

A man with glasses and a beard, wearing a light blue shirt, and a woman with dark hair, wearing a dark blue polka-dot shirt, are looking at a tablet together in an office setting. A large red graphic element is in the top right corner.

# Service Overview

## Resource as a Service

Not all organisations can afford to employ qualified IT staff to cater for every eventuality, only to have them sit on the bench between projects. RaaS is perfect for tactical appointments and temporary secondments, where the business case for employing FTEs does not exist. Our flexible service allows you to bring in experienced and highly skilled, often multi-disciplined resources on a periodic basis.

- Enables growth and expansion without being tied to constraints (e.g. time and skills) within existing teams
- Access to vetted resources, without the long-term commitment or overheads
- Placements are organised by full time resource coordinators, matching skilled individuals with client needs
- Fulfil internal BAU and project demand without the risk of building and maintaining an expensive bench
- Integrate staff who are able to build relationships over time, at a pace that suits you and your business

# Introduction

Not all organisations can afford to employ qualified IT staff to cater for every eventuality, only to have them sit on the bench between projects or periods of change. Similarly, no business wants to go through the rigmarole of recruitment, just to fulfil roles that have a limited shelf life. Furthermore, many IT managers are struggling to attract the right kind of talent, due to availability, cost, skills, experience and location, which can stall projects and hinder strategic endeavours.

In order to meet these challenges, we developed Resource as a Service (RaaS). Perfect for customers who are looking to fulfil mixed term engagements, without the usual overheads, our flexible service allows you to bring in experienced and highly skilled, often multi-disciplined resources on a fractional basis, each of whom have been vetted and interviewed, for tactical

periods (e.g. a 6 month project, with an option to extend) or on an annual retainer, which can be cancelled at any time.

RaaS provides you with access to a wide variety of IT roles, from Engineers and Architects, to Project Managers. Delivered in conjunction with our People and Talent team, we are able to provide resources across most UK metropolitan areas, each of whom hold appropriate vendor certifications that identify them as experts in their chosen field.

RaaS provides everything from sourcing, vetting, contractual and legal coverage (including IR35), on-boarding and induction planning, and contract management, all for a fixed monthly charge, over a term that suits you.

## The Tech Skills gap

Organisations are having to pay higher salaries to attract and retain talent in areas such as cloud and security. When it comes to non-strategic hires and fixed term engagements, this level of inflation is a barrier to entry for businesses in the market for

an increasingly limited pool of resources. While generalists can still be found, the competitive nature of the market means that niche skills are either unavailable or at such a high mark-up, that it forces companies to downscale plans or defer investment.

# 76%

**of decision makers**

in 2021 are facing critical skills gaps in their IT departments an increase of 145% since 2016 - **Global Knowledge**

# 38%

**of leaders**

said the skills gap was causing a chain reaction, affecting transformation initiatives - **TechRepublic**

# 80%

**of leaders**

stated that post-pandemic priorities among their employees have made staff retention even more difficult - **ITPro**

# 48%

**of respondents**

said that projects had been put on hold due to existing skills gaps in their teams - **Udacity and Ipsos**

# 51%

**of organisations**

have been forced to hire people who do not have the skills they need for certain roles - **Udacity and Ipsos**

# 75%

**of hybrid workers**

say expectations for flexible working has increased and 40% risk leaving if forced to return to the office - **Gartner**

# Key Benefits



Sound familiar? Many organisations are either looking at initiating or have already started complex programmes of change. Where they do not have the capacity or the specific technical experience to take on these challenges, or need to backfill existing positions, they look to service providers like Ultima to provide additional resources, strategic direction and technical leadership. Resource as a Service provides the

opportunity to take additional "fractional" support, without the long-term commitment, management overheads or on-going employment costs typically associated with new hires. This modern, flexible approach is perfect for tactical appointments and temporary secondments, where the business case for employing full time equivalents does not exist or the appointment is linked to a project with a finite time-line.



