



Linking  
people, process  
& technology to create  
better business outcomes

**BIO Services Lifecycle**



## Maximising value from your network assets

Rarely has a sound byte been so aptly used as the phrase “business critical” when referring to a company’s information communication network. Without doubt the network today is the business utility through which the availability and performance of all communication; be it data, voice or video, is expected to take place on demand and irrespective of location or access.

Contrast this with the financial perspective that network and telecommunication services occupy a large share of the IT budget, often in excess of 40% of the overall spend, then the challenge is clear:

***How can organisations achieve “more for less” from their network assets as they strive to deliver innovative and new services, with a better client experience, within much tighter budgets?***

# Maximising

**BIO Services Lifecycle**





## Scale and Intimacy - 'a precarious balancing act'

The conflict between scale and intimacy is a real issue in the network world. Sometimes it's possible to get to an appropriate price point because of the sheer scale involved, but often only by avoiding those idiosyncratic, yet vital requirements that exist in today's complex networks.

Conversely through attention to detail it's possible to build highly personalised services but the level of effort and manual overhead involved breaks the scalability.

Through a lack of viable alternatives, organisations facing these conflicts inevitably become pressured to compromise. And the reality is that this compromised approach just doesn't hold up to the raw business need for something that delivers both scale and intimacy.

## Enterprise or Provider - 'the challenges are the same'

Deriving "more for less" and balancing scale and intimacy are not only conflicts that face the IT Department, as internal providers of IT and network services.

They are also huge issues for established suppliers of IT and Network Services, as they determine how to profitably sustain the breadth of customer base and offerings they have, with the diversity and depth of engagement they need to retain their position as a valued partner.

In many cases the pressure to compromise on both sides of the customer / supplier relationship is serving to widen the expectation gap between what clients need and what is actually provided.



## BIO Services Lifecycle





## “More for Less” – the key pressure points

Business demand to drive improvements in market performance and operational efficiencies will drive the IT Department to make changes. At the same time the need to keep the network stable at all times is paramount to maintaining customer service. This dynamic between support and change management continues to be a key pressure point for clients.

In many cases new solutions are proposed or considered from too narrow a perspective, lacking in either strategic or operational alignment, and often underplaying the importance of a deep transition to embed the solution into the current environment.

Creating approaches that deliver more for less creates a challenge for clients because they require deep and comprehensive insight across all aspects of network services. Whether solutions are internally or externally sourced, an experienced and objective factoring of technical, operational, commercial and transitional elements must be sought for clients to have peace of mind that their best interests are in hand.

## BIO The Network Specialists

BIO has brought together some of the leading expertise from across the networking industry to create a different approach to resolving all of the above client issues.

BIO unites the strengths of independent consultancy, flexible resourcing, a strong technology competence and a full service pedigree into one agile business. The versatility and expertise this brings to our clients is significant, not only because we understand in depth how to maximise the strengths of internal and external competencies, but also because BIO plays a unique role in supplementing them.

BIO's Lifecycle Services model has been specifically designed for this purpose, capturing the range of services BIO provides across the lifetime of the communications infrastructure. Our competencies align with the underlying communications technologies and services and encompass auditing and compliance, design and procurement consultancy, transition and program management, flexible resourcing and supplementary support or managed services.

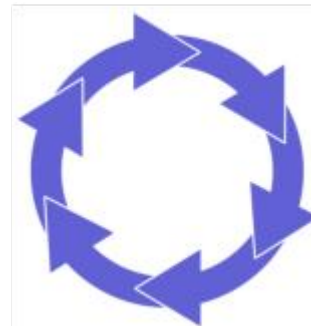


## BIO Services Lifecycle



## BIO's Lifecycle Model

BIO's services were created to help clients achieve consistency across their IT Communications lifecycle. Both the dynamic nature of the clients business and the intense periodic pressures of the technology lifecycle can destabilise the IT Departments ability to balance satisfactory business support and change management.



BIO's lifecycle provides an innovative and flexible way to access the skills, resources and experience our clients need to plan, change or operate their IT Infrastructure.

BIO's Lifecycle journeys through six stages of client infrastructure maturity and may be engaged at any time dependent upon the particular needs and status of the clients IT Communications Network.

**audit | consult | develop | transition | supplement | evolve**

### **BIO Audit Services**

An independent audit from BIO provides the best possible foundation to build assurance and establish greater integrity in the scope and cost of the services being delivered.

### **BIO Consult Services**

BIO offers independent guidance to prepare clients in the design, build, sourcing and operational delivery of their communications infrastructure to meet new and emerging business requirements.

### **BIO Develop Services**

BIO acts independently on our clients' behalf to help select the most appropriate and competitive solutions to meet their requirements.

### **BIO Transition Services**

BIO's specialist independent expertise in managing service transitions from the current model to a new one ensures risks are mitigated and the service is delivered to expectation and on-time.

### **BIO Supplement**

BIO provides a range of standard, customised and bespoke services to help clients address niche or idiosyncratic requirements which may be too costly, or too difficult to bridge using incumbent capabilities.

### **BIO Evolve**

Once things are up and running, BIO acts independently on our clients behalf, not only to maximise the return on investment in infrastructure, but also to maintain it's evolution in order to keep pace with the changes in business needs and technology trends.

