UK Shared Business Services Ltd

Service Catalogue 2023

Services provided to the
DBT, DESNZ, DSIT, UKRI and Partner
Organisation Clients

UKSBS

Shared **Business Services**

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1. An Overview of the UKSBS Services

UKSBS is a leading public sector shared service centre, motivated by the desire to deliver high quality, efficient and reliable services to our partners. We are proud to be in the public sector and we want to play our part in advancing the UK's economy and society.

Vision

The leading UK public sector business services provider, actively sought by public bodies

Mission

To provide high quality and easy to use business services that add value to our partners, so they can focus on achieving the best outcomes for the British people and the UK economy

Behaviours

- Be Curious
- Take Action
- Add Value

Values

- Integrity
- Diversity
- One Team
- Versatility
- Empowerment

Our public sector partners share ownership and influence by participating in our governance. This means as a customer, you really are at the heart of our organisation.

Our main services include:

- HR & Payroll
- Finance
- Procurement
- Digital and Information

This document sets out our complete service lines with Annexes A & B showing the services we provide for our respective BEIS Oracle Estate (BOE) and Research Oracle Estate (ROE) clients.

Our approach Partnership

UKSBS is proud to be part of the public sector and to work in partnership with our clients to support the important work they do to advance the UK's economy and society. As a mutually owned NDPB, we have a deep understanding of the public sector financial, political and policy-making framework. In a resource-constrained and rapidly changing world, we work closely with our clients to anticipate future needs, respond with agility to immediate challenges and evolve our service.

1.1   HR & Payroll Overview

Taking care of your people and pay

Our objective is for equality, diversity, and inclusion to be firmly embedded in everything that we do. That means embracing diversity within our workforce and creating a supportive environment where everyone feels valued, able to be themselves, and excel. The Human Resources (HR) and Payroll service meets all your people and pay needs, throughout the employee lifecycle. We recognise that employee experience is more critical now than ever, so we are focused on delivering the best possible customer journeys and user experiences. We also tailor our service to meet your organisation's requirements. Our service will help you to deliver great employee experience, prepare for the future, increase efficiency, drive process compliance and adoption of self-service, and comply with the law.

Specialist advice and solutions

Our expert team of HR and payroll professionals can advise you on every aspect of managing and remunerating your people, including:

- employee benefits and pensions
- performance management
- starter and leaver processing
- HR legislation and best practice
- induction and probation periods
- employment contracts, including TUPE transfers
- secondments
- self-service technologies

Payroll

Our payroll service will manage the remuneration needs of your entire workforce. The service deals with everything from day-to-day processes, to setting up pay awards and completing year-end tasks.

Training

Our experts can work with you to design a training package that maximise your people's potential, enhances productivity, and improves employee retention. The service:

- analyses your training needs and objectives
- designs and delivers training solutions, from classroom training to e-learning packages
- manages third-party training providers

1.1.1 HR & Payroll Service Lines

HR & Payroll Services

HR & Payroll Customer Services	Transactional HR	Reward & Recognition	Payroll	Training Services	Leaving Work
HR & Payroll Contact Centre (1st Line Support)	New Starter Administration	Pay Award Implementation	Payroll Management	Supplier Management	Leaver Management
Electronic Handling of Employee Information	Performance Management	Non-Pay Employee Benefits	Allowances & Benefit Management	Commissioning Courses	TUPE/COSOP & Exit Programmes
Customer Feedback	Leave & Attendance Management	Job & Grading Evaluations	Year End Activity	Course Management	Pension Liaison
	Contractual Change Management		Employee Overpayment Management	Training Design	
	Maintain Employee Data			Training Delivery	
	Reference Management				

1.1.2   HR & Payroll Service Descriptions

HR & Payroll Services

Transactional HR, Leaving Work and Payroll services are standard employee lifecycle activities undertaken by most Shared Service Providers (SSP). Reward & Recognition is a core service delivered by UKSBS but is often categorised as a non-standard service (see further details below) within other SSPs.

Reward and Recognition

- **Pay Award Implementation**
  Provide support to pre Pay Award activities including all Management Information required for Pay and Reward Strategy, Outturn and pay negotiations as requested. Process Pay Award changes within Payroll in line with the client's policy and terms of the pay award.

