

# COVIEW solutions

Statement of Work  
Site Service Solutions

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## Why Coview Limited?

Coview Limited was established in 1995 where we formed partnerships with leading telecoms providers such as BT. As our business has grown so has our portfolio of services which allows us to become a truly flexible partner within the industry.



**Coview Solutions** have developed comprehensive telecoms expertise gained through years of experience working in partnership with leading vendors of the industry. Our Project Management team will be on hand to work closely with you from assessment and solution design through to migration and deployment.



**Coview Sandbox** provides complete IT infrastructure design and deployment. We specialise in bespoke software development – from complex cutting edge mobile and desktop applications to complete IT infrastructure management, we pride ourselves to deliver future proof solutions to move our clients forward.



**Coview Recruitment** marries incoming specialist projects with expert consultants. Our scope crosses several disciplines such as Project Management, Team Leading, Data Mining Analysts, IT Administration, Support Analysts, Engineering, Sales, Finance, Office Administration.



**Coview GeoComms** provides satellite communication technology throughout the UK and Northern Europe. Our team of highly skilled engineers can deliver solutions that ensure you stay connected wherever your location.

# Introduction

**Coview Solutions** have developed comprehensive telecoms expertise gained through years of experience working in partnership with leading vendors of the industry. Our team will be on hand to work closely with you from assessment and solution design through to completion.

We offer three flavours of products and services:

- **Site Service Solutions:** Our flagship service for supporting on-site deployments
- **Rapid Support:** Provides a fast response service for your immediate IT and Telecom needs
- **Next Generation Solutions:** Our new service which is based on working closely with you to explore the most suitable strategy for developing your IT and Telecom strategy that best suit your business requirements

**Site Service Solutions** is a product that is tailored to your on-site requirements for deployment of IT and Telecom infrastructure. The services covered are captured in detail below but we are able to engage with you throughout the deployment lifecycle to provide a one-stop service for all stages of the project.

## Work Scope

**Coview Solutions** scope will include all stages of the deployment lifecycle.

We can engage at the project design and scoping stage, or at any stage of the delivery.

Our capability supports all major vendor solutions including Cisco, Microsoft, Avaya and Alcatel. Additionally we have over 20 years experience in the industry, so many legacy technologies still in-service can also be supported.

## Services and Deliverables

A list of the many services available from **Coview Solutions**;

### Programme Management

A Solution that can deliver management of a Programme of works as an end-to-end project delivery service(s), with total Programme control, management and reporting directly to stakeholders.

### Project Management, Support & Coordination

A service offering you the benefit of a specialised and dedicated Prince 2 accredited team of experienced Project Support Co-Ordinators supporting and delivering projects of varying size and complexity. Full scheduling, tracking and reporting on project activities through to completion.

### Service Design/Transition

**Coview Solutions** have a team of fully ITIL accredited professionals that can engage with your service team to review the overall service model which includes;

**Design:** Based on ITIL principles to provide an optimised and cost effective solution

**Transition:** **Coview Solutions** will work with your service teams to deliver the transition to ITIL v3 requirements in your organisation and if required transform of your service

### Pre-Staging

We can offer a Build and Staging Solution to meet customer's project rollout demands. We have fully ISO 9000 compliancy in our warehousing located centrally in Lichfield.

### Purchasing

A tailored Solution to assist your existing Purchasing Team or support a project rollout. Offering value such as purchasing hardware and software and storage to align hardware availability with the needs of the programme to optimise the deployment cost base.

### WEEE Disposal

Under ISO 14001 **Coview Solutions** has the necessary accreditation to be able to offer Waste Electrical & Electronic Equipment (WEEE) disposal and recycling, offering a fully controlled and documented solution to redundant network equipment.

### Site Surveys

Site Survey Solution tailored to assist customer's needs.

**Coview Solutions** will work directly with you to undertake the survey with minimum disruption to your business. Our team of qualified professionals will visit your site at a time preferable to your operations and conduct a thorough survey and inspection. We will then provide you with a fully documented site plan and work

description. We have predesigned templates which can be used or we are happy to work with your own documentation design as required.

### On-site Engineering Services

We have 20 years experience of undertaking complex programmes of infrastructure build and refurbishment. Our fully accredited team can undertake on-site activity such as:

- Delivery of equipment
- Site Survey
- Staging (as listed above)
- Cabling, to Cat 5/6 standards, we have capability in all the major manufacturing cabling systems such as Brand-Rex and Commscope
- Cabinet & Enclosure build and installation (Can be carried out on site or off site in line with your requirements)
- Software configuration
- Testing and Commissioning
- Handover and final quality assurance
- Safe and non-disruptive removal of equipment from site

### Work description

The **Coview Solutions** approach is to define the work specifications with you to refine the delivery to your specific requirements. All project management methodology will follow Prince2 principles with clear work package scoping and work standards agreed before work commences. Subject to your requirements, and for the services supported by us, we will provide regular progress reports as activity progresses. If you prefer to use your own project control solutions we will provide activity leads that will represent **Coview Solutions** throughout the entire engagement. When your requirements for on-site services are complex with multi-site deployments and scheduling, **Coview Solutions** recommends that we engage as soon as practically possible to design schedules that optimise resources and reduce disruption to your business.

### Acceptance Criteria

All **Coview Solutions** work is guaranteed in terms of work standards and specifications. We will agree and document these requirements with you prior to work commencement. Where we are engaged to carry out Programme

Management and Control we will provide regular Highlight and Checkpoint reports to track and sign-off each element of the work schedule at key stages of the plan. In every deployment we engage upon we will always seek your sign-off to standard before completing activity. In large complex deployments where **Coview Solutions** provides Programme Leadership, a final closure report will be provided with quality assessments to plan and lessons learnt.

