velocity

AUTOMATE | OPTIMISE | TRANSFORM

PREMIER PARTNER

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WE HAVE TURNED TO VELOCITY FOR CRITICAL PROJECTS AND THEY HAVE NEVER DISAPPOINTED.

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DENNIS PARKER
VP EMEA, K2

WHO WE WORK WITH

	RBC	**LOTUS**	**ZURICH**
	Streamlining & optimising financial planning	Delivering a paperless organisation	Automate forex trading within the treasury department
SOLUTION DELIVERY	✓	✓	✓
CONSULTING	✓	✓	✓
ADVISORY SERVICES	✓	✓	✓
SUPPORT	✓	✓	✓

K2   Motability   MORGAN SINDALL GROUP   Food Standards Agency   Durham University   CBRE   BRITANNIA DEVELOPMENT COMPANY   ASPEN   KELLER   NHS

SUPPORT SERVICES

Issue Resolution

- Root cause analysis and issue resolution in accordance to service level agreement (SLA)

Ad-hoc Development

- Support ad-hoc changes to existing K2 solutions

- Impact assessment and risk profiling changes

Infrastructure Management

- Ongoing environment monitoring and health checks

- Installation of fix packs and upgrades

Advisory Services

- Mentor and grow internal team members to become self-sufficient and accelerate delivery

SIMPLE PRICING

- **SUPPORT SERVICES ARE DELIVERED THROUGH OUR CREDITS SYSTEM.**
- **LEAD TIMES FOR ISSUE RESOLUTION ADHERE TO SLA'S**
- **AD-HOC DEVELOPMENT REQUIRES 2-4 WEEKS NOTICE**

SIMPLE & TRANSPARENT

Hours are burned from credits and clients have full visibility and control over usage

FULLY REFUNDABLE

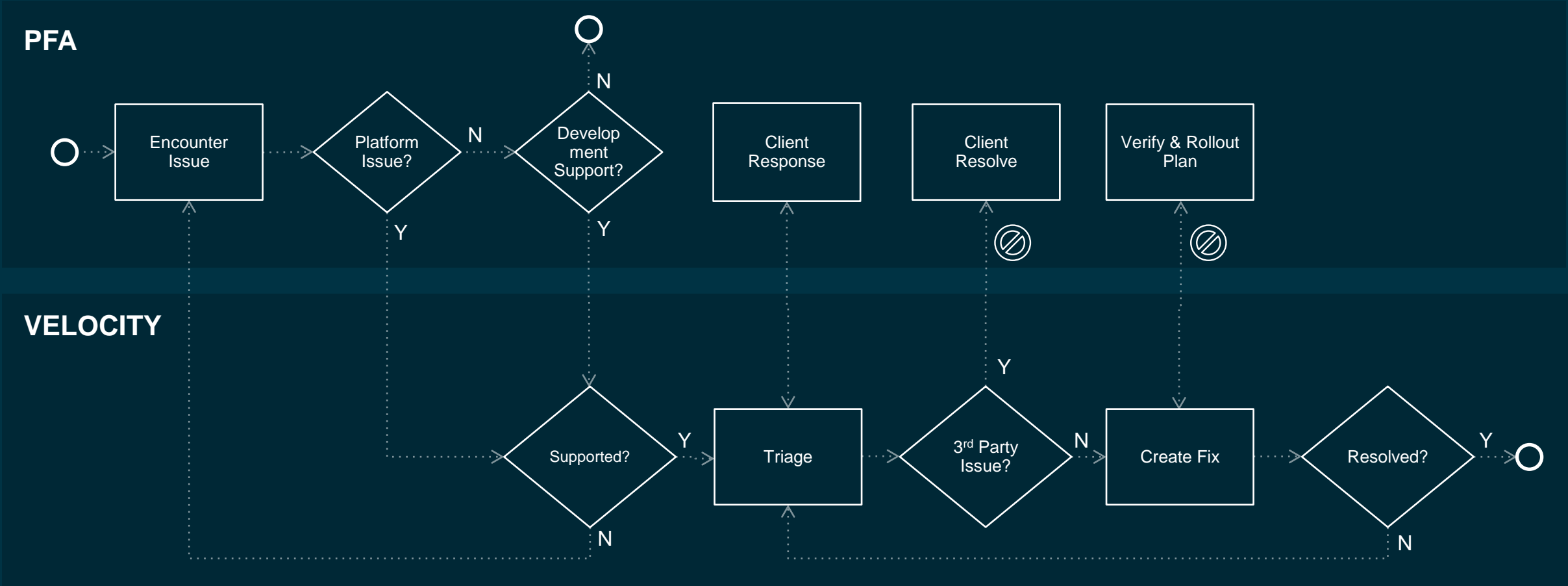Unused credits are fully refunded to the Client at the end of the engagement

PAID UPFRONT

Support credits are invoiced for and paid upfront. Additional credits can be procured at any time

- **1 CREDIT = 1 HOURS' SUPPORT**
- **50 CREDITS MINIMUM BUNDLE**

SUPPORT PROCESS

PRIORITY DESCRIPTION

P1 - CRITICAL
- An issue that prevents the Customer from accessing or using critical functionality of the Application with severe business and service impact

P2 - HIGH
- An issue restricting use of some critical functionality such as reduced availability of core Application features for which there is no effective workaround; or a performance degradation that severely impacts but does not prevent usage.

P3 - MEDIUM
- An Application issue that is critical and has operational impact but no significant business impact or results in reduced availability of core features for which there is a workaround; or creates a performance degradation with limited impact on usage.

P4 - LOW
- An Application issue that is non-critical and has, but no significant business impact or results in reduced availability of core features for which there is a workaround; or creates a performance degradation with limited impact on usage.

SERVICE LEVEL AGREEMENT (SLA)

SEVERITY	PRIORITY	RESPONSE TIME	RESOLUTION TIME
🔴 P1	CRITCAL	30 Minutes	4 Hours
🟡 P2	HIGH	1 Hour	8 Hours
🔵 P3	MEDIUM	2 Hours	2 Days
🟢 P4	LOW	3 Hours	4 Days

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WE WERE NEW TO THE WORLD OF AGILE AND WE WANTED TO BRING IN A PARTNER THAT UNDERSTOOD.

VELOCITY HAVE HELPED DRIVE OUR INNOVATION BEYOND OUR OWN LIMITS AND THAT'S WHY I WOULD RELY ON THEM EVERY TIME

PAUL MCAULIFFE / ASSOCIATE DIRECTOR / CBRE

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ZURICH HAVE BEEN WORKING WITH VELOCITY IT FOR THE LAST 5 YEARS IN DEVELOPMENT AND ROLLOUT OF VARIOUS BUSINESS PROCESS MANAGEMENT WORKFLOWS.

THESE OPTIMISATIONS HAVE ADDED TRANSPARENCY, EFFICIENCY AND INTRODUCED MORE CONTROLLED PROCESSES INTO THE BUSINESS.

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TONY SHEEHAN / DIRECTOR - TREASURY SERVICES / ZURICH INSURANCE

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