- **Non-Pay Employee Benefits**
  Provide support in identifying new provider and ensure provider offers service desired. Advise client if change of provider will require 'Change Request', support this process if required. Support client in MI for set up and monthly MI as required.

Training Services

- **Supplier Management**
  UKSBS manage the relationships between our clients and the training providers therefore ensuring they obtain Value for Money.

- **Commissioning Courses**
  This service takes away, from clients, the administration of arranging and setting up courses. UKSBS deal with all of this activity leaving clients to focus on their core business.

- **Course Management**
  This covers working with clients to design tailor made courses that meet their needs including the creation of new materials and, for example, updating and changing our eLearning training platform for items such as Oracle Finance Training.

- **Training Delivery**
  Our highly experienced trainers deliver a range of training courses either on a 1:1 or group basis.

2.1   Finance Overview

Managing your finances intelligently

Keep control of your organisation's financial needs with the Finance service from UKSBS. The finance team provide a full range of accounting and reporting activities, efficient and low cost transaction processing and payment services, along with technical advice from finance experts – helping you avoid the cost of consultants.

Planning your finances

We can support your strategic planning by bringing you clear and relevant access to management information. We will also advise you on the latest regulations and guidelines, including the sector-specific complexities such as non-current assets accounting and VAT.

Ensuring best practice

We regularly review, quality check and benchmark our finance processes. This ensures you receive efficient best-practice services that safeguard your reputation and make sure you comply with the government's managing public money policy.

2.1.1 Finance Service Lines

Finance Services

Finance Customer Services

- F&P Contact Centre (1st Line Support)
- Customer Feedback

Purchasing

- Supplier Database Management
- Requisition Processing
- Post Order Management

Accounts Payable

- AP Invoice Processing
- Management of Invoices on Hold
- AP Payments
- Grant Payments
- Employee Expenses
- GPC & Credit Card Administration

Accounts Receivable

- AR Invoicing
- AR Receipting (inc Secure Credit Card)
- Debt Management

Cash Management

- Transactional Processing
- Bank Account Maintenance & Payment Authorisations
- Cash Flow Forecasting

Non Current Assets

- Additions & Amendments
- Disposals & Retirement
- Depreciation & Revaluation
- Capital Projects

General Ledger

- General Accounting
- Reconciliations
- Period End

VAT

- VAT Returns
- Partial Recovery
- VAT Advice

Project Accounting

- Project Updates
- Externally Funded Projects

Specialist Services

- Prompt Payment Policy Support
- Tranparency Policy and Publication
- Travel Expense Policy

Specialist Services

- Overseas Rent Payments
- Non-Pay Awards
- Exit Payment Reconciliations

Specialist Services

- POL Loan Facility
- Overseas Marketing Introduction
- Special Data Requests

Specialist Services

- Register of Gifts
- Greener Government Return
- Travel & Hospitality Data (for SCS2 & above)

Specialist Services

- Car Hire Portal
- Compensation Claims (Personal Property)
- Post Office Horizon Enquiry

2.1.2   Finance Service Descriptions

Customer Services

Provision of a Finance and Procurement Contact Centre for 1st line support, low value order processing (under £10k orders), escalation management and customer user feedback.

Purchasing

Timely processing of low value non-catalogue purchasing requisitions (under £10k), including QA checks (if required) and new supplier set-ups managed by our Supplier Database Management team. Where Procurement is not out-sourced to UKSBS and remains in-house, we have the capability to process purchasing requisitions to purchase orders using our UKSBS Finance buyer team.

Accounts Payable

Timely processing of purchase invoices received from suppliers and matching against receipted purchase orders to the prompt payment to suppliers per Government targets. This is currently 5 working days from the date the invoice is received to payment to the bank, with accurate reporting of costs in the client's financial records. We also process employee expenses and reconcile Government Procurement cards.

Accounts Receivable

Maximise revenue recorded and cash collected through: timely production of sales invoices as requested from Clients, correct identification and processing of all cash receipts and collections of debt, which includes collections through a secure credit card payment facility, on behalf of Clients.

Cash Management

We manage available funds for business activities whilst supporting the Client's planning and sourcing of additional funds. We record accounting and banking transactions, on behalf of the Client, in accordance with their internal and external reporting requirements. We provide quality financial information and reports including monthly bank reconciliations, quarterly reporting and respond to client's Service Requests for BACS traces and bank related enquiries.

