



**Unleash agility  
to eclipse your  
market with  
ASPIRE managed  
services  
ASPIRE to more.**

**ASPIRE Managed  
Services guide**

## 4-5

Business challenges

## 6-7

Leveraging managed services to mitigate business challenges

## 8-19

Managed services overview of ASPIRE

## 20-27

Managed services overview of ASPIRE services and offerings

## 28-43

Why Version 1

**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*



# Partner with experts to realise **operational excellence**

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. Reduce time, cost and risk with our Value Level Agreement approach for enhanced business agility and innovation.**

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 beyond simply 'keeping the lights on' and embraces the potential of our ASPIRE Managed Services that places AI, continuous improvement and business innovation at the heart of everything we do.

Through ASPIRE, we achieve much more than just keeping systems performant, available, and Service Level







# An endlessly evolving, intelligent managed services model

**ASPIRE is an endlessly evolving, intelligent managed services framework and represents the pillars of our innovation - each element explains the 'what', the 'why' and the 'how'. 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 to ensure you are comfortably compliant.

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.

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**75% efficiency achieved with automation in user testing**

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**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 journeys 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.

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**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**

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**€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.



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Version 1 is an **ITIL-aligned, externally accredited ISO organisation** that undergoes regular vigorous audits for worldclass information security certifications

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**100% FortiGate zero-day patching completed within 24 hours**

# 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.

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**"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*

**Leverage the power of AI and data analytics to streamline your operations, increase productivity and unlock new levels of efficiency.**

# 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).

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**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.

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

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**£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



ASPIRE bot



Self service portal



Mobile App



Chat

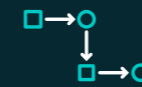


Email



Phone

## DATA LAYER



Configuration management



Automated reporting



Real-time dashboards



API integration to datasets

## AI OPERATIONS



Observability



Predictive intelligence



Event correlation and analysis



Automation CoE

## PROCESS OPTIMISATION



Process mining



Process optimisation



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.**

## ON-PREMISE AND CLOUD COST OPTIMISATION

### 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 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 workplace and service management

- ▶ Global service centre
- ▶ Workplace support
- ▶ Modern workspace support
- ▶ Experience management
- ▶ Digital workspace business applications
- ▶ Experience management service design
- ▶ Service integration and 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.

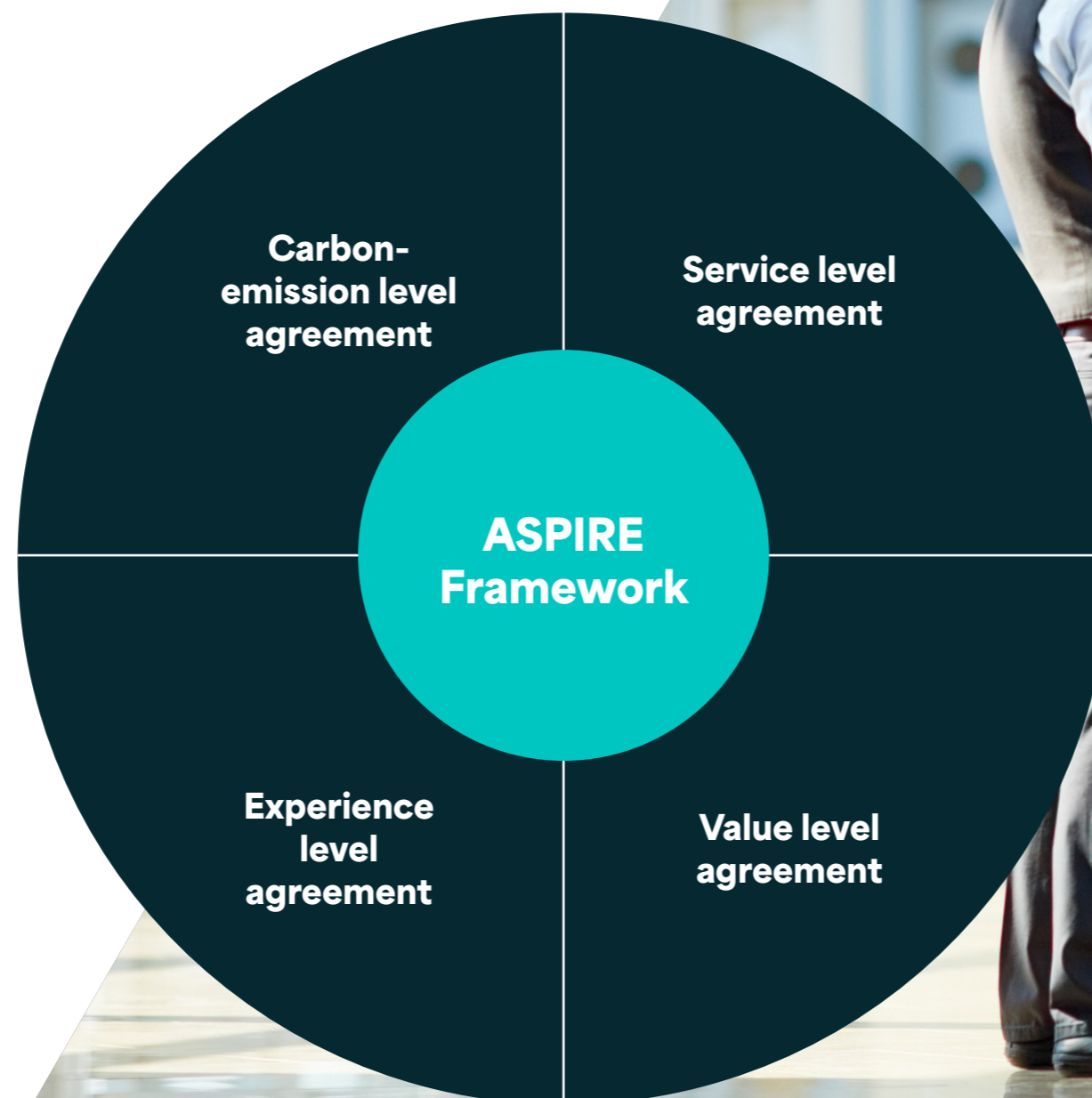
At Version 1, we believe a better approach is to adopt sustainable infrastructures that reduce your environmental impact while boosting your stakeholder appeal, efficiency and profit.

