BUSINESS ANALYSIS

Arke Ltd

Thank you for your interest in Arke – how can we help **you**?

We simplify complexity to enable better strategic decisions.

Arke is a small independent SME consultancy based in Wiltshire. We provide our clients with independent and objective Research, Strategic Analysis & Decision Support services. Whether it's with strategic, complex, novel technology options or tough organisational challenges, we help you to make the right decisions.

Our mission is to make a difference – to our clients, our community and each other. We pride ourselves on delivering outstanding analysis expertise for our clients. We instil our values of being collaborative, innovative and agile in all our projects. This underpins our approach of working in partnership with our clients to fully understand all challenges and to determine how we can provide high quality, pragmatic, tailored, sustainable solutions.

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ABOUT US

We understand the benefit of
experience, creativity and new ways
of thinking.

Our highly professional team consists of people at all
stages of careers from graduates through to recognised
industry experts. This ensures we create teams that provide
our clients with the right blend of knowledge
and experience, innovation and challenging thinking.

2 OUR TEAM

We made our reputation providing cost engineering and evidence-based decision support across Defence. As we have grown, we have expanded to support our clients across the public and private sectors with our **Cost, Decision Support, P3M, Business Analysis, Modelling and Simulation, Technology Design, Sustainability, Futures** and **Stakeholder Communications** services.

We work for UK and overseas public and private sector organisations. We have considerable experience of working with all tiers of Government departments and agencies, enabling our clients to get the best from novel and disruptive technology, maximising the value of research and better understanding barriers to change.

We have assessed options for satellite communications capability and technology. We have provided cost and benefits analysis delivering digital business and capability change in open systems architectures, communications systems and technologies. We have provided planning and analysis services for the development of novel technology concepts such as adoption of networked architectures, Edge processing and AI.

Our demonstrable track record of delivering responsive and innovative cloud and digital projects across our service catalogue has ensured we are a trusted supplier that offers high value for money for our clients.

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If you need help to understand your challenges, assess your options and provide you with all the evidence you need to make the right decisions, please get in touch.

4 AN OVERVIEW OF OUR SERVICE

Arke is an experienced provider of Business Analysis services across a wide range of client challenges.

We recognise the importance of efficiency and effectiveness for our clients, along with knowing when and how to challenge the status quo. Our service is delivered in an adaptable and flexible way so that we reliably generate the operational improvements our clients need.

Our Business Analysis service provides a comprehensive approach to guide your initiatives. Through close collaboration, our team of professionals provide you with the essential expertise, frameworks, methodologies and resources to tackle any challenges you may encounter. Our approach is particularly suited to identifying challenges and exploiting technology to solve these at a faster pace. This can realise significant time and cost benefits as well as getting capability into the hands of the end user faster.

We specialise in working within highly regulated industries and complex organisations, which in combination attract a large number of interdependencies between their teams and stakeholders. Our experience is often focused on new and disruptive technologies, from large complex assets to fast paced technologies and software, including Cloud technology – often in combination. We provide this support across government and particularly to Defence and the Home Office.

Our service offerings include:

- **Business/Enterprise Analysis Methods:** Architecture, Modelling, Mapping, Readiness Assessments and Change Management

- **Digital Transformation Technologies:** Digital Thread, Digital Twin, Digital Transformation

- **Stakeholder/Client Engagement**: Facilitation Methods, Workshop Design, User Journey and Story Development, Wargaming and Value Propositions

- **Operational Assessments:** Requirements, Processes, Gap Analysis, Training Needs Analysis, Options Analysis and Exploitation

- **Systems Thinking & Modelling:** Causal Mapping, System Dynamics, Systems Modelling, Stock & Flow Modelling

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We work with you to understand your goals and design and deliver a uniquely tailored solution that provides you with the outputs and benefits you need to achieve them.

Recent examples include:

Research & Development Exploitation:
Arke are supporting a large-scale assessment of existing processes and pipelines to provide a systematic means to prioritise and accelerate promising R&D into fielded capability.

We assessed the current process and identified gaps. We developed user stories to articulate our client's need and identify areas for improvement to expedite change; we outlined existing processes and identified areas for improvement.

We are developing and testing a decision support tool to automate advice on where additional investments in interventions should be made to exploit R&D at a faster pace. This approach has already made substantial time and cost savings at pilot stage.

Digital Transformation:
Arke explored our client's consular operating model, environment and culture to develop design criteria for a digital project to improve reporting usability and support cultural transformation. This work used a discovery path that included operational model analysis, user journey mapping and requirements analysis to baseline the remaining project phases, which defined a starting point for all project activity and was used to measure the projected and realised impact of change.