Non Current Assets

We maintain records of additions, adjustments, disposals and transfers. Provide support for the physical verification and impairment reviews performed by Clients. We log professional and indexed revaluation of assets on our system. We also provide monthly exception information.

General Ledger

We record accounting transactions and provide quality financial information and reports to clients in accordance with their internal and external reporting requirements, based on managing an effective monthly and year end closing process.
We support the provision of timely and accurate management accounting information to enable the Client to monitor its performance to date and to forecast and plan for the future. We run the month end and year end closing process. We maintain and update the chart of accounts as required for clients.

Project Accounting

UKSBS provide financial reports to track the financial progress of projects. We record accounting and banking transactions for externally funded project receipts, Client payments and complete cost statements. We act as main contact for auditors for externally funded grants billing and production of monthly reconciliations for GL to PA.

VAT

We manage VAT aspects and returns for Clients; answer VAT related policy questions with regards to VAT classifications and returns.

Specialist Value-Add Services

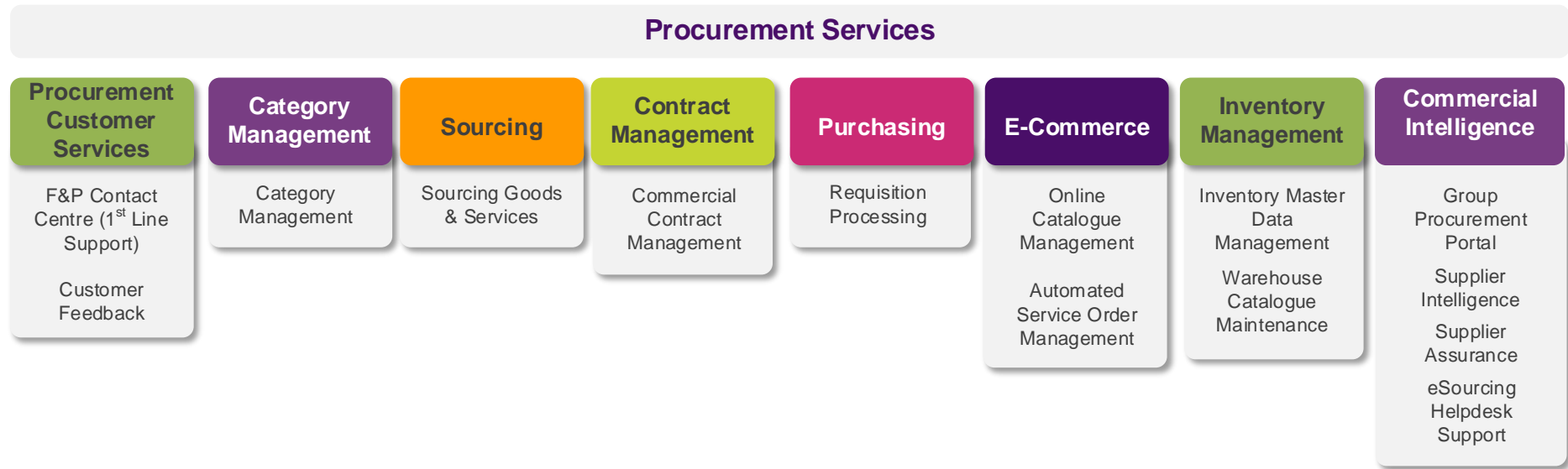We provide a wide range of additional value-add specialist financial services.

3.1   Procurement Overview

UKSBS Procurement provides a wide range of procurement services and category teams to support common goods and services requirements, as well as specialist and niche requirements such as research consumables, Antarctic field equipment, and leading edge information technology. Our experienced and qualified procurement professionals work with our Clients to manage and deliver customer needs prioritisation, solution evaluations, sourcing, supplier performance and relationship management.