### Term & Timescales

**Coview Solutions** is always flexible and will work with you to agree the resource commitment and timescales with you.

Examples of possible packages that will suit your particular requirement;

**Turnkey:** In cases where **Coview Solutions** are required to fulfil a schedule or work or programme directly we can offer a price based on the deliverables. This allows you certainty in the cost of deployment. In these cases we will provide a minimum and maximum level of resource throughout the engagement. These parameters are fixed and managed under change control whereupon any unforeseen changes to plan can be jointly assessed and the programme can be rebalanced to reduce cost/time overruns to manageable levels.

**Workpackage:** Where **Coview Solutions** are asked to undertake a specific work package as part of a larger deployment we will agree a work package resource plan with you and focus on the delivery rather than specific resource usage. In practical terms this is similar to Turnkey as we will agree the level of resource with you when the Workpackage is agreed and work within agreed parameters during the work package delivery lifecycle.

**Professional Services:** In cases where **Coview Solutions** is asked to provide specific activity we can agree a skills requirement specification with you and provide resources on a day rate basis.

### Quality Control and Service Levels

**Coview Solutions** is accredited in ISO standards for 27001 and 9000 which is the basis of everything we do. We always undertake mid-point assignment reviews with you to review our performance to assure we are meeting agreed specifications.

Specific controls and Service Levels will be agreed prior to the work commencing and we will measure ourselves jointly with you, or your representatives, to confirm how we are doing. In all cases we will undertake individual reviews with our people and appointed leads to assure that our services to you are achieving and exceeding standards.

We have a team of 15 professionals as permanent members of the **Coview Solutions** team. All are assessed for their capability in terms of qualifications and accreditations with regular performance reviews. We also have a team of 40 associate trusted members in the **Coview Solutions** extended team. Each is on-boarded and assessed in terms of capability and ability to work in the UK.

We are happy to comply with your specific on-boarding and data checking processes which will be discussed and confirmed prior to work commencement.

### Support Requirements

**Coview Solutions** has a strong history in successfully delivering complex deployments for many discerning customers, particularly in the Finance sector.

Subject to your requirement we will always provide a lead role as a contact on every engagement. The lead will agree with you the levels of support required from you or your representatives prior to work engagement.

### Summary of Key Personnel

**Coview Solutions** has a team of professionals who are available to you. We will provide their specific details CV, accreditation certificates, references etc. as part of the initial engagement with you. On larger engagements such as Turnkey we will make the key roles such as Programme or Project Manager available to you for discussion prior to work commencement.



## Resources Profile

Our Capability extends across the following matrix:

Job Role	Capability	Job Role	Capability
Programme Manager	Prince 2/MSP	Technical Design Authority	CCNA/ACSE
Project Manager - Security	Prince 2	Design Architect	CCNA/ACSE
Project Analyst - Security	Prince 2	CISCO Engineer	CCNA/CCNP
Project Coordinator - Security	Prince 2	Avaya Engineer	AIPS/ACIS
Project Manager - Telecoms	Prince 2	Cabling Engineer	Cat5/6 Commscope Brand-Rex
Project Analyst - Telecoms	Prince 2	Service Transition	Prince 2/ITIL
Project Coordinator - Telecoms	Prince 2	Service Management	ITIL
Service Design	ITIL/Prince2/TOGAF	Business Analyst	BAP
Solution Design	SMART, MCITP	Microsoft Lync (S4B) specialist	MCITP/MSCE
Team Leader	CMI	Security Specialist	CISSP
Commercial Manager	ICM		

## Delivery Address & Availability

We are a UK National company and can deploy to any location within the UK Mainland and Islands. We also have access to resources across 147 countries through our extensive partner network.

**Coview Solutions** offices can be found at Crossfield House, Crossfield Road, Lichfield, United Kingdom, WS13 6RJ - <http://www.coviewolutions.com>

Our approach to working hours is flexible but normally our business day is 09.00 – 18.00 (8 hours) Monday- Friday.

## Commercial and Pricing

We can agree a variety of commercial packages to meet your requirements from an overall price for deployment to meet Turnkey and Workpackage requirements, or a day rate for an agreed number of days required.

An example of Turnkey may be:-

Deployment of complete solution based on a Minimum of 0.5 FTE and Maximum of 3FTE for a defined period e.g. 90 days. The overall price would be agreed based on the deliverable and success criteria. **Coview Solutions** will then manage the resources based on the project requirements throughout the project lifecycle, bringing in key skills as required in the programme. This option allows you to baseline the price at

work commencement and any unforeseen variations to plan will be jointly managed via a Change Control basis.

All pricing will be excluding VAT charges and payment terms are 30 days in arrears.

Note – all Charges are exclusive of travel costs which will be agreed on a case by case basis

## Client Base

Examples of the many clients we support



## Definitions

Term	Description
<b>Break-fix</b>	The term break/fix refers to the fee-for-service method of providing information technology services to businesses
<b>ETA</b>	Estimated Time of Arrival
<b>HMAC</b>	Hardware Move and Change
<b>ISO</b>	is a certified quality management system (QMS) for organisations who want to prove their ability to consistently provide products and services that meet the needs of their customers and other relevant stakeholders
<b>IT</b>	Information Technology
<b>PMO</b>	Programme Management Office
<b>SMAC</b>	Software Move and Change
<b>SPOC</b>	Single Point of Contact
<b>TDA</b>	Technical Design Authority
<b>Telecom</b>	Telecommunications

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