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.





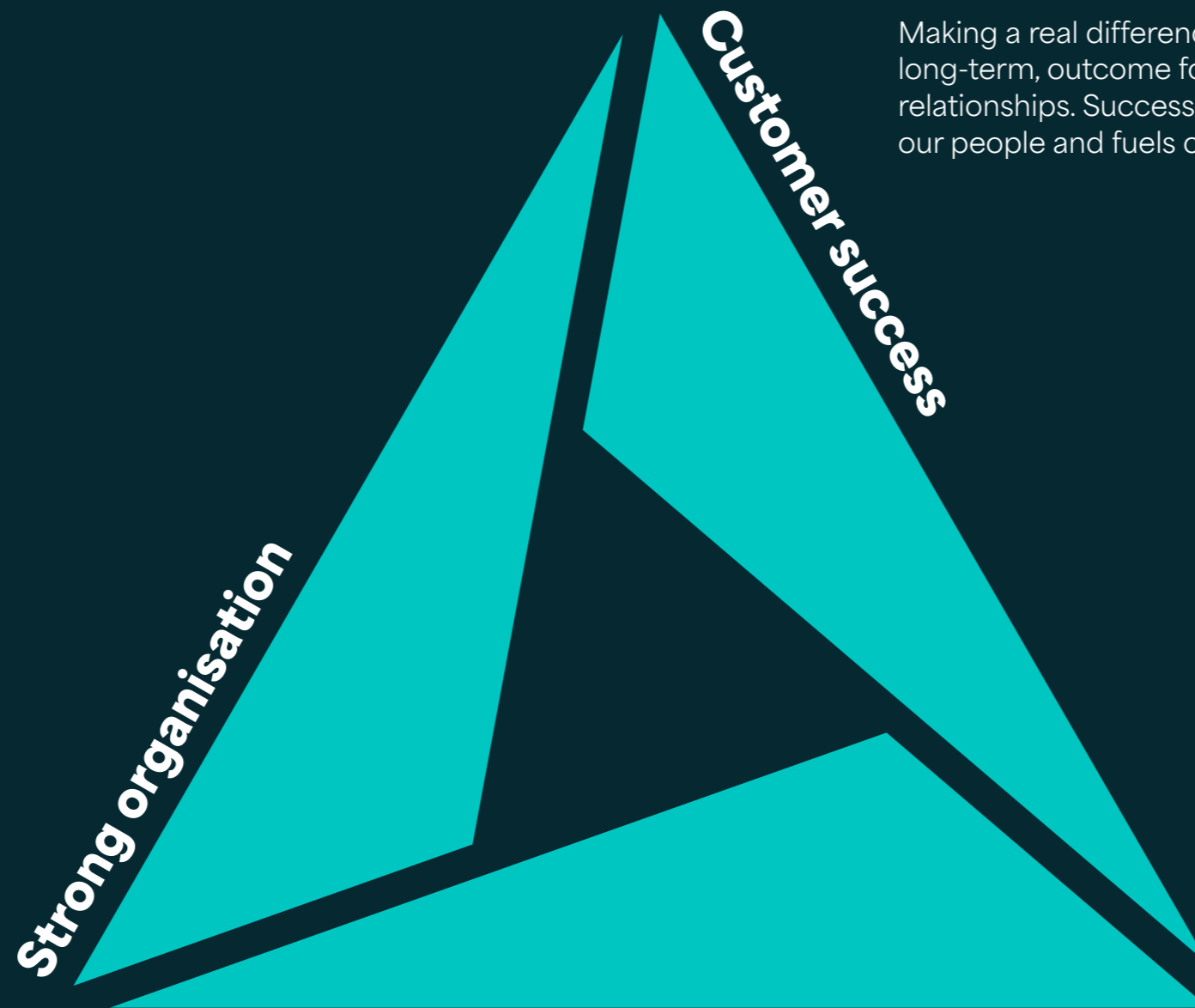


**Why  
Version 1**  
for ASPIRE  
Managed  
Services



# 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.



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

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

## 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



## FINANCIAL SERVICES



## EDUCATION



## NHS



## OTHER





# 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, Goodbody does not need separately purchased Oracle licenses.