UKSBS works in partnership with the Crown Commercial Service to realise the benefits from collaborative procurement across the UK public sector. Our collaborative approach to buying goods and services on behalf of Government and the wider public sector is focused on achieving the highest quality and maximum value for money, supporting public service providers to deliver more for less. Where applicable and relevant to our clients' procurement requirements, we include best practice environmental and sustainability considerations within the procurement decision-making process. This is considered on a case by case basis covering as a minimum:

- Individual Contracting Authority sustainability policies;

- Creation and use of criteria to achieve the Contracting Authorities sustainability goals

3.1.1 Procurement Service Lines

Procurement Services

Procurement Customer Services	Category Management	Sourcing	Contract Management	Purchasing	E-Commerce	Inventory Management	Commercial Intelligence
F&P Contact Centre (1st Line Support) Customer Feedback	Category Management	Sourcing Goods & Services	Commercial Contract Management	Requisition Processing	Online Catalogue Management Automated Service Order Management	Inventory Master Data Management Warehouse Catalogue Maintenance	Group Procurement Portal Supplier Intelligence Supplier Assurance eSourcing Helpdesk Support

3.1.2 Procurement Service Descriptions

Procurement Customer Services

Provision of a Finance and Procurement Contact Centre for 1st line support, low value order processing (under 10k orders), escalation management and customer user feedback.

Sourcing Goods and Services / Category Management

The Category teams across Procurement use procurement demand profiles, historic spend and market knowledge to develop a Category Strategy to meet the needs as agreed with stakeholders. They lead on the development and implementation of those plans in accordance with competition laws and regulations in order to provide both financial and soft benefits to the Client. The Category approach means that these teams will support the contract management process, providing solutions to facilitate optimal contract compliance, driving down costs, and improve value of purchase contracts.

The teams manage sourcing requirements for a range of goods and services, providing one off and specialist or major project sourcing support as required. This includes making use of the most appropriate route to market, and the management of single sourcing actions, where no competition within the marketplace is available. They will manage the end-to-end sourcing process, using our tools and systems, in accordance with transparency requirements.

Following contract award, Procurement colleagues will continue to manage the commercial aspects of that contract, including monitoring supplier performance and managing contract reviews and any changes as appropriate.

Commercial Contract Management

Commercial management (e.g. variations, advice and guidance) of contracts we source for our Clients in their Contracting Authority capacity.

Purchasing

Timely processing of non-catalogue purchasing requisitions (over £10k) to purchase order.

eCommerce

Make the most of our reduced prices by ordering goods and services through our online catalogues and forms.

Once contracts have been agreed, part of the implementation is to support the transactional processing of goods and services against these agreements in the most efficient manner. This includes the implementation and management of catalogues for goods and Oracle smart forms for services for increased automation of order transactions. This ensures up to date pricing is available and orders can be transmitted to suppliers same day.

Inventory Management

Complete warehouse item management solution with the ability to order stock online directly from your internal warehouse.

Commercial Intelligence

Commercial Intelligence capability to UKSBS and its Clients. It is responsible for the administration and management of the Group Procurement Portal (which provides procurement management information e.g. spend, contracts, etc.), as well as providing management information, supplier intelligence briefs and credit check reports.

4.1 Digital and Information (D&I) Overview

Connecting your people and technologies

The UKSBS D&I function not only provides expert support for our enterprise applications and functional teams delivering services to Clients, but also delivers IT into Client organisations. Governed through mature service management practices and utilising the vast capability within our IT department, we can deliver:

- Service desk
- Managed devices
- Voice communications
- Infrastructure as a service
- Server hosting
- ERP management and support

Move to Cloud

Moving out of costly and ageing data centres to Cloud services is high on the government agenda, from both a cost and delivery perspective. UKSBS are driving forward our own cloud strategy and the knowledge and experience gained can help deliver yours. Our approach to delivering Cloud services has been to develop strategic partnerships with suppliers, managed by our supplier team, to underpin our own capability.

4.1.1 D&I Service Lines

Digital & Information (D&I) Services

D&I Customer Services	End-User Device	Communication & Collaboration	Infrastructure as a Service	Data as a Service*	Building IT	Product & Service Mngt	ERP Management & Support
D&I Contact Centre (1st Line Support)	Apple Service Microsoft Windows Service Handheld Devices	Email Services Office Productivity Telephony Product – Contact centre Soft Phone	Cloud Hosting Services On-Prem Hosting Services Disaster Recovery Virtual Desktop Services	Data as a Service Reporting as a Service Analytics & Insight Data Quality & Management Tooling & Support Service	Building Internet Connection WiFi Printing	IT Customer Support Tech Bar IT Service Management	BOE Management & Support ROE Management & Support Grants Management & Support

*denotes new service offering in development for FY 23/24

Core & ITIL Supporting Services

- Architecture
- Hardware Asset Management
- Software Asset Management
- Risk & Assurance
- Automation & Integration (API)

- Network Operating Centre & Security Operating Centre
- ITIL Processes – Change & Release, Incident & Problem Mngt
- Supplier Management
- Testing & Transition
- Identity & Access Management

4.1.2 D&I Service Descriptions

Customer Services

The D&I Contact Centre provides first line guidance and support for all our offered IT services. It provides a central place for Clients to report urgent issues and raise requests. There is also a D&I Service portal to provide users with a quick and convenient method to submit incident and service requests and a central point for information about the D&I service.