**Delivery Projects Faster** - Enables growth and expansion without being tied to constraints (e.g. time and skills) within existing teams



**Resources Organised** - Placements are organised by full time resource coordinators, matching skilled individuals with client needs



**De-Risk Engagements** - By allowing recognised technology experts to provide on-going guidance, support and vendor best practice



**Grow Incrementally** - Fulfil internal BAU and project-based demand without the risk of building and maintaining an expensive "bench" of staff



**Flexible** - Access to screened / vetted resources on a fractional basis, without the long-term commitment, overheads or employment costs



**Staff Augmentation** - Plug in specialist skills or extend existing capacity on a periodic basis (e.g. full time, 5 days a week for 6 months)



**Project Governance** - Consume PRINCE2 and Agile certified Programme, Project Management and Coordination support on a per-project basis



**Consistency of Resource** - Integrate staff who are able to build relationships over time, at a pace that suits you and your business



## Scenarios

With Ultima RaaS, you can plug in some of the best talent in the industry, while experiencing none of the drawbacks associated with full time recruitment. Once your requirement is understood, we can set our People and Talent team to task on identifying suitable candidates from across our portfolio.

The following section highlights the types of roles available through this service, with many of them able to be taken on a part time basis or combined to create a temporary team that are able to backfill existing BAU functions or scale out project capacity.



### Architects

Focusing on Business-IT convergence develop strategies and designs that usher in the next generation of IT, influencing, motivating and inspiring discussion across a range of disciplines



### Subject Matter Experts

Our network of accredited consultants are able to deliver an extensive range of on-trend technologies, transforming your organisation's IT infrastructure and delivering efficiencies across the board



### Engineers

Access to an extensive team of experienced engineers, able to perform a wide range of IMAC-type activities, complementing your own IT teams on projects or to backfill existing positions



### Business Consultants

Benefit from experienced individuals who can help chart the course of your business, creating a sustainable IT future that meets emerging workplace culture in a post-pandemic world



### Service Desk

Knowledgeable first and second line analysts to assist with the resolution of technical queries in line with predefined SLAs, engaging correct resolver groups to ensure a swift resolution



### Governance

Our PRINCE2 and Agile certified project and programme managers can maintain control over the triple constraints of time, cost and quality, ensuring each engagement is delivered effectively

# Service Plans

Ultima's RAAS provides the opportunity to take additional "fractional" support, without the long-term commitment, management overheads or on-going employment costs. Customers can choose to plug everything from a short term skills gap to a temporary backfill or semi-permanent

secondment. We are able to provide highly skilled and experienced consultants, engineers, solution architects and c-level staff, without the fees normally associated with bringing on full time employees and without the risk of using unproven or unmanaged resources.

Ultimate Associate and Consultant Resource Pool	✓
Vetted Curriculum Vitae (CV)	✓
Candidates Interviewed by Associate Managers	✓
Contractual and Legal Coverage	✓
Feedback Loop	Monthly
Technical Interview <sup>1</sup>	✓
Resource Escalation via Governance Manager	✓
Coordinator to On-Board, Manage and Review	✓
Capture Induction Plans <sup>2</sup>	✓
Summary of Resources, Costs and Overall Usage	Annual

<sup>1</sup> Technical interviews will be carried out by a suitably skilled individual from our pool of Consultants and Solution Architects. Where we do not have the relevant skills, we would expect this technical interview to be conducted by the Customer's technical team.

<sup>2</sup> This is limited to capturing your existing employee induction process on a per-customer basis as part of service on-boarding, so that secondees and placements are able to work effectively on customer projects and BAU activities



## Service Description

### Ultimate Associate and Consultant Resource Pool

With Ultima RaaS, you benefit from our internal resource pool across our Modern Workspace, Data Centre, Security and Cloud practices, as well as our ecosystem of associates and resourcing partners, who are able to provide access to engineers, project managers and consultant-grade resources.

Once we have captured your requirement, together with the skills and experience needed, we can search our database of pre-qualified candidate resources, or work with our supply chain to identify fractional resources who are looking to work on an interim basis, saving you the time and effort.

### Vetted Curriculum Vitae (CV)

Our team will undertake formal vetting of candidate resume's, ensuring they meet the job specification for which they are either applying or have been earmarked for consideration.

This process includes considering aspects such as skills, experience, relevant certifications, location / time-zone, security clearance and availability, prior to an interview being undertaken for each position to ensure that unsuitable applicants are not put forward for consideration.

### Candidates Interviewed by Associate Managers

Once a perspective candidate has been identified, our People and Talent team will conduct an initial interview to ensure they are suitable for the role (and vice versa), prior to a more formal

technical interview being undertaken. This initial step helps narrow down the search quickly, prior to an offer being made to secure their services.

### Contractual and Legal Coverage

It's our responsibility to ensure that the candidate resources across our supply chain are eligible to work in-region / country (e.g. hold the relevant work visa, employment status).

