

Recovery and service redesign Service definition for the G-Cloud 13 framework

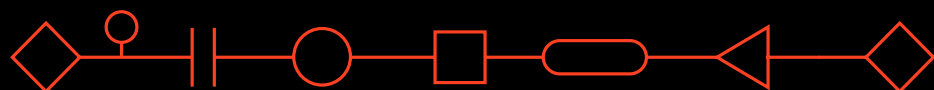


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Tecknuovo is a challenger digital consultancy. We accelerate our customers' digital transformations without creating dependency on our services.

Our innovative engagement model aligns to agile ways of working, flexing to meet the needs of any evolving transformation. We are problem solvers.

1. Recovery and Service Redesign

1.1. Service definition

Tecknuovo provides recovery to address challenges in existing projects and services. We undertake deep dive assessments, health checks, and efficiency reviews. Working with our customers, we create new roadmaps and redefine business drivers and objectives for service redesigns and project realignments, focusing on cost effectiveness, performance improvement, ROI and Cloud adoption.

1.2. Key features

Key features of the Recovery and Service Redesign include:

- In-depth impact assessment and health checks for projects/services rescues
- Highlight of risk exposure and mitigation planning
- Development of remediation plans to align with business objectives
- Building of recovery roadmaps to enable delivery continuity
- Undertaking gap analysis on current capability against target operating model
- Assessment of team structure and capacity for successful project/service delivery
- Redesign of services using suitable existing assets to minimise costs
- Risk assessment/management on deployment of new or changed services
- Defining services for Cloud adoption, CI/CD, containerisation, security, Agile/DevOps, automation

1.3. Key benefits

The Tecknuovo team will work with our customers to ensure they get the best value out of our work. Below are examples of the main business and operational benefits that our Recovery and Service Redesign can deliver:

- Impartial and practical trouble-shooting advice and expertise
- Solid foundation to reboot or re-direct projects for successful delivery
- Continued focus on benefits realisation, cost efficiency, value creation
- Well-managed communications on recovery plans to give stakeholder reassurance
- Production of risk management and delivery plan for project recovery
- Realistic and pragmatic approach to ensure business continuity
- Recommendations for improvements in future projects based on lessons learnt
- Access to Cloud and DevOps specialist skills, knowledge and experience



2. About Tecknuovo

2.1. Our approach

Tecknuovo have a Zero Dependency approach. We start every engagement with the end in mind. Our success is defined by our exit.

What does this look like in practice?

Transition planning: At the start of every engagement, we work with our customers to understand the exit requirements. Whether handing over to another supplier or an inhouse team, a transition plan is defined, documentation standards are set, and the plan is tracked as a deliverable. Where possible we will involve the inhouse team in the latter phases of the delivery, ramping down our presence well ahead of the end date.

Exit mentality: Tecknuovo's culture is centred around customer value. From functional testing to enterprise architecture, Tecknuovo teams understand the value of ensuring that solutions are operable and futureproofed. When designing solutions, we take into account internal capability, maintenance costs, requirements, rate of change, talent market supply and demand, complexity of learning, and operating model to ensure our customers not only have a solution that works, but also have a solution that works for them.

Close the gap: During delivery our teams proactively assess the capability of inhouse teams to ensure they are well prepared to take ownership at the end of the delivery period. If gaps are identified we run mob programming sessions, war games, fire drills, workshops and coaching sessions to develop inhouse capability ahead of exit.

2.2. A little more about us

We are a digital consultancy with a Deliberately Different consulting model. We solve your technology challenges, with great people, quickly. And ensure Zero Dependency on us.

Our mission is to challenge our industry's norm of supplier dependency. We don't only build and deliver solutions — we train and upskill our customers' teams to transfer complete ownership to them after we exit the project. We help our customers achieve lasting transformation.

You can find out more about Tecknuovo [here](#).

2.3. Our technology specialities

Tecknuovo focuses on solving business problems and meeting customers' requirements. We are technology/tooling-agnostic in our service delivery. Our consultants are experts in selecting the right technologies and techniques, and with a wealth of skills and experience, we can come up with the best solutions for our customers. We cover expertise ranging from legacy VME mainframe right the way through to bleeding-edge service mesh solutions.



2.4. Our practices

- Product innovation & experimentation
- Delivery of technology
- Cloud and infrastructure
- Security assessments and services
- Data platforms
- Analytics and insight
- Integration of disparate systems
- Testing practices
- Legacy decoupling and renewal

2.5. Our service levels

As an SME, Tecknuovo has a simple organisational structure that allows customers to have easy access to our Directors who have the authority and decision-making power. This enables us to be quick and responsive to our customers.

With a flexible style of delivery, we can adapt our services and solutions to cater for assignments in different sizes, ranging from short pieces of work on assessment and discovery to more complex projects such as cloud migration from legacy.

We will appoint an Account Manager for each of our customers to ensure smooth engagement at the outset and excellent customer experience throughout. Once we understand the customer's specific requirements, our Account Manager will mobilise and deploy the appropriate consultants for delivery quickly (usually within two weeks), based on the skills and experience needed for the project assignment.

A Project Lead will be named to oversee the day-to-day delivery of work on each project assignment.

For large and/or more complex projects, an Assignment Manager can be provided to oversee implementation and delivery if requested by the customers as part of their requirements. The cost will be based on our SFIA Rate Card.

Tecknuovo has three levels of contact point to provide support:

- Contact Level 1: Project delivery issues – Project Lead (or Assignment Manager if it is required by the customers for the assignment)
- Contact Level 2: Issues that cannot be resolved by the Project Lead/Assignment Manager; contract management, change management or resourcing issues – Head of Engagement
- Contact Level 3: Major delivery issues cannot be resolved by the Head of Engagement; contractual issues – Engagement Director



3. Our G-Cloud 13 Services

We offer numerous other services via the G-Cloud 13 Framework. You can find out more about these by searching the following service names:

- Agile delivery Squads-as-a-Service
- Cloud Application Delivery & Digital Transformation
- Cloud Cost Optimisation
- Cloud Cyber Security – DevSecOps
- Co-Delivery & Capability Development
- Data Science & Big Data Consultancy
- DevOps & Cloud Readiness Discovery & Assessment
- Machine Learning & Artificial Intelligence Consultancy
- Managed End-to-End Testing Service
- Microservice Architecture platform Centre of Excellence
- Recovery and Service Redesign
- Strategy Development & Architecture Design
- VME Mainframe Audit & High-Level Road Map to Public Cloud