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OUR SERVICE IN DETAIL

Business Architecture

Business Architecture ensures alignment between our clients' objectives and operations, providing clarity on current and future states.

Our framework defines processes, roles, data flows and capabilities essential for strategic success thus avoiding inefficiencies and goal misalignment.

We offer a holistic approach to our clients' business landscape, encompassing capabilities, end-to-end value delivery, information and organisational structure. We also incorporate the relationships between strategies, products, policies, initiatives and stakeholders.

We ensure our clients are provided with clarity, risk reduction, better decisions, stakeholder satisfaction, measurable results and roadmap for sustainable growth.

Business Modelling

Business Modelling presents our clients with a structured method for understanding, analysing and enhancing diverse facets of a business. It acts as a guide for strategic planning, resource allocation, risk assessment and innovation.

We develop a simplified representation of a business, encompassing crucial elements such as its value proposition, revenue streams, cost structure, client segments and distribution channels.

Our Business Modelling offering enables you to make well-informed decisions, enhance performance and foster sustainable growth.

Business Readiness Assessments

Our structured process to Business Readiness provides our clients with assessments on their culture, employee readiness, processes, technology and stakeholder alignment to ensure they are equipped with the necessary resources and support for successful implementation of change and improvement initiatives.

We understand that Business Readiness Assessments are crucial for your initiatives, projects, or organisational changes.

We evaluate your readiness, risks and gaps for focused mitigation strategies, providing insights into your organisational strengths and areas needing improvement for a seamless transition from your current position to your desired end goal.

Change Management

Change Management guides our clients through transitions, facilitating successful implementation of new processes, technologies, or strategies crucial for growth and competitiveness.

We provide our clients with the necessary management skills to ensure smooth transitions, reduce resistance, foster stakeholder buy-in and optimise change benefits.

Our structured approach equips you to aid transitions in individuals, teams and the wider organisation to your desired future states, with a focus on effective communication, tailored training, stakeholder engagement and addressing concerns.

Our method engages employees, aligns stakeholders and mitigates risks for successful change adoption and driving of organisational growth.

Digital Transformation

Our team provide support to every aspect of our clients' digital transformation. Our holistic, system-based approach enables us to integrate services that address our clients' technical, organisational, enterprise level and human requirements to deliver the desired outcomes.

We provide services to assist you in defining requirements, developing digital transformation concepts, understanding organisational priorities, making optimal use of technology, road-mapping your organisational journey, utilising benefits-driven approaches, achieving outcome-focused results and planning for exploitation. We specialise in understanding and collaborating with complex systems and systems-of-systems. Partnering with us for your digital transformation means that you will be able to quickly navigate complexity and identify, define and realise the required transformation that is core to obtaining value-for-money in meeting your unique requirements.

Digital Thread

We support our clients in understanding their digital thread implementation. Our holistic, system-based approach enables us to integrate services that address clients technical, organisational, enterprise level and human requirements, ensuring the achievement of desired outcomes through digital thread approaches. Our services encompass understanding and defining data requirements, linking data and information to operations, developing digital thread concepts, understanding organisational priorities, optimising data and information usage, road-mapping organisational journeys, employing benefits-driven approaches, focusing on outcomes and planning for exploitation.

As experts in understanding and navigating complex systems and systems-of-systems, partnering with us for your digital transformation means that you will be able to quickly navigate complexity and identify, define and realise the required transformation that is core to obtaining value-for-money in meeting your unique requirements.

OUR SERVICE 8

Enterprise Analysis

Enterprise Analysis is crucial to clients aiming to understand their present state, pinpoint improvement opportunities and coordinate business strategies with operational capacities. In an environment of constant adaptation to market shifts, technological progress and evolving client needs, we use Enterprise Analysis to facilitate your strategic decision-making, resource optimisation and process enhancement.

Our methods scrutinise your structure, processes, capabilities and systems to identify improvement avenues and bolster strategic planning.

We analyse these aspects, so you can make informed decisions, optimise resources and mitigate risks.

Digital Twin

We support our clients in developing digital twins by creating high level, quick-to-run prototypes, ensuring that any digital twin development is tailored to reflect the most important aspects of the system and considers the benefits of various approaches.

We employ techniques such as System Dynamics or Discrete Event Simulation modelling to achieve this, allowing us to identify bottlenecks/points of opportunity and risk, test the impact of specific data on results, assess the knock-on effects of options within nodes of the system and evaluate system-level changes, such as policy alterations.