Ultima will satisfy its legal duties as an employer (e.g. IR35 in the UK), ensuring that aspects such as income tax and national insurance contributions, alongside any other statutory deductions / contributions are applied, irrespective of where the resources are being supplied from (e.g. direct, third party).

### Feedback Loop

One of the benefits of taking our RaaS service is that we maintain regular contact with secondees, ensuring that any operational issues are fed back to you at the earliest opportunity.

Delivered in conjunction with your Ultima resource coordinator and their practice lead, these touch points also allow us to capture any non-operational issues or concerns that need to be addressed by our internal teams, helping to keep staff operating effectively and ensure they remain on-task.

# Service Description (cont...)

## Technical Interview

For areas where we have the appropriate skills, candidates undergo a technical interview by one of our subject matter experts to ensure that they are a good fit for the position and are able to commit to the secondment. This will include following up on their CV in more detail, asking scenario-based questions around their area of expertise, to confirm that their experience and skills are commensurate with the tasks outlined in the job specification or work breakdown. Where we do not have the relevant skills, we would expect this technical interview to be conducted by the Customer's technical team.

## Resource Escalation

Ultima provides an escalation point, should you wish to raise any issue regarding quality and consistency of resource, ensuring your current and future needs are understood and fed back into our account management, resource management, and people and talent teams.

## Coordinator to On-Board, Manage and Review

We appreciate how difficult it can be to on-board fractional IT support, especially when they are being installed into different time zones, teams or areas of the business, often in remote areas with no local IT or HR support. Ultima RaaS works with you to underpin the enrolment process, engaging with internal company functions and stakeholders to ensure that their first day is a productive one, receiving their induction pack, alongside an introductory call with key staff.

This coordination is heavily weighted in the first month, helping to ensure that the individual feels settled in their secondment, understands what is expected of them from the business and has access to everything they need to succeed.

## Capture Induction Plans

We will work with you to define any existing organisational-specific induction activities, to help streamline the on-boarding process and get people on-task faster.

Captured at the outset, the plan and associated activities will be periodically updated to cater for new or amendments to existing tasks e.g. contract sign-off, account creation, security access, information security briefings, health and safety protocols, access to line of business applications and tools, team / task or project background and any company information which may be pertinent.

## Summary of Resources, Costs and Usage

At the end of the contracted period or service anniversary (whichever is sooner), we provide an all-up summary, covering aspects such as resources / days consumed, total costs over the contracted period, alongside dates and budget remaining. This report will coincide with a service review, where adjustments can be made if required.

# Frequently Asked Questions

**Q. What is the minimum term allowed as part of Resource as a Service ?**

A. The minimum term of the RaaS service is 6 months, with resources contracted full time, 5 days per week

**Q. How do you ensure that freelance resources feel part of your company during their secondment?**

A. Resources will be on-boarded on a fixed term basis and will have similar benefits and support package as our full-time employees. This ensures they feel part of Ultima and provide better employee retention and well-being.

**Q. What is the notice period for replacing or terminating resource on the contract?**

A. This is dependent on the complexity of the role. Please see the table below. The SLA will only be in effect once we have accepted a formal job description and provisional contract is in place to cover the term of the proposed agreement.

Complexity	Lead Time	SLA	Penalty
Low	6 Weeks	90%	20% of Day Rate Per Week
Medium	8 Weeks	90%	
High	12 Weeks	90%	

**Q. Is there a probationary period, during which time resources can be released without the formal notice period applying?**

A. We agree to a 1-month probation period with 1 weeks' notice; however, this would be mutual so if a resource wanted to leave within the probationary period, they would only be obliged to work 1 week. Cancellation charges will not be applicable through the probationary period, outside of the minimum 1 week.

**Q. What happens if you are unable to secure a replacement resource within the stated SLA?**

A. In addition to not charging for the contracted resource, Ultima will pay you 20% of the resource value per working day, collated and rebated at the end of the next billing period. Any gaps in the RaaS service between resources

leaving (e.g., when an individual's notice period has been invoked) and starting will not be billed.

**Q. How do you manage attrition as part of the service?**

A. If the attrition rate exceeds a pre-agreed amount during the term (to be agreed in the contract), then a supplier review meeting will be called to establish the reasons and identify if there are any changes that are required to our recruitment and vetting process.

Should a resource provided to you as part of this service either leave or are no longer deemed appropriate, then Ultima will provide a replacement resource within the SLA period. Should Ultima be unable to start the contracted resource within this period, service penalties will apply.

