

# Beta phase delivery team

Service definition  
G-Cloud 13



## Beta phase delivery team

# Service summary

Experienced team to support delivery during the beta phase. Takes the best solution from alpha to finalise designs and start development. The service is built and rolled out in phases to ensure delivery can proceed at pace. Follows the GOV.UK service manual to support assessments against the Service Standard.



## Beta phase delivery team

# Service summary

### Features

- Developing the findings from an alpha into a functioning service
- Ensuring the functional beta service meets user needs
- Refining the scope of the service based on user feedback
- Ensuring the service operates within the GOV.UK wider journey
- Making progress towards addressing the constraints identified in alpha
- Engaging with operational delivery colleagues throughout development
- Testing and refining the user support model of the service
- Running accessibility audits and accessibility testing
- Ensuring technology solutions are robust and appropriate
- Ensuring the service is ready to move into live

### Benefits

- User needs met with simple, clear, easy-to-use solutions
- User-centred and agile approach to optimise and de-risk delivery outcomes
- Services provide a joined up user experience across different channels
- Experience designing and testing multi-channel user support models
- Frequent, iterative and incremental software delivery to tight deadlines
- Non-proprietary software and open-source code as standard
- Solutions are flexible to accommodate evolving needs
- Record of passing live assessments against the Government Service Standard
- Former GDS Service Standard assessors in the team
- Culture of knowledge sharing and working in the open



# About us

We partner with government to build digital services that help people get things done.



About us

## Marvell Consulting

Marvell Consulting is a team of digital specialists with a track record of building secure, reliable, easy-to-use products and services.

We put users at the heart of everything we do to create beautifully simple services that are responsive to their needs.

Our strength is in delivering measurable value to stakeholders whilst fulfilling our commitment to building user-centred, government-approved services.



About us

## Our experience

As a small company we're proud to have been trusted by some of the UK's most recognised institutions.



About us

## Our approach

Building digital services can be time-consuming and complex. Working to agile methodologies allows us to break difficult problems down into clear, manageable pieces of work that can be delivered in stages.

Working in fortnightly sprints, we use agile tools to help us track where we are with the delivery of new software or features. Progress is reported in weekly reports, fortnightly show and tells and at governance meetings as determined by the client. We define, track and, wherever possible, mitigate risks to us being able to deliver our work.

Our trained agile coaches are experienced at introducing agile ways of working to teams as well as giving more in-depth tutorials to key contacts. An important part of our service is finding the right ways to communicate progress to stakeholders and bringing teams with us as new digital ways of working become a reality.



About us

## Our culture

Open, clear, respectful. Success isn't just in what we deliver, it's in how we do it too.

### **Working as a team**

We know that well designed services aren't the brainchild of a single genius. They're the result of experienced specialists working together towards a shared outcome. That's why our team are all experts in their fields with years of government experience behind them.

We also maintain a flat structure in our teams to allow ideas to surface and assumptions to be challenged. This open culture isn't just a nicer way of working (although it is that too). It allows us to spot and resolve problems quickly, ensuring a safer and less risky approach to development.





About us

## Working together

### Working with clients

Our approach to working with clients is rooted in transparency and respect. Some clients are experts in digital product development, others less so. No matter who we're working with we always communicate clearly and report on progress every week.

We also respect the different disciplines we work with. Experts in operations or policy are vital to helping us create products and services that serve government's and users' needs. Respect for the people who know what we don't is a core part of our ethos and success.



### Working in the open

We're big believers in learning from the public sector's wider digital community and in sharing our own knowledge with other teams. Sharing research, solutions, patterns and code makes government services more consistent and cost-effective.

Wherever possible we like to present our work at cross-government events and share our outputs with teams working on related services.

# Detailed specification

Information on pricing, on-boarding and service management.



# Detailed specification

## Overview

### **Ordering**

Email us at [gov@marvell-consulting.com](mailto:gov@marvell-consulting.com) or call [020 3886 0115](tel:02038860115) to discuss your requirements.

### **On-boarding**

Onboarding is informed by the client's needs. As a minimum we would produce a statement of work defining the agreed tasks and deliverables. We would also expect to agree project milestones, working patterns, locations, access to specialist equipment and team roles and responsibilities.

### **Service constraints**

Our services are typically delivered remotely or from our London Bridge office from Monday to Friday, 9am to 5pm. However we can accommodate onsite work and out-of-hours support as required.

### **Security assurance and data resilience**

We have practiced methods for recovering and restoring operations in rare cases where our automated processes fail. We've worked to varied security specifications and can work with you to meet your requirements. Many of our consultants are SC-cleared and can obtain further clearance if needed.



## Detailed specification

# Overview

### **Training**

Our aim is to build simple, intuitive services that can be used first time without the need for extensive documentation or training.

However we recognise there are some circumstances in which training may be required. In these cases we're happy to work with clients to design an appropriate training plan.

### **Invoicing**

To be agreed with the client.

### **Early termination**

Terms to be agreed with the client.