This rapid approach allows us to refine your requirements, understand the high-level impact, support data validation and generate inputs to more complex modelling approaches.

Enterprise Architecture

Our approach to Enterprise Architecture aligns our clients' business processes, IT infrastructure and technology, providing them with a comprehensive view for informed decisions, efficient resource allocation and streamlined operations.

Our approach provides you with a roadmap for digital transformation, enhancing agility and sustaining competitive advantage.

Through our structured framework, we align your processes, technology and objectives to ensure efficiency, cost savings, agility and competitiveness.

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Enterprise Mapping

Through our holistic approach we create visual representations to map our clients' entire landscape, gaining insight into internal processes, systems, data flows and interactions.

This is crucial for understanding complexities within interconnected systems, applications and data sources, which can lead to inefficiencies and challenges in decision-making.

Our Enterprise Mapping gives you a visual representation of your ecosystem, offering insights into relationships, dependencies and areas for improvement, identifying bottlenecks, optimising processes, enhancing collaboration and enabling strategic planning.

Facilitation

We deliver our clients effective facilitation services, enabling teams to collaborate, communicate and achieve their objectives.

In the face of complex challenges requiring diverse perspectives and creative solutions, we offer a structured and neutral facilitation process.

Our process guides discussions, meetings, workshops and focus groups of all sizes and seniority levels, creating a safe and open environment for exploring ideas, managing conflicts and efficiently achieving outcomes.

Our approach prioritises teamwork, innovation and problem-solving, supporting your successful project delivery.

Enterprise Modelling

We provide our clients with a structured and systematic approach to understanding their structure, functions, workflows and relationships through Enterprise Modelling.

We use techniques such as business process models, data models, organisational charts, system diagrams, simulation and scenario modelling and more to analyse, design and optimise your business processes, operations and systems.

Our services help identify inefficiencies, streamline processes, improve decision-making and foster innovation.

These techniques enable you to visualise complex systems, predict outcomes and make informed strategic decisions.

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Process Analysis

We work with our clients to analyse their current workflows, identify bottlenecks, inefficiencies and areas for improvement. Our analysis provides the baseline and identifies how to meet your needs, such as to streamline your operations, decrease costs, enhance yours and your clients' satisfaction and achieve strategic goals.

We offer a range of Process Analysis services such as process mapping, root cause analysis, KPI assessment, identification of best practices, automation opportunities, system dynamics modelling and workflow design. Through data gathering, workflow analysis, pain point identification and solution recommendations, we optimise your processes to ensure your operations deliver improved efficiency, productivity, cost-effectiveness, risk mitigation and alignment for success.

Options Analysis

Our Options Analysis service identifies options and recommends the best ones to aid client decision making.

Our team performs an objective assessment of each of their merits and disadvantages, to determine the best fit for the decisions at hand. We use our significant experience to help you with evidence-based decision making when confronted with a set of options.

Our team develop assessment criteria and accompanying modelling suites to robustly assess the effectiveness of candidate technology, platforms, business or systems options.

We tailor our approach from a range of assessment and assurance techniques, best practice and policy regimes to provide you with the evidence and assurance to select the best options and the confidence to know you made the right choice.

Gap analysis

We conduct an in-depth, independent and informed analysis to identify, evaluate and address discrepancies or gaps between our clients' current state and desired future state. Leveraging our extensive industry experience and in-depth knowledge, we offer a variety of Gap Analysis services, including strategic, process, technology, financial, risk and more.

We help you assess your current position, define your desired objectives and determine the necessary steps to bridge these gaps. By doing so, we empower you to make informed decisions, set achievable goals and prioritise initiatives.

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Requirements Analysis

We adopt a thorough, independent approach to analyse client projects, initiatives and system operations.

Requirements serve as the foundation for understanding and documenting client needs, plans and expectations from a solution. Without a clear understanding of requirements, projects risk scope creep, delays, cost overruns and stakeholder dissatisfaction.

We ensure that the end product or solution we provide our clients is clearly documented, providing an audit trail that serves as the basis for design, development, testing and implementation.

Through our services, we enable you to gain clear scope definition, reduce risk, identify cost savings, improve communication to help you successfully deliver your projects.

Research Exploitation

Our research and development exploitation service plays a pivotal role in translating research findings, innovations and discoveries into tangible benefits including new technologies, products, processes, methodologies and IP.

