

Key Benefits

- Access to broad and deep SharePoint expertise; access to the full team rather than just an individual
- Ensures a stable and highly-performance SharePoint platform that the business can rely on
- Avoids downtime and other issues that hamper adoption, leading to more rapid benefit realisation
- Provides advice to users on what to use SharePoint for, how to use it and how to best configure it
- Provides access to solutions and insights from other trusts etc.
- Help clarify, specify and prioritise new requirements (using the MOSCOW approach) to ensure the highest priority requirements are delivered first.
- Flexible approach enables the offering to be tailored to trust requirements
- Can be used to deliver a broad range of services
- Cost effective
- Responsive



FACT SHEET

Introduction

SharePoint is a complex technology that requires a range of skills to both develop and to maintain. Successful use of SharePoint requires an on-going commitment to enhance, extend and reconfigure elements as users increasingly use it for their day to day activities, as well as support for the users, platform oversight, performance monitoring, administration and more.

The skills to support sophisticated SharePoint deployments are in short supply and are never concentrated in a single individual. Few trusts have the luxury of employing a skilled SharePoint team.

Cloud2 offer SharePoint support services to address this need so you can call on our expertise for planned or ad-hoc support, guidance and incident resolution or other needs that fall within our capabilities. One of our support contracts avoids the effort and delay of having to raise specific projects or purchase orders for those activities.

The problem

Most SharePoint projects anticipate the need for some technical support to handle the predicted (but uncommon) issues and bugs that arise when the solution is made operational; however the challenge for a successful SharePoint implementation is generally broader. Resources, skills and knowledge are needed across a range of areas:

- Issue resolution
- Common administrative tasks: user logins; permissions; site creation and setup; governance
- Platform monitoring for capacity and performance
- Configuration and Information Architecture extension
- New solution development based on end-user business requirements

- Training for new starters, new functionality and refresher sessions
- Consultancy around strategic roadmap and suitability of SharePoint for new applications, file migration, eForms, Business Intelligence, etc.
- Application development

Most trusts need just 1 to 2 days per week of effort to provide the support they need, yet it is unlikely in the extreme that they can cover all these skills in a single member of staff.

Cloud2 offer two core support packages, Flexible Support and Proactive Support that provide access to the full range of skills we have, but without the need to recruit staff.

Trusts need access to the following SharePoint skills:

- Business analyst
 - Project Management
 - SharePoint configuration engineer
 - SharePoint Administrator
 - SharePoint Developer
 - SharePoint architect/consultant
 - InfoPath eForms engineer
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Flexible Support

Flexible Support provides a reactive mechanism to call on our skills when an issue or unexpected need arises.

Clients usually take Flexible Support because they believe that there will be bugs and issues that emerge following go-live and they need instant access to a means of resolving it, especially where their internal skills are limited. However the dilemma with traditional support is that if things go well most of the support package is unused – with Flexible Support our clients aren't limited to just using it for call off issue resolution; it can be used for any of the



About Cloud2

Cloud2 specialise in providing SharePoint solutions to the health sector.

We are known for our frank and supportive project style and our ability to deliver successful projects rapidly. Our solutions and services include:

- NHS Intranet, Extranet and Internet
- Document Management and collaboration
- Policies and Procedures
- eForms and workflow
- BI and Performance Management
- Slate computing
- Rich search
- Access database migration
- Programme/Project Mgmt
- GP Referral reduction
- Length of Stay reduction
- SharePoint Support
- N3 Hosting

What Next?

If you would like any further information on our SharePoint solutions or any other services please get in touch.

Cloud2 Limited
 Floor 2
 The Wool Exchange
 10 Hustlergate
 Bradford
 BD1 1RE
 t. 01274741871
 f. 01482 631912
 m. 07735 052905
 sales@cloud2.co.uk
 www.cloud2.co.uk

Registered office:
 Roland House, Princes Dock
 Street, Hull, East Yorkshire,
 HU1 2LD
 Registered no 6742545



needs listed previously or, indeed, anything else we know how to do.

Clients with a Flexible Support contract receive priority and benefit from a flat rate, irrespective of the internal resources we apply to the problem.

Flexible Support packages are typically offered in multiples of 6 days and run for a year or until exhausted. The support days are requested via email to support@cloud2.co.uk (or phone if urgent) and we aim deliver the support remotely where possible since this is more effective, responsive and cost effective.

Flexible Support is configured so that, nominally, one twelfth of the contracted support is used each month (so ½ a day per month for a 6 day agreement, etc.); however we try to be flexible too. Clients may mix and match support in one hour increments as needed, in any given month.

We aim for our Flexible Support to live up to its name; feel free to discuss anything you may require with us and we will advise whether we can help.

Proactive Support

Proactive Support provides additional planned support resource, usually with a schedule of activities to be worked on every week.

Clients usually take Proactive Support as an alternative to employing staff, as a supplement to in-house skills or as an interim measure pending recruitment or training.

Proactive Support provides a dedicated, named SharePoint expert with an agreed schedule. This is often 1 day per week, with some additional capacity allowance to cover peaks in activity. The

role allocated may be a configuration engineer or an administrator, depending on need. We aim to deliver this through a combination of onsite and offsite effort; we have found that this combination approach has been incredibly effective with the offsite time. It provides us with the flexibility to schedule follow up calls and online review meetings to better fit our customers' schedules while minimising lost time due to travel and ensuring ready access to the rest of our team where needed.

Where a need arises outside the named resource skills he or she has full access to the entire Cloud2 team and will manage the delivery. Clients usually provide a list of small projects and activities to be worked through during the support contract, with the ability to reassign the effort whenever a priority need arises.

Summary

Microsoft SharePoint is a very powerful technology platform that delivers many of the collaboration, document management, intranet/extranet, eForms, Information Governance and business intelligence capabilities needed by NHS trusts. However the set of skills needed to make it work, to ensure the platform is well managed, that end users are supported sufficiently to adopt and to extend the solution is broad.

Cloud2's support offerings provide access to some of the most skilled experts in the field, with NHS insights,

contacts and experience, ensuring you have the support you need, as and where you need it and without taking on staff.

Cloud2 maintain a business-focused approach, underpinned by a strong technical team rather than the other way around.

Get in touch to talk to us further about our support services and anything else you may need.

Support Features

- Advice
- Configuration changes
- Issue resolution and support
- Consultancy
- Training support
- Minor application developments
- Post deployment support
- Search optimisation
- Lunch & Learns
- Defined process for logging issues and new requirements using the MOSCOW methodology
- Support calls logged and tracked in our client extranet