

Enterprise architecture for transition to cloud services

G-Cloud 14

RedQuadrant service description

Introduction

We are a dedicated public service consultancy working to build capacity, reduce costs, and improve outcomes for the public. We provide both strategic transformation resourcing for long-term delivery, and project-based consultancy services. This is supplemented by our training, coaching and leadership development capabilities. Our offerings have a wide range of applications for cloud-based services and can provide extensive benefits in areas such as improving internal processes or coaching your business leaders. We see cloud services in the context of the whole, end-to-end service: always co-created with the citizen or customer and there to enable the social process of service, reduce transaction costs, and improve convenience and service outcomes.

Both as a transformation partner and through project based consultancy, we have extensive experience of working closely with public service organisations including local authorities, central government, and clients from NHS and mental health trusts to police and probation services – to support innovation, enable in-house learning, and ensure long-term, sustainable results.

We have particular experience within the following areas:

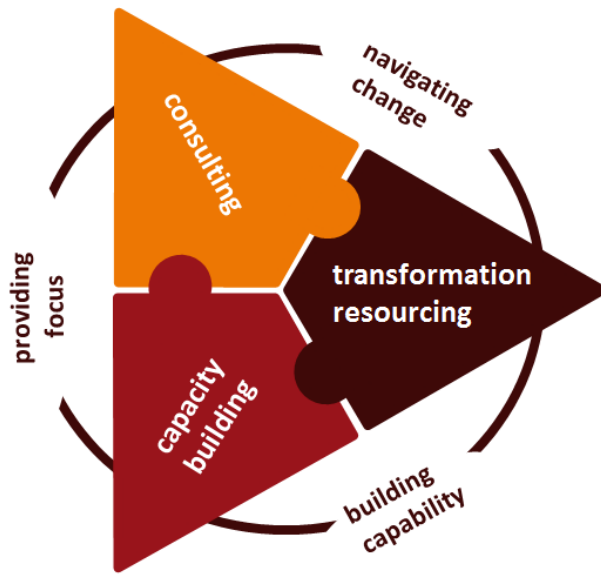
- Change, business analysis, project and programme management
- Capacity building, coaching and training
- Specialist local government services including adult care, wellbeing, public health, children's services, education, housing, and planning
- Corporate policy and finance
- Customer led transformation
- New models of service delivery
- Service design, demand management, and systems leadership

We were set up in 2009 to transform the public services consultancy market by providing more for less, and are growing steadily because our clients keep finding new challenges for us. We've delivered over 200 successful projects for over 70 clients, with 96% of our clients coming back for more.

Our approach to small change interventions and major transformation programmes – whether transitioning to Cloud services or developing other elements – is to focus on making change happen whilst ensuring that that change is sustainable – we work with our clients, building capacity through skills and knowledge transfer and making ourselves redundant in ensuring change can continue after we have left. We start from a different place to most – with the positives and what works well.

Our prime aim is to ensure that the results and quality expected by our customer is achieved – or exceeded – within the engagement, and that the results extend beyond the delivery activity. We are well versed in project and programme methods and we apply these consistently in our work. We see our job as delivery to the client's specification, based on a deep understanding of context, drivers, requirements and strategic risks and issues. We act either as coach (supporting clients to get the job done, ensuring that they build and acquire the skills and experience they need) or as implementer (ensuring delivery of real

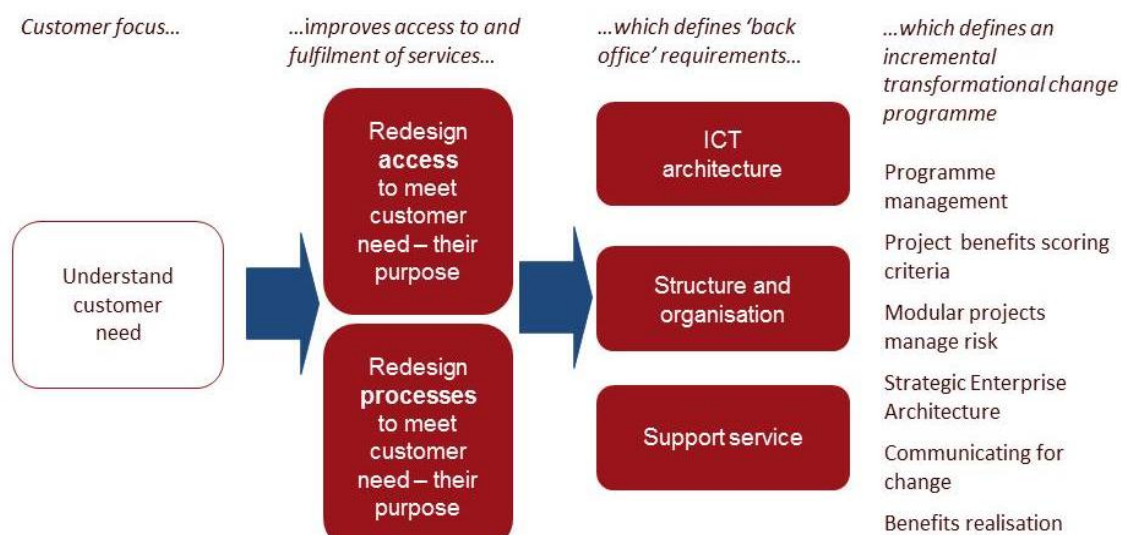
business results that are embedded and sustainable). These values are built into all our work, whether or not the brief explicitly includes skills transfer and capacity building.