End-User Device

Physical Computing Device Provision
Desktop PC's, Laptops, Tablets or iPads can be provided in accordance with your organisational and security policies and supported by our experienced technical teams. As part of the core service we would manage the full lifecycle of each asset, from purchase to disposal, install and support an operating system and office productivity suite, as well as govern the usability of each device through using controls such as group policies.

Office Productivity
Clients receiving physical devices will also have a licensed office productivity suite installed. The office productivity suite will be a Microsoft Cloud product supported by a local installation of Microsoft Office. As part of any Client onboarding activity we will agree which Cloud business tools are to be used within your organisation.

Communications & Collaboration

Email Services
Clients wishing to take e-mail services will receive Microsoft Outlook deployed to physical devices which enables the use of standard email features such as send, receive and calendar functionality. E-Mail will be stored in the Cloud and a webmail service, enabling users to send and receive emails via a web browser, will also be made available.

Mobile Telephony
UKSBS offers a centrally managed mobile telephony service which includes: provision and disposal of hardware airtime connections such as mobile voice and data, access to corporate e-mail and management of approved mobile applications. Configuration and management of the device will be managed in line with government and organisational security policies.

Unified Communications
Clients taking the email service can also make use of functionality such as presence, instant messaging, desktop video conferencing and sharing.

Managed Remote Access Management

Clients taking other services, such as Physical Computing Devices or Application Hosting, can also take a secure 2 factor authentication remote service. This service uses soft tokens that are delivered via an application on a corporate or personal mobile phone.

Unmanaged Remote Access Management

As part of the remote access service UKSBS can provide clients and suppliers with the ability to access corporate applications from trusted but unmanaged devices. The service allows users to consume corporate applications hosted anywhere and allows administrators to gain access to environments securely via a two-factor authentication.

Building IT Services

IT Infrastructure & Network (Previously LAN)

UKSBS can manage your network, undertaking tasks such as:

- proactively fixing faults
- managing the local area network design and topology
- switch management
- DNS
- WAN connectivity
- Active Directory
- managed firewall
- VPN
- Server OS backups
- load balancing and protective monitoring

In addition UKSBS can offer an optional managed service for DR. This service can be delivered either by using the internal technical capability of UKSBS or by managing an external supplier through our supplier team.

Landline Telephony

Voice over IP telephone handsets can be provided and managed. As part of this service UKSBS can undertake account management activities and support for the underlying technologies.

Printing

UKSBS will engage with Clients to understand their printing requirements and then, through our supplier team, will source a managed service to meet those needs. For Clients taking LAN or Application Hosting services, UKSBS will manage and support all printer networking elements and work alongside a print managed service.

WiFi

As an optional add-on, UKSBS can provide wireless connectivity back to corporate networks or a guest wireless connection to the Internet.

Infrastructure as a Service

Application Hosting

Our Application Hosting service provides a platform to deliver your business applications from. We can manage the underlying hardware and software up to, and including, the operating system level ensuring the platform is secure and maintained. You will own and manage the application, ensuring it is secure and patched to an appropriate standard.

Co-Location Hosting

UKSBS provide a secure and resilient data center for clients to house their own infrastructure to support their business applications and services. The service includes the following high level areas. A secure data center which meets the CESG standard for Official Sensitive. All connectivity to the infrastructure will be provided to clients via the JANET WLAN services, Co-location facilities provide space, power, cooling, and physical security for the server, storage, and networking equipment and proactive monitoring - performance, and availability network monitoring; enabling early client notifications.

Application & Data Backup

The Backup and Restore service is in place to copy data from ISS provided services and customers to a secondary data store as a precautionary measure. The data can also be restored by copying the backup files from their secondary storage location back to the original or to somewhere they can be accessed.