- ▶ Use of mechanisms to enhance availability and reliability for production workloads such as Multi AZ deployments which allows for the automatic fail-over of mission critical workloads from the 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



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

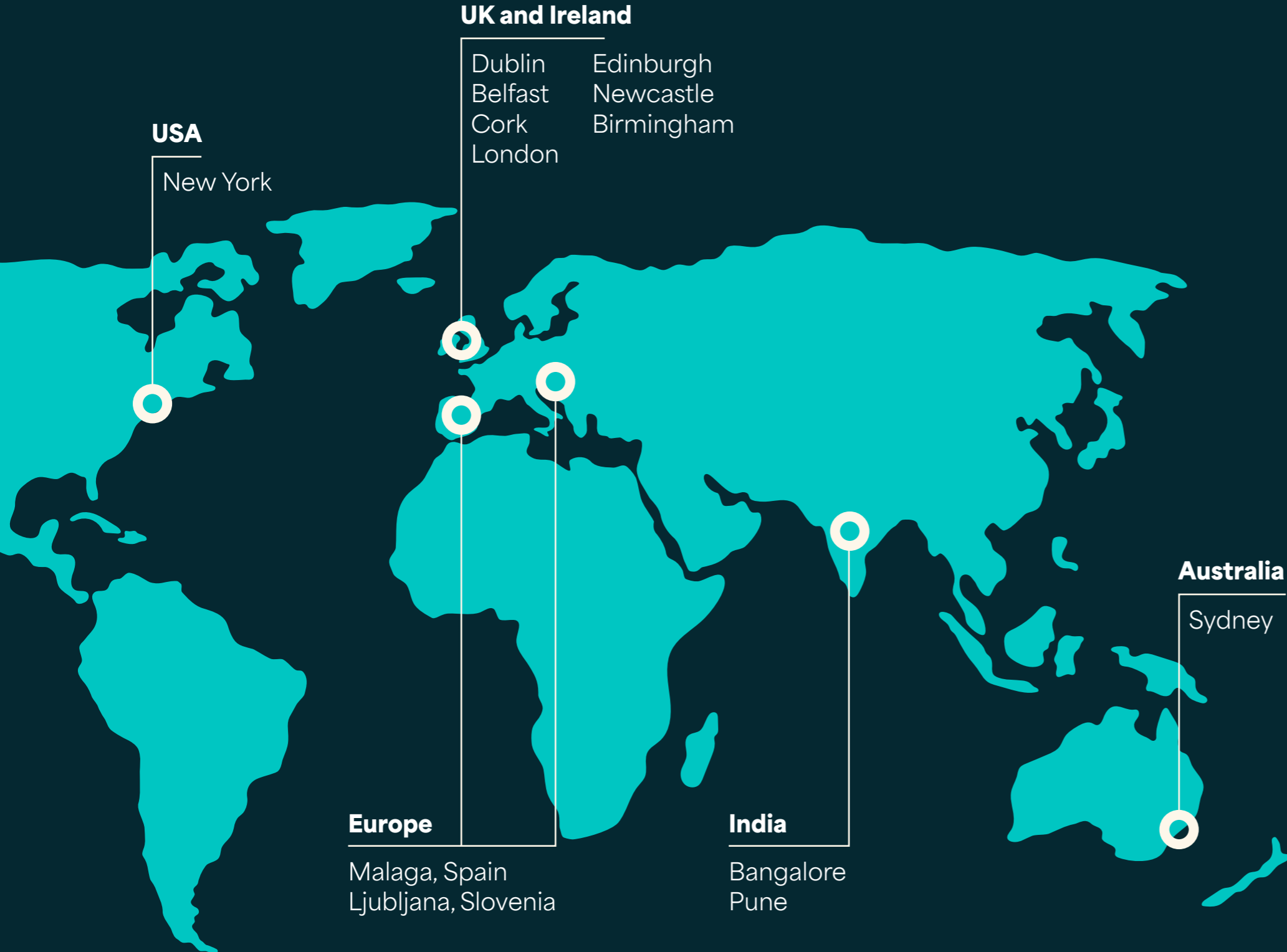
## 3200+ people

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



**28 years** proving value of IT

**13** global locations

**3400+** people

**6** strategic technology partners



**12** years as a great place to work



**Industry** best practice







**LEARN MORE  
VERSION1.COM**