

SCC DS Professional Services (Technical) operates two pillars supporting the wider DS business unit with Pre-Sale Technical Consultancy (focusing on sales and business development support) and Post-Sale Technical Architects (providing delivery and BAU support to our client base).

The Post Sales Technical Architect team has historically operated using three outward bound team members attracting a salary of approximately £45,000 per year along with known costs such as a grade 5 company vehicle.

Looking forward, and with a higher proportion of clients opting for Cloud first/Hybrid cloud installations as well as greater focus around ECM, document workflow solutions, security and cyber essentials, the goal is to change historic practices and opt to utilise remote operatives. This will allow the team to maximise availability while maintaining the same professional standards and capabilities to deliver new and innovative ways to service our clients. The DS PS teams are frequently tasked to focus on not only SaaS and server software configuration and maintenance along with attendance of client QBR's, but to the tooling to provide proactive autonomous firmware upgrades, dynamic real time reporting of usage and faults and swift assistance and resolution of urgent change.

There is a requirement for any member of this team to be able to pass security vetting standards such as DBS, Baseline, SC and NPCC to facilitate the upcoming implementation and support of clients such as EDFe, West Midlands Police, Ultra Electronics and House of Commons/Lords.

In Progress

| CX | Software | No. Devices |
|----------------------|----------------------|-------------|
| London Fire Brigade | uniFLOW | 173 |
| Cantium (KCC) | uniFLOW | 250 |
| Balfour JV | Papercut Transition | 80 |
| Balfour Core | Papercut Transition | 300 |
| EDFE | uniFLOW | 920 |
| UHNM | uniFLOW Redeployment | 232 |
| Atkins | uniFLOW | 100 |
| West Midlands Police | uniFLOW | 463 |
| Compass | uniFLOW Upgrade | 30 |

Pipeline

| | | |
|----------------------|-------------------------------------|------|
| Raytheon | Poss Firmware Management and Meters | 27 |
| Marshalls | Cirros | 150 |
| XC Trains | MyQ | 30 |
| Wipro - JL/Waitrose | Print Logic | 3000 |
| Vets4Pets | Poss Firmware Management and Meters | 450 |
| Co-Op Bank | FW Management | 17 |
| Notts County Council | Cirros | 330 |
| Notts Healthcare | Cirros | 509 |
| Sherwood Forrest NHS | Cirros | 229 |
| Babcock Exit | uniFLOW exit Management | 500 |

Tenders

| | | |
|--|---------------------------|------|
| UK-IPO | PaperCut | 11 |
| Mitie Group | Cirros | TBC |
| University of Northampton | PaperCut | 47 |
| Connells | uniFLOW/Cirros/PrintLogic | 1500 |
| Phoenix Medical | | 35 |
| Royal Navy Museum | PaperCut | 15 |
| One YMCA | Cirros | 37 |
| Seven Force Police | Cirros | 160 |
| Royal Berkshire Fire Authority | Cirros | 26 |
| East Riding of Yorkshire | Cirros | 200 |
| NHS South, Central and West Commissioning Support Unit (SCW) | | 17 |

*Clients highlighted in red are currently planning deployment and at risk of slipping due to PS resource constraints.

While utilisation of the GDC has been considered for additional tasking (as part of process improvement and helpdesk operations) it has been decided that at this time, this FTE needs to remain in the UK. This, by enlarge is due to vetting requirements, skillset/training requirements and access to training facilities to complete vendor specific qualification required to be successful in the role. In addition, the priority operationally is to meet the immediate requirement to complete the installation and support of circa 3000 devices and associated software within this financial year, while still providing 3rd line support to the DS helpdesk and our clients. It would be challenging to complete all necessary orientation and training outside of the UK at this time.

| | (a) FTE | (b) Salary or Proposed | (c) Known Costs (car/car allowance) | (d) Total (b+c) | Saving vs current (d1-d2) |
|-----|----------------------|----------------------------------|---|-------------------------------|--|
| (1) | Danielle Young | £44,970.00 | £4,200.00 | £49,170.00 | £16,170.00 |
| (2) | External Recruitment | £33,000.00 | £0.00 | £33,000.00 | |

As shown in the table above (based on the salary assigned to Danielle Young who has now left the business) SCC would still look to make a saving over approximately £12,300 on direct wages and known costs within the ML-3020 cost centre should we recruit externally.

It is my strong belief (based on previous recruitment experience within this team) that we will see interest from candidates internally who have some if not all the relevant experience and qualifications required for this roll. Should we be successful in promoting from within, the indicative saving on direct wages and known costs would be as indicated in the table below.

| | (a) FTE | (b) Current Salary | (c) Proposed Salary | (d) Proposed Known Costs | (e) Total (d+c-b) | (f) Saving vs current (d1-e1) |
|-----|---|------------------------------|-------------------------------|------------------------------------|---------------------------------|---|
| (1) | Helpdesk operative Internal Recruitment/Promotion | £25,000.00 | £33,000.00 | £0.00 | £8,000.00 | £41,170.00 |

Using Glassdoor to benchmark the role and associated remuneration package I believe that we would look to offer no more than £33,000 py for an exceptional candidate with a more realistic £30,000 for someone with a good working knowledge of several of our core products and Managed Print Industry.

Example vacancies are listed below.

| Job Title | Company | Location | Salary | Link |
|----------------------------------|----------------|-----------------|---------------|-----------------------------------|
| Service Desk Analyst | Luxoft | Manchester | £46k-63k | Luxoft Glassdoor |
| Service Desk Analyst | Betfred | Manchester | £23k-32k | Betfred Glassdoor |
| Service Desk Analyst | ECI | Manchester | £39k-45k | ECI Glassdoor |
| Technical Specialist - Solutions | Sharp | Wakefield | £32k-57k | Sharp Glassdoor |