



# How we work

## Our Operating Model

### Our model

Today's digital environment is increasingly complex with many more regulatory and compliance pressures than ever before (GDPR, Cyber Essentials).

At every stage of the operating model, we focus on the end-user's journey, but we have learnt from experience that to deliver value, you must have the back-end operations and process in place to complete the proposition. It is why we have invested in our own Private Cloud infrastructure, Platform FLEX and implemented ISO standards; 9001, 27001, 20000.

### Define - your problem

Nine23 works with you to clearly define the requirements, ambition and strategy required. By defining the problem, we can work with you to understand your capabilities with what we can deliver as part of an agreed roadmap for transformation.

At the end of the discovery period we would have produced a report with options for you. This means you can be sure that your user requirements are clearly understood and you know your options going forward.

### Build - your solution

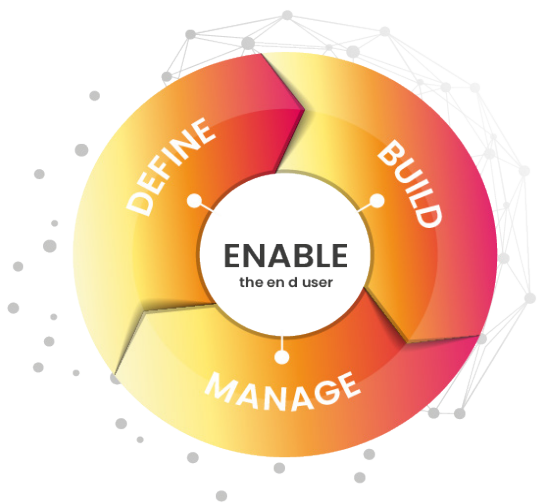
We believe that the best way to grow and to deliver a better service to the end-user is to work with other IT providers and combine experience and resources. We offer products, services and solutions and will work with you on agreeing a joint value proposition that works for every party.

During the build we produce a project plan with clear deliverables using the most appropriate methodology for you. By the end of the phase we will have conducted user testing to ensure the products/services are fit for the end user.

### Manage - your service

Delivering a managed service at speed and scale whilst understanding the end-user's journey is the final element of our operating model. You get clear, well-defined Service Level Agreements (SLA's) that exceed the customer requirements, so there is never any misunderstanding about who is responsible for each part of the product or service

Once we are in the manage phase it does not end there, in fact it is just the start of our journey together to deliver to the end-user. We operate in an agile way as a company and are looking to add value at every step and with a continued improvement mindset.



### Enable - your end-user

At every stage of the Nine23 engagement there is one overriding theme that is a core value of the company – Enabling the end-user.

We are all end-users of technology today and the reality is that whilst we understand how to use technology we must be enabled to use it in the workplace whilst fully understanding the risks. At Nine23 our mission is to enable, but once we have delivered a service we must continue to evolve with you to build trust and value to your end-users as a continued service improvement.

We are a Cyber Security Technology Solutions company that designs, builds and supports end users to use technology. We are passionate about delivering the best possible Front Line Experience and believe you should expect the same technology innovations in your work as you benefit from in your personal life. We deliver ecosystems accreditable to Official-Sensitive as part of our secure cloud FLEX platform.

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