### **Off-boarding**

Wherever possible we deliver software with open licences and deploy into client-owned infrastructure. Outputs are clearly documented. We're flexible about handover and can arrange job shadowing, training and/or the production of detailed documentation as per the client's preference. Knowledge-transfer is treated as an ongoing process throughout the project's lifecycle.



Detailed specification

## Rate card

SFIA Level	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
1 Follow	£450	£450	£450	£450	£450	£450
2 Assist	£475	£475	£475	£475	£475	£475
3 Apply	£500-650	£500-650	£500-650	£500-650	£500-650	£500-650
4 Enable	£650-850	£650-850	£650-850	£650-850	£650-850	£650-850
5 Ensure/Advise	£750-950	£750-950	£750-950	£750-950	£750-950	£750-950
6 Initiate/Influence	£850-1000	£850-1000	£850-1000	£850-1000	£850-1000	£850-1000
7 Set Strategy, Inspire, Mobilise	£950-1250	£950-1150	£950-1250	£950-1200	£950-1150	£950-1250



“Marvell Consulting has been integral in the transformation of the Home Office’s digital operations. The research, design and build has been exceptional.”

**Ben Stevens, Product lead**

Home Office



# Things we've delivered

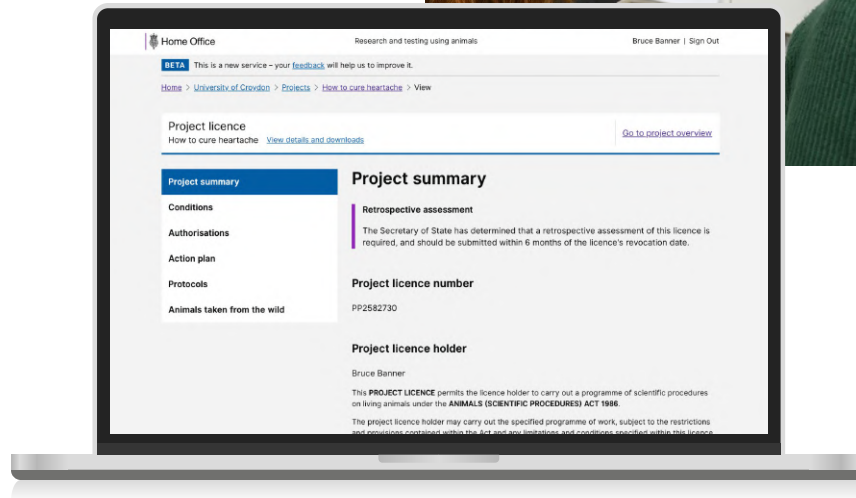
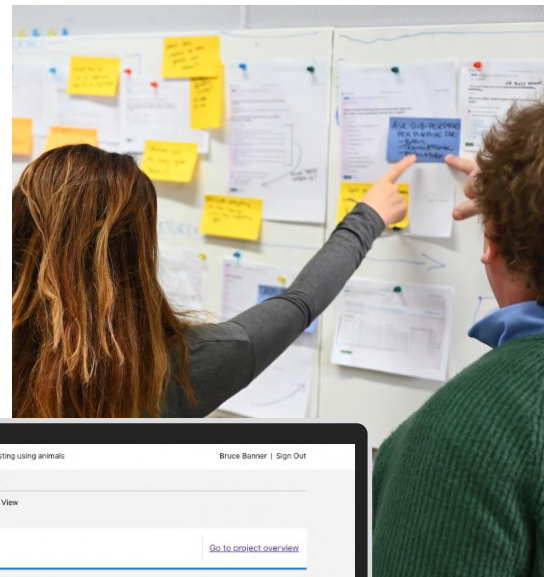
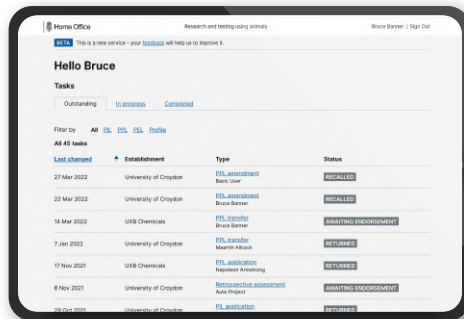
Some examples of what we've helped deliver with this service.



Case study

# Building a new licensing system in the biosciences industry

In 2018 we were asked to design and build a bespoke online licensing service for a regulator that delivered efficiencies whilst allowing them to continue to carry out their day-to-day operations.

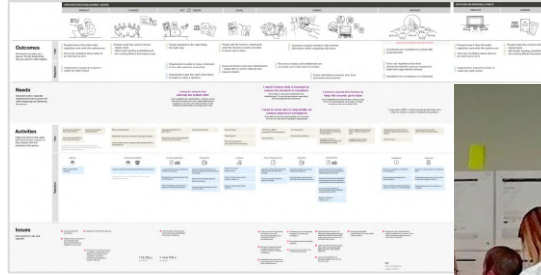




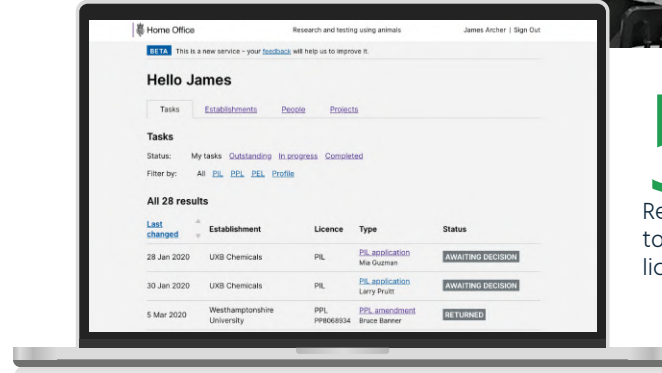
The service needed to be resilient enough to be able to process tens of thousands of requests each year from 18,000+ scientists. It also needed to protect valuable intellectual property and sensitive customer data.