Product & Service Management

UKSBS can offer our service management tool to workflow your application support processes if they hosted on our infrastructure. Depending on requirements, our existing incident process can be used to capture application issues and send them to a 2nd line support team or a new workflow process can potentially be developed to suit your needs.

ERP Management & Support

In addition to ERP management, we have HR, Finance and Procurement Functional Support teams. The Support Teams are responsible for business as usual support and change activity for the modules within the UKSBS Oracle system. We work closely with other teams to ensure that a smooth service is delivered to all of our customers.

2. UKSBS Supporting Services

UK SBS Supporting Services

Management Information

Financial Reporting

HR & Payroll Reporting

Procurement Reporting

IT Reporting

Partnerships & Change

Change Management

Business Change*

Corporate Services

Communications

*denotes new offering in development

2.1   Supporting Service Descriptions

These services support the provision of, or are optional enhancements to our standard services.

Management Information

Management Information is provided for IT, Finance, Procurement, HR & Payroll services. Service performance information is provided to clients on a monthly basis.

Corporate Services

Change Management

Oue Partnership and Change team leads and manages "non-business as usual change." We work with UKSBS clients and customers to understand the need, scope the requirement, agree the delivery approach and manage a successful and timely delivery. Our end-to-end process ensures that we are able to:

- Identify and agree the right problem to fix;
- Propose and deliver the right solution;
- Engage and involve the right people at the right stage;
- Manage the change so that it is delivered effectively and efficiently and transferred seamlessly into BAU;
- Have good governance and controls.

Communications

The UKSBS Communications team leads on providing and maintaining customer-focussed content (e.g. Forms, FAQs, etc) to its customer guidance portals.

ANNEX A: UKSBS SERVICES ON BEIS ORACLE ESTATE (BOE)

1. HR & Payroll Services for BOE Clients

HR & Payroll Services

HR & Payroll Customer Services	Transactional HR	Reward & Recognition	Payroll	Training Services	Leaving Work
HR & Payroll Contact Centre (1st Line Support) Electronic Handling of Employee Information Customer Feedback	New Starter Administration Performance Management Leave & Attendance Management Contractual Change Management Maintain Employee Data Reference Management	Pay Award Implementation Non-Pay Employee Benefits	Payroll Management Allowances & Benefit Management Year End Activity Employee Overpayment Management	Supplier Management Commissioning Courses Course Management Training Design Training Delivery	Leaver Management TUPE/COSOP & Exit Programmes Pension Liaison

2. Finance Services for BOE Clients

Finance Services

Finance Customer Services	Purchasing	Accounts Payable	Accounts Receivable	Cash Management	Non Current Assets	General Ledger	VAT
F&P Contact Centre (1st Line Support) Customer Feedback	Supplier Database Management Requisition Processing Post Order Management	AP Invoice Processing Management of Invoices on Hold AP Payments Grant Payments Employee Expenses GPC & Credit Card Administration	AR Invoicing AR Receipting (inc Secure Credit Card) Debt Management	Bank Account Maintenance & Payment Authorisations Cash Flow Forecasting	Additions & Amendments Disposals & Retirement Depreciation & Revaluation Capital Projects	General Accounting Reconciliations Period End	VAT Returns Partial Recovery VAT Advice

Specialist Services	Specialist Services	Specialist Services	Specialist Services	Specialist Services
Prompt Payment Policy Support Tranparency Policy and Publication Travel Expense Policy	Overseas Rent Payments Non-Pay Awards Exit Payment Reconciliations	POL Loan Facility Overseas Marketing Introduction Special Data Requests	Register of Gifts Greener Government Return Travel & Hospitality Data (for SCS2 & above)	Car Hire Portal Compensation Claims (Personal Property) Post Office Horizon Enquiry

3. Procurement Services for BOE Clients

Procurement Services

Procurement Customer Services	Category Management	Sourcing	Contract Management	Purchasing	E-Commerce	Commercial Intelligence
F&P Contact Centre (1st Line Support) Customer Feedback	Category Management	Sourcing Goods & Services	Commercial Contract Management	Requisition Processing	Automated Service Order Management	Group Procurement Portal Supplier Intelligence Supplier Assurance eSourcing Helpdesk Support