**Q. How do you manage annual leave and backfill cover?**

A. Outside of the 23 days annual leave that resources are entitled to as part of this service. Annual leave will be pro-rata'd and accrued at a rate of 1.92 days per month worked (e.g., for a 6-month contract, the secondee will be entitled to take 11.5 days leave). We do not provide backfill cover..

**Q. Are expenses included as part of the day rate?**

A. Not by default. Depending on the location and on-site requirement (e.g. 3 days per week), we can either provide pro rata expense cost as part of the day rate or opt to add the expenses costs at the end of each billing period.

**Q. Will resources be able to work from our offices?**

A. Yes, within reason. We will make every effort to secure resources in country / region, however a modern hybrid approach may work best, with resources available to work remotely and travel to your offices on an as-needed basis.

**Q. Who is responsible for UK resources working under the IR35 tax regulations?**

A. Ultima will satisfy its legal duties as an employer (e.g., IR35 in the UK), ensuring that aspects such as income tax and national insurance contributions, alongside any other statutory deductions / contributions are applied, irrespective of where the resources are being supplied from (e.g., direct or third party).

# Frequently Asked Questions

**Q. What are the working hours?**

A. Standard working hours are;

Standard Day - Monday to Friday, from 09:00 to 17:30,

excluding UK public holidays - Normal Day Rate

Week Nights - Monday to Friday, from 17:30 to 00:00,

excluding UK public holidays - Normal Day Rate x 1.5

Week Nights - Monday to Friday, from 00:00 to 09:00,

excluding UK public holidays - Normal Day Rate x 2.0

Weekends - 17:30 Friday to 09:00 Monday excluding UK

Public Holidays - Normal Day Rate x 2.0

**Q. What is Ultima's Professional Indemnity Insurance?**

A. This is set at £5m and our insurance policy number is UKTC001321.

**Q. Can we interview candidate resources?**

A. Yes. In order that suitable resources are provided, you have the option of interviewing them, before acceptance onto the resourcing service

**Q. How do we evidence work performed?**

A. As an optional service, all secondees as part of the Ultima RaaS service will provide monthly time-sheets evidencing their work during the previous period, which will need to be co-signed by a pre-agreed Ultima and Customer representative.

**Q. What information do you need from us to be able to provide a quote for a secondees/s**

A. Prior to us submitting any formal quotation, we would need the following information as a minimum;

- A formal job description per role
- Number of resources required per role
- Duration of the secondment
- Location of each role, e.g. HQ, remote only
- Days required on-site / remote
- Expected expenses (e.g. parking)

# About Ultima

Formed in 1990, Ultima has developed into one of the UK's leading intelligent infrastructure, cloud and automation companies, focused on the provision of tailored IT solutions and services, including the design, delivery and support of industry-leading technologies, backed by the very best in 24x7 support from our purpose-built UK Technical Service Centre.

No matter where you are on your IT journey, we can make technology a positive asset, aligned with the goals of your organisation. Whether that be mitigating the risks associated with changes in regulatory compliance, optimising infrastructure to improve efficiency, modernising legacy systems in order to take advantages of the cloud, or automating complex processes, we can help deliver better business outcomes at a commercial, strategic, operational and technical level.

As an end-to-end provider of IT services, we take a holistic approach to delivery, providing multiple entry points to clients who are looking to who are looking to manage their IT more effectively provide more effective technical solutions to their users, customers and partners. Solutions are delivered by Ultima's extensive team of highly skilled technical Solutions Architects, Consultants, Engineers and Project Managers.

We maintain long-standing relationships with a wide range of strategic and disruptive vendors, which alongside our internal pre and post-sales specialists, allow us to provide a wide range of services including;

- Hardware and Software Lifecycle Services
- Technology Steering and Strategic Development
- Business and IT Alignment
- Enterprise Change and Business Risk Management
- Technology Transformation and Automation Services
- IT Integrations - Mergers and Acquisitions
- Optimisation - Standardise, Rationalise and Consolidate
- 24x7 Managed Services

In 2021, Ultima acquired automation and cloud services provider- Just After Midnight, bolstering our skills in Microsoft Azure by adding capabilities around AWS, GCP, Alibaba Cloud and Full Stack, alongside Sitecore, Kentico, Drupal, Umbraco, and AEM. For a full announcement, visit [here](#).

Ultima are proud to have been recognised by industry and channel partners for our expertise in a range of solution and service areas. For more information, visit [here](#).



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