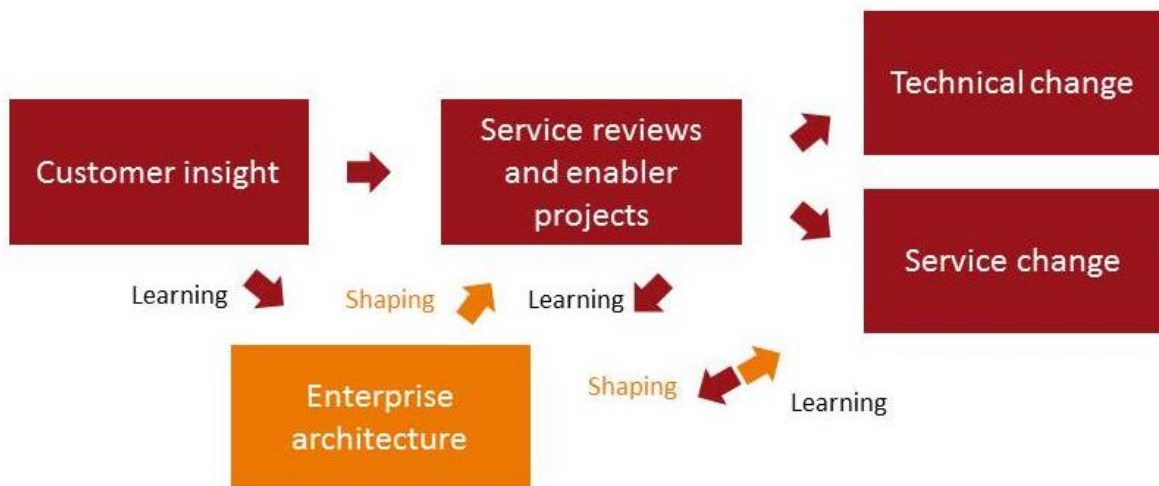


Service description

Our enterprise architecture approach is a to establish set of rules and implementation approaches to ICT, customer contact handling, and transformation which does not necessarily define one target operating model, but allows the client to transform in a coherent and strategic way over time, by making sure that all the elements of delivery and change work together effectively. In our experience an enterprise architecture approach provides a coherent, logically consistent framework for transition cloud, covering both IT and business process optimisation which can only be defined from engagement with processes, services, and customers. It sets out rules, guidelines, principles and approaches to ensure consistency and interoperability of different parts of the business.

The exploitation of enabling ICT solutions plays a critical role in building a coherent enterprise architecture which focuses on successful demand management and service delivery through increasing shift to cloud, customer self-service and service automation. CRM, master data management (MDM) and customer accounts area key components which need to be considered. However, it is our firm view that all technology investment and utilisation must be driven by business and customer requirements, not vice versa. Our starting point in reviewing a client's technology strategy is to look at the service delivery process as a whole rather than simply consider what particular software solutions can offer. In addition we recognise that no client starts with a 'blank canvas' and it is vital to make best use of existing capability before looking to procure new systems. In our recent work with Maidstone and South Lanarkshire councils we offered a coherent 'enterprise architecture' framework for customer-focused transformation spanning both operational and ICT functionality in order to create a more effective and efficient operating model, with technology acting as a key enabler of change and prioritisation of self-service wherever feasible.





Service management

Quality assured by RedQuadrant service leads and managed by experienced public service consultants.