4. D&I Services for BOE Clients

Digital & Information (D&I) Services

D&I Customer Services	Infrastructure as a Service	Data as a Service*	Product & Service Mngt	ERP Management & Support
D&I Contact Centre (1st Line Support)	Cloud Hosting Services Disaster Recovery	Data as a Service Reporting as a Service Analytics & Insight Data Quality & Management Tooling & Support Service	IT Customer Support IT Service Management	BOE Management & Support

*denotes new service offering in development

Core & ITIL Supporting Services

- Architecture
- Hardware Asset Management
- Software Asset Management
- Risk & Assurance
- Automation & Integration (API)

- Network Operating Centre & Security Operating Centre
- ITIL Processes – Change & Release, Incident & Problem Mngt
- Supplier Management
- Testing & Transition
- Identity & Access Management

ANNEX B: UKSBS SERVICES ON RESEARCH ORACLE ESTATE (ROE)

1. HR & Payroll Services for ROE Clients

HR & Payroll Services

HR & Payroll Customer Services	Transactional HR	Reward & Recognition	Payroll	Training Services	Leaving Work
HR & Payroll Contact Centre (1st Line Support)	New Starter Administration	Pay Award Implementation	Payroll Management	Supplier Management	Leaver Management
Electronic Handling of Employee Information	Performance Management	Non-Pay Employee Benefits	Allowances & Benefit Management	Commissioning Courses	TUPE/COSOP & Exit Programmes
Customer Feedback	Leave & Attendance Management	Job & Grading Evaluations	Year End Activity	Course Management	Pension Liaison
	Contractual Change Management		Employee Overpayment Management	Training Design	
	Maintain Employee Data			Training Delivery	
	Reference Management				

2. Finance Services for ROE Clients

Finance Services

Finance Customer Services
- F&P Contact Centre (1st Line Support)
- Customer Feedback

Purchasing
- Supplier Database Management
- Requisition Processing
- Post Order Management

Accounts Payable
- AP Invoice Processing
- Management of Invoices on Hold
- AP Payments
- Grant Payments
- Employee Expenses
- GPC & Credit Card Administration

Accounts Receivable
- AR Invoicing
- AR Receipting (inc Secure Credit Card)
- Debt Management

Cash Management
- Transactional Processing
- Bank Account Maintenance & Payment Authorisations
- Cash Flow Forecasting

Non Current Assets
- Additions & Amendments
- Disposals & Retirement
- Depreciation & Revaluation
- Capital Projects

General Ledger
- General Accounting
- Reconciliations
- Period End

VAT
- VAT Returns
- Partial Recovery
- VAT Advice

Project Accounting
- Project Updates
- Externally Funded Projects

Specialist Services
- Policy Support
- Overseas Rent Payments

3. Procurement Services for ROE Clients

Procurement Services

Procurement Customer Services	Category Management	Sourcing	Contract Management	Purchasing	E-Commerce	Inventory Management	Commercial Intelligence
F&P Contact Centre (1st Line Support) Customer Feedback	Category Management	Sourcing Goods & Services	Commercial Contract Management	Requisition Processing	Online Catalogue Management Automated Service Order Management	Inventory Master Data Management Warehouse Catalogue Maintenance	Group Procurement Portal Supplier Intelligence Supplier Assurance eSourcing Helpdesk Support

UK OFFICIAL

4. D&I Services for ROE Clients

Digital & Information (D&I) Services

D&I Customer Services	End-User Device	Communication & Collaboration	Infrastructure as a Service	Data as a Service*	Building IT	Product & Service Mngt	ERP Management & Support
D&I Contact Centre (1st Line Support)	Apple Service Microsoft Windows Service Handheld Devices	Email Services Office Productivity Telephony Product – Contact centre Soft Phone	Cloud Hosting Services On-Prem Hosting Services Disaster Recovery Virtual Desktop Services	Data as a Service Reporting as a Service Analytics & Insight Data Quality & Management Tooling & Support Service	Building Internet Connection WiFi Printing	IT Customer Support Tech Bar IT Service Management	ROE Management & Support Grants Management & Support

*denotes new service offering in development

Core & ITIL Supporting Services

- Architecture
- Hardware Asset Management
- Software Asset Management
- Risk & Assurance
- Automation & Integration (API)
- Network Operating Centre & Security Operating Centre
- ITIL Processes – Change & Release, Incident & Problem Mngt
- Supplier Management
- Testing & Transition
- Identity & Access Management

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