Working closely with the regulator and the scientific community, we carried out over 500 research sessions and designed dozens of prototypes to ensure we created the right solution. We also put in place a security-first model so that sensitive data can only be accessed by authorised individuals.

Since the service has gone live it's delivered some impressive results including a 30% increase in customer satisfaction; a 50% fall in the time needed to process licence documentation; and up to a 75% fall in late submission of key documents.



30%  
Increase in customer satisfaction



50%  
Reduction in staff hours to process personal licence applications



Case study

# Helping suppliers find standards to build joined up healthcare services

In 2021 we were engaged by NHSX to carry out a discovery into the barriers to interoperability (joining up IT systems so they can exchange data) in health and social care.

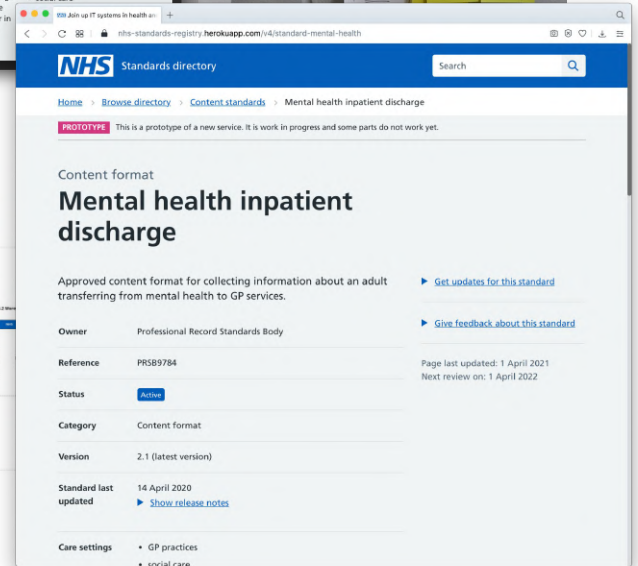
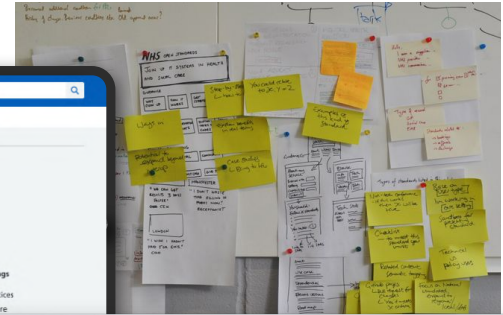
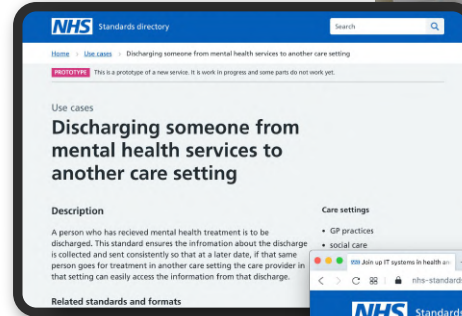


The benefits of interoperability are considerable. Care professionals will be able to instantly access patient records (with permission), making care faster and safer.

The discovery identified 50 user groups and over 60 unmet user needs for interoperability to be achieved. We then proceeded into an alpha phase to explore solutions to our highest priority user needs.

We explored a range of different approaches to meeting these needs, and through user testing and refinement identified that a directory of interoperability standards would help people joining up services find the standards they needed.

The service passed it's alpha assessment first time, and has gone on to be built out in the Beta phase.



# Our services on G-Cloud

We provide a number of related services that can meet your needs and also be procured through G-Cloud.

- Agile design and technical delivery partner
- Discovery phase delivery team
- Alpha phase delivery team
- Beta phase delivery team
- Live phase delivery team
- User research
- Service design
- Content design
- Interaction design
- Delivery management
- Cloud support and operations
- GOV.UK forms
- Case management and licensing services
- Case-working workflow management and processing pipelines
- Performance dashboards and management information services
- Project rescue
- Project delivery on time and to budget
- Project delivery using JIRA and Trello



“The work delivered by Marvell Consulting has helped transform data sharing across government!”

**Product Manager**

Government Digital Service



# Talk to us

We're always here to answer questions or to discuss the needs of your project.

[gov@marvell-consulting.com](mailto:gov@marvell-consulting.com)

020 3886 0115

[www.marvell-consulting.com](http://www.marvell-consulting.com)



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