS)

Our Device as a Service (DVaaS) solution encompasses the full lifecycle of IT asset procurement including catalogue management and purchases, configuration and delivery, maintenance and support and finally, decommissioning and recycling. This removes the burden from internal IT teams of managing a complex IT estate and allows them to focus on delivering against strategic business objectives.

Utilising our proprietary catalogue software Lifecycle™, customers and their users can log on to purchase pre-agreed IT bundles from leading IT vendors which have a fixed term and monthly charge. This can be an individual purchase or bulk purchase and all selected bundles are configured and then delivered to either a centralised location or directly to an individual user. Support for the maintenance of the equipment is then delivered by SCC's geographically dispersed fleet of IT field engineers. Following the agreed refresh date, all IT is returned to SCC to be securely refurbished and either disposed or remarketed.

Room as a Service

The shift to hybrid working is driving demand for more video conferencing enabled meeting spaces so that all staff can collaborate effectively. With studies showing that in approximately 94% of meeting at least one participant will attend virtually. Now seen as a business-critical tool, organisations are having to invest in first class audio, video and workflow solutions to meet customer and client expectation, who increasingly expect to interact remotely.

SCC Collaboration deliver ready-made video conferencing enabled meeting room functionality via monthly subscription. We offer affordable pricing per room per month across a range of standard room types from Small up to Boardroom sized meeting spaces ensuring consistency and a simple collaboration experience.

We design, install, configure, test the collaboration technology, provide training and then deliver ongoing support. Technology refreshes are built into the service to ensure customers benefit from developments in collaboration.

Software Payment Agreement

Renewing software and support on an annual basis means having to negotiate a new contract each year. Vendors will typically increase prices each year by anywhere between 5%-25% per annum. **There is then the additional cost of managing the procurement process.** Many vendors offer discounts for multi-year options as they want to secure customers, however these incentives usually require companies to pay the whole cost up front.

The SCC Multiyear Software Payment Agreement solution allows organisations to take advantage of multi-year discounts whilst also being able to pay for the solution on an annual basis.

Benefit of SCC's Payment Solutions

Organisations need to protect their profits at time of uncertainty but also need to transform IT infrastructures to be agile inline with changing expectations. By shifting to a commodity pricing structure, organisations will be able to free up cash for investments and projects that will drive improved profitability and growth. The circular economy of the SCC service will support green objectives through the sustainable recycling of IT.

Managed Security Incident and Event Management

As our world becomes increasingly connected, organisations face constant and targeted security attacks which can occur at any time and are always evolving. Organisations must invest in advanced cyber security solutions to ensure operational compliance and protect their proprietary data. Achieving this is critical to minimising any risk to customer data, the business's financial standing or its reputation. A shortage of skilled security resources makes this a very difficult task for organisations to undertake independently, meaning a managed service model, working in partnership with an expert provider, is often the best option.

SCC helps customers develop a comprehensive security strategy that encompasses every stage of the security lifecycle. Our Managed Security Incident and Event Management (SIEM) service provides organisations access to best-in-class threat detection services, delivered by our dedicated and experienced operations team. It delivers a complete view of the visible and 'invisible' threats facing an entire organisation, reducing detection times and improving defence capabilities.

We collect, store and analyse security event data, consolidate log events and network data from customer devices, endpoints and applications distributed around the infrastructure. This data feeds into SCC's enterprise class platform, where an advanced Sense Analytics engine normalises and correlates the data to identify anomalies, uncover advanced threats and remove false positives in real-time. The platform is managed from SCC's Cyber Security Centre where a team of Security Analysts monitor incoming alerts and events. This team actively seeks to provide advice to customers on the best course of action following detection of a threat, with threat detection notifications delivered automatically to customers.

SCC's Managed SIEM Service is powered by IBM QRadar, which ensures our detection system remains continually up to date with the latest threats and vulnerabilities, as these are provided by IBM X-Force Threat Intelligence which supplies a list of potentially malicious IP addresses including malware hosts and spam sources.

Why SCC's Managed SIEM service?

Organisations using our Managed SIEM service, will benefit from:

- SCC managing the collection, storage and analysis of security event data, consolidating log events and network data from devices, endpoints and applications distributed around the IT infrastructure.
- A market-leading advanced analytics engine (IBM QRadar) providing real-time analytics of log data and network flows to identify malicious activity.
- 24/7 proactive security event monitoring and alerting with Security Experts on hand in our Security Operations Centre to support customers.
- Detailed event correlation and automatic prioritisation – supplying customers with proactive advice on the best resolution routes.
- End-to-end security service reporting and service level agreements, helps customers to meet their regulatory and security compliance requirements.

Trusted to Deliver

At SCC, we are proud to be trusted to deliver for many of the UK's leading Commercial customers.



