



Sommerford Solutions and Services for Securiti

Empowering Digital Transformation and
Delivering Innovation

Introduction

At Somerford Associates, our mission is to assist organisations in their adoption of cloud services and technologies securely. We specialise in navigating the complexities of hybrid environments and have earned a reputation as a trusted partner in delivering scalable solutions with output-driven objectives.

Our skills and technology partnerships cater to on-premises, hybrid, and full-cloud environments. Having the ability to sit across a hybrid technology landscape brings a unique capability. With operations spanning the UK&I and the Middle East, including our Dubai office and subsidiary, Somerford Middle East Computer Systems Trading L.L.C, we are strategically positioned to serve our clients efficiently.

Our Focus

The generation of, and demand for data continues to rise exponentially year-on-year. In a data-driven world, how do we secure our data, maintain confidence in its veracity, and ensure availability? How do we use such vast volumes of data effectively to enhance productivity, reduce risk, empower our business decision-making, and inform and take action?

Somerford specialises in the secure adoption of cloud services and technologies, addressing the challenges of complex hybrid environments. We're renowned for guiding organisations to unlock their potential and achieve scalable, outcome-driven solutions.

As the demand for data surges yearly in our interconnected world, securing, verifying, and ensuring data availability becomes paramount. Our expertise enables our customers to harness vast data volumes effectively, enhance productivity, reduce risk, make informed decisions and provide actionable insights.

The Somerford Model

As experts, our consultants engage customers to understand their data-driven goals and learn how best to implement and manage their environment to address their needs and desired outcomes.

The Somerford model is the foundation of our operations. We are equipped to provide end-to-end delivery, from design to implementation and support.

Customer Success

At Somerford, we go beyond the ordinary, offering added value through our comprehensive services and expertise. This includes creating Centres of Excellence (COEs) to provide flexibility in platform consumption and integration opportunities in various technology environments, from on-premises to hybrid and full cloud.