We bring a wealth of experience in R&D and its exploitation, working with you to bridge the gap between academic research and real-world implementation.

Our approach to R&D Exploitation unlocks the value of research investments, drives innovation and creates impact in your projects.

We partner with you to uncover the full potential of research outcomes, ensuring opportunities for innovation, economic growth and advancement are identified, captured, assessed, woven into project plans and outputs and ultimately fully exploited.

Systems Engineering

Arke offers a systems engineering and systems thinking perspective across all of our work. We provide holistic, enterprise level systems engineering services supporting clients at early stages of their projects. We collaborate with technical teams delivering research, development, pre-concept and concept stage work.

Our services include concept development, integration support of multiple technology systems and of systems with the wider environment, options formulation, option assessment, analysis for decision support, experimentation design and conduct and technical leadership.

We believe that a systems approach is critical for the delivery of large or complex programmes and this is built into what we do at every stage and for every project size. We specialise in understanding how to integrate technology with the wider environment including people, processes, infrastructure and organisations.

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OUR SERVICE

Systems Modelling

Our team specialises in simplifying complex systems for our clients, encompassing areas such as, business processes, enterprise structure and communication systems. We gather data, conduct thorough analysis and create a model that captures the interactions and relationships within the system. Through close collaboration with you and your key stakeholders, we ensure the model accurately reflects the system in question.

We provide you with visual representations or simulations illustrating how various components of the system interact and influence one another. These insights illustrate potential impacts of changes in one part of the system on others, enabling you to make informed decisions and identify areas for improvement or optimisation.

We provide you with a roadmap for understanding your complex systems more effectively, thus facilitating better strategic decisions.

Our approach to systems modelling offers a clearer understanding of how different factors interact within the systems and provides insights into potential outcomes of various scenarios. Ultimately, this improves efficiency, decision-making and the ability to anticipate and mitigate risks within your organisation's operations.

Training Needs Analysis

In our Systems Approach to Training, the Training Needs Analysis (TNA) analyses identify and define new or revised training requirements tailored to individual, team and collective training.

Using robust analysis techniques, including task/role analysis, requirements analysis, risk assessment and cost-benefit analysis, we craft a comprehensive, auditable TNA report. We carefully project manage this process, to ensure efficient delivery, management of assumptions and constraints and close collaboration with key stakeholder groups. Additionally, we incorporate applied psychology and human factors analysis methods, to address the human aspect within the training system.

Systems Thinking

We specialise in offering our clients a thorough understanding and analysis of complex systems. Rather than focussing on individual components, we consider how they interact and influence each other as a whole. Our approach identifies patterns, feedback loops and relationships within the system, providing valuable insights into its operations and areas for improvement. Through techniques such as mapping system structures, identifying key stakeholders and analysing data, we develop a comprehensive understanding of the system dynamics. By offering holistic insights, we provide you with the ability to grasp the underlying dynamics of a system, thus gaining deeper insights into both challenges and opportunities.

Our analyses go beyond surface-level symptoms, uncovering root causes to facilitate more effective solutions. We provide you with detailed analyses, visual representations of system structures and actionable recommendations that enhance efficiency, effectiveness and sustainability within the system. We equip you with the knowledge to make informed decision-making and strategic planning to address challenges and leverage opportunities effectively.

User Journey

Drawing on our range of skills; Facilitation, Process Analysis, Workshop Design, Requirements Analysis and more we explore User Journey's to uncover insights into user interactions with products, services, or platforms.

Our approach pinpoints our clients' pain points, touchpoints, preferences and opportunities for improvement. We work with you to create a visual representation of your user's journey, encompassing their path, emotions, motivations and actions throughout their engagement. We identify key stages such as awareness, consideration, decision-making, usage and post-interaction feedback.

Our services include user personas, client journey mapping, usability testing, feedback collection and analysis.

User Story

User Stories details user's goals, actions and expectations as they sign up for a product or service. Through these user stories, our clients can create a seamless, user-friendly journey, boosting engagement and reducing attrition.

Our services include user research, user story mapping, identifying points of automation and usability testing. By understanding your user goals, pain points and expectations, we help you to design an onboarding process that enables your users to have a fulfilling experience. This approach not only enhances user satisfaction but also sets the stage for long-term client retention.

Value Propositions

Our team specialises in the holistic methods that provides clarity of how value may be generated from any business option or change. Key to this is understanding how different stakeholders may perceive the change, whether success may depend on buy-in and the required measures to unblock change or incentivise new ways of working.