## BIO Services Lifecycle



## BIO's Service Lifecycle – What we do

**BIO Audits** identify exactly what is in the network, what is being serviced and to what extent, and identify spare capacity or pressure points.

Our audits remove any ambiguity over schedules, and identify vulnerabilities in the underlying technology and operating environment. Furthermore, they provide essential usage information to ensure capacity is maximised and unnecessary expenditure is avoided.

BIO employs a mix of tools, supported by experienced technology and services consultants to offer a comprehensive perspective.

**Free pre-audit review\***  
**Network schedule and billing alignment review**  
**Network Health Review**  
**Independent Due Diligence**  
**Voice Readiness Assessment**  
**Secure Technology Assessment**  
**Voice Systems Audit**  
**Application Pre-Deployment Assessment**  
**Application Troubleshooting**

*\*Note Subject to preliminary qualification*

**BIO Consult** focuses on creating highly available, serviceable and agile communications infrastructures.

Our consultants have expertise in the design of both the technical and operational aspects of networks, ensuring realism and integrity in the recommendations we make. Acting independently of any influences in the delivery chain, BIO Consult ensures the investment is maximised and aligned to our customers' business objectives.

We remove ambiguity or incorrect assumptions before expectations are set, prove the viability of the service operationally and financially, and prepare clients fully for any changes that may ensue.

**Business and IT Requirements analysis**  
**IT services capability and portfolio review**  
**Gap Analysis**  
**Interim review and shaping**  
**Technology Architecture Strategy**  
**Operational Delivery Model**  
**Sourcing Strategy**  
**Transformation Planning**  
**Financial Planning**  
**Procurement Planning**

**BIO Develop** offers detailed technical and operational expertise that allows us to design, build and help procure solutions that meet client expectations whilst being free of capability constraints

BIO's real-world experience provides the leadership to broker the strengths of internal and external service-suppliers competencies, and to create an agile infrastructure that offers the highest levels of operational integrity.

BIO's direct experience in collaborative sourcing helps ensure best value, whilst creating an operational model that is both progressive and accountable.

**Detailed Design and Specification of Requirements**  
**Vendor Assessment, Solution Development and Joint Assessment**  
**Operational Service design**  
**Detailed roles, responsibilities encompassing processes and interactions**  
**Validation and Proof of Concept**  
**Procurement Assist**  
**Negotiation Assist**  
**Transition Planning**

## BIO Services Lifecycle



## BIO's Service Lifecycle – What we do

**BIO Transition** provides the technical and operational diligence to ensure processes, systems and skills are fit for operational use and aligned to original requirements.

Mismatches that may arise in capability versus expectation are surfaced and arbitrated fairly, to avoid in-life pollution, and independent program management ensures services are set-up to schedule.

Technical Due Diligence  
Operational Due Diligence  
Project Management  
Pre-deployment engineering  
Installation and commissioning  
Service build and customisation  
Service activation  
Transition Project Management  
Transformation Program Management

**BIO Supplement** works with clients or service-suppliers to build customised solutions and services that could otherwise pollute the structure of the operating model, for example by dragging key staff into non-core tasks, or incurring unnaturally high operating costs.

BIO supplementary services create cost-effective bridges that integrate with business as usual operations to ensure personalised service can be delivered without affecting core service.

Flex Resourcing, encompassing  
On-site resourcing  
Partial and shared resourcing  
On-demand resourcing  
Service Augmentation, encompassing  
Service Top-Up  
Out-tasking & Managed Svces  
BIO standard services  
Performance management  
Capacity Planning  
Firewall Rules Management

**BIO Evolve** is a range of in-life advisory services that can act independently, or as an integral part of the supply chain to ensure continued technical and operational improvement and innovation.

Focus areas include proactively adapting the infrastructure and services to changes in requirements, driving improvements in network availability and performance, and streamlining operational processes and interactions.

Our independence and expertise ensures the best chance of achieving these ongoing improvements, whilst managing the overall cost of ownership.

### Independent Service Delivery Management

Service Level Management  
Continuous Improvement  
Planning Contract  
Governance and Alignment  
Supply Chain Management  
Financial Control and Transparency  
Operational and workflow improvement  
Resource Management  
Schedule and Billing alignment  
Escalation Management  
Renewal Management

### Technical Lifecycle Management

Equipment Lifecycle Management  
Capacity Planning  
Network Optimisation and Simplification  
Engineering Best Practices  
Lifecycle Design Authority  
Vendor Release Management  
Design Reviews and Business Alignment  
Major Change Management  
Solution Design and Business Case Support  
Continuous Feature Improvement

## BIO Services Lifecycle



# Why Compromise?

BIO's new and innovative way to build and operate IT Communication infrastructure has helped over 40 of our customers to benefit from highly personalised IT Communication services at an affordable cost.

With BIO the balance of scale and intimacy becomes an opportunity to deliver more for less, helping IT Departments, their Providers and the wider business to achieve a level of IT to business fusion never before realised...

....and without rebuilding the house in the process!

At BIO, we say to our customers: Why compromise? It's your investment, your infrastructure, your customers. Don't look to compromise. Look to optimise. Look to BIO.

## Contact Us

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## The Network Specialists