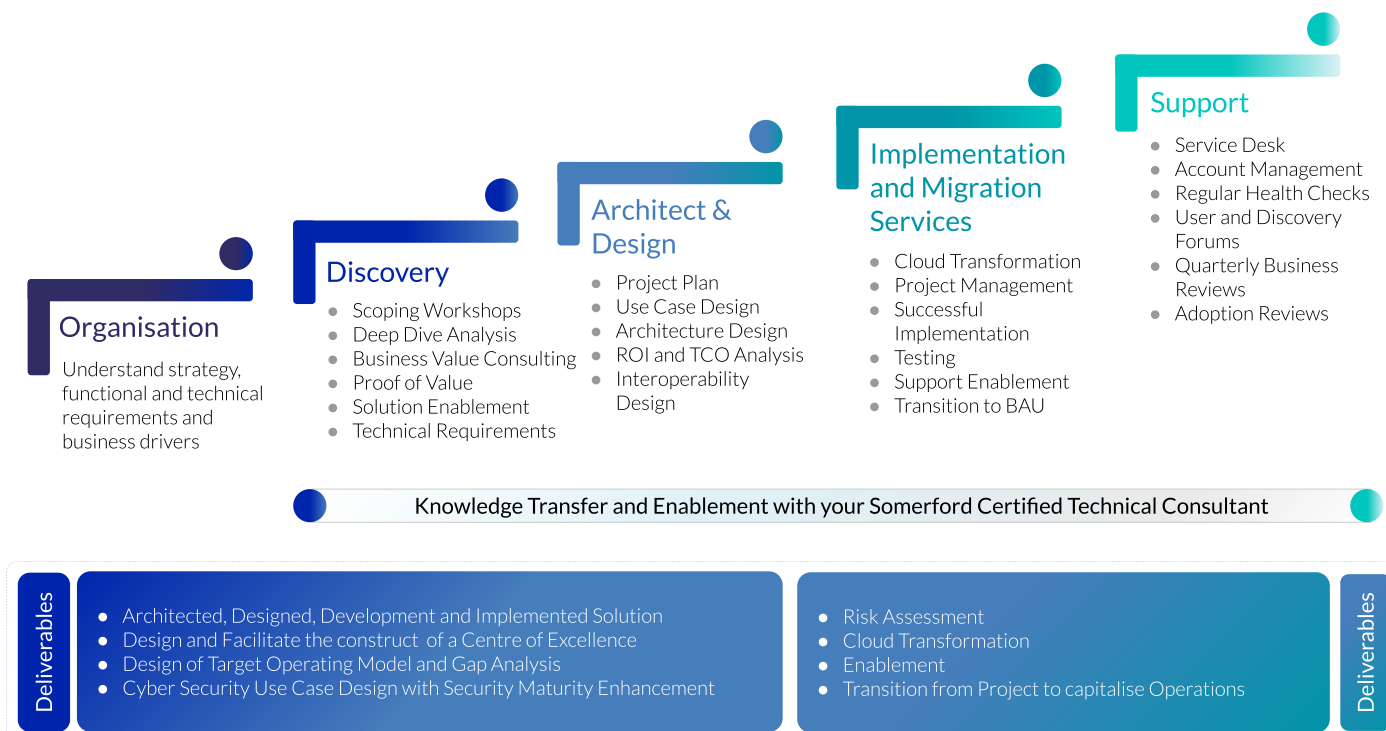


Figure 1 - Somerford's End-to-End Professional Services Timeline

Added Value Expanded

Our security-cleared consultants build and integrate bespoke platforms that significantly reduce risks and drive productivity with a broad range of enterprise clients, across industries, including the public and defence sectors. Somerford drives greater value in data by helping organisations derive real-time insights to support effective decision-making.

With the end-to-end services shown in Figure 1, Somerford delivers specialised knowledge, skills, experience, and a long reputation for enabling digital transformation at scale and pace. We provide full delivery, including design, implementation, deployment, and support.

Service Catalogue

- Enablement and Adoption Workshops
- Target Operating Models
- Data Risk Assessment
- Enhanced Support Service
- Health Checks
- Quarterly Business Reviews
- Augmented Support
- Account Management

Enablement and Adoption Workshops

Bespoke training tailored to your environment, uses cases and processes to get the best value out of your solutions.

Target Operating Models

Somerford helps organisations develop target operating models by providing guidance on how to maximise business value and adoption of technology through defining operating procedures and the associated governance processes.

Enhanced Augmented Support Service

Enhanced Service Desk and Professional Services providing:

- Responsive Support
- Proactive Support
- Engineer on Demand

Health Checks

Somerford provides Health Checks to maximise ROI, identify any potential platform or user issues and suggest a clear resolution. Health Checks are completed by certified Somerford technical consultants who provide a full written report.

Quarterly Business Reviews

Hosting quarterly business reviews to ensure customers are gaining maximum value from the platform and supporting all future use cases.

Dedicated Support Desk

Our in-house Service Desk offers support through several channels, including telephone, e-mail and remote sessions. Cases are logged and assigned to an engineer who will respond within 1 business hour.

The Support Desk handles a large number of calls annually and resolves over 95% in-house without needing to escalate to the vendor. Where required, we can also act as an escalation point to the vendor for any bugs found and ensure the case is resolved promptly.

Free Data Risk Assessments

- Data Risk Assessment
- Data Security Posture Management Assessment
- AI Governance Readiness Assessment

Commercial Sector

Somerford supports many of the UK's largest organisations across all industries. We provide a range of solutions that enable our customers to succeed in their core business and maximise the benefit of digitisation. Aligned with our customers' objectives in a true partnership, we implement high-quality solutions through Professional Services and technology partnerships.

Public Sector

Our specialist public sector team understands the challenges, not just concerning data management but also cost control, timely delivery and coherence.

Somerford's solutions have helped to deliver public-facing applications that are robust and reliable and have enabled government departments and Defence to identify and address sensitive, over-exposed data and thereby demonstrate effective compliance. This experience includes cloud transformation, helping institutions to accelerate their digital transformation to enable secure remote working.

Supported by our senior outreach team, we work collaboratively to deliver solutions that place data in the hands of those who are authorised to have it when they need it, and in a format that they can understand.

Our Values

Our value statement revolves around integrity, innovation, and impact. We are committed to upholding the highest standards of integrity in all our actions, interactions, and decisions. Through continuous innovation, we strive to push boundaries, embrace change, and deliver exceptional solutions that exceed expectations. Our ultimate goal is to make a meaningful impact, not only for our clients but also for the communities we serve. We believe in fostering collaboration, diversity, and inclusivity to create a positive and sustainable difference in the world. At the core of our values lies a dedication to excellence, accountability, and customer satisfaction.