We generate Value Propositions for each key stakeholder based on specific types (currencies) and sources of value through the system. We build cases for change that consider key factors such as balances and trade-offs between stakeholders and various forms of benefits.

Our Value Propositions are powerful for communicating ideas, become a method for measuring success and provide you with a clear audit trail for your decision making. Our collaborative approach, built on specialist facilitation methods and systems thinking, delivers a clear route to your benefits realisation and strategy.

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Workshop Design

Our service provides specialist design and delivery of in-person, digital and hybrid workshops.

Our workshops are designed to be engaging, interactive and bring together a diverse community to create compelling outcomes and engaging outputs. This is used to support research synthesis and insight development, challenge framing, concept ideation and development, future worlds and scenario development, wargaming scenario testing ('Red teaming'), strategic and technology road-mapping, prioritisation and decision conferences, project retrospectives and improvement events, systems and process mapping and team building.

We work with you to define the scope of the workshop(s) and develop an approach to supporting research, generation of materials, organising logistics, identifying attendees, designing workshop flow, facilitating and delivering the workshop and preparing all emerging content. This provides you with an important and valuable way of sharing information, generating new insights, creating tangible outputs and catalysing decision making needed to drive change.

Wargaming

We understand that testing ideas/strategies/ changes and their implications can be challenging. This is especially true when there are many moving parts, people, conflict and aspects to a system.

Wargaming gives our clients the opportunity to put its people at the heart of analysis: immersing players in a scenario that allows them to try out ideas and learn from the decisions they make. A wargame provides players and analysts with a way to test, assess and learn about new ideas/ strategies/changes.

Our teams design, facilitate and support analysis of wargame events. When you are considering new technologies, our wargaming service allows for unforeseen problems and opportunities to be identified early providing you with the opportunity to act early and with greatest impact.

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To find out more about how we can help you please contact:

Jess Green, Director: jgreen@arkeltd.co.uk
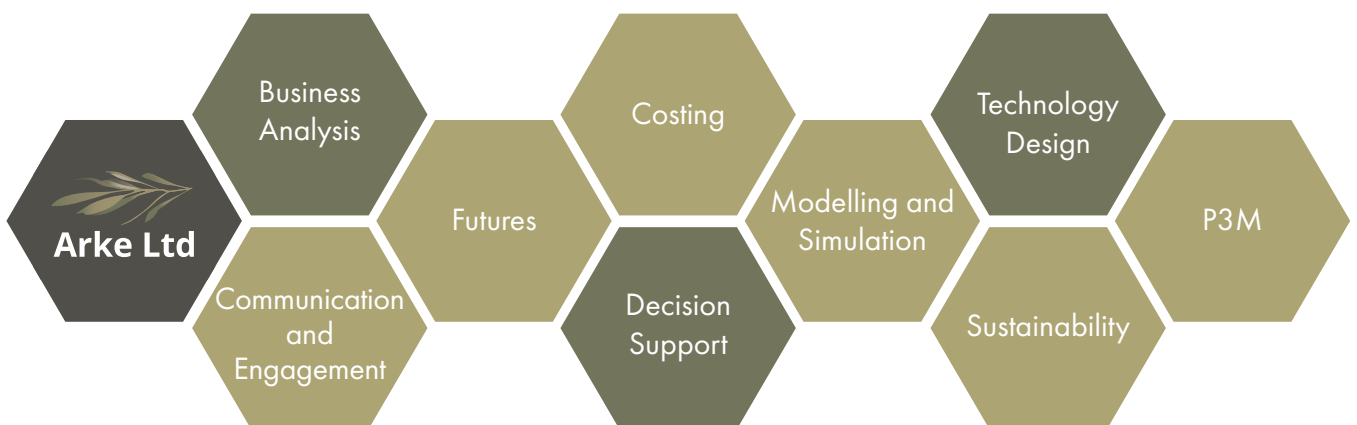And visit our website: www.arkeltd.co.uk

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Company Accreditations
We are ISO9001 and ISO14001 compliant. We hold Cyber Essentials + and hold a Silver Award in the Armed Forces Covenant Employer Recognition Scheme.

Social Value
We are committed to the creation of social value through all aspects of our operations. As members of the Arke family, all staff are invited to engage and be part in the creation of social value as an integral part of their working life. We aim to create positive value for our clients and our community in all we do.

Arke Ltd

Business Analysis

Costing

Technology Design

Futures

Modelling and Simulation

P3M

Communication and Engagement

Decision Support

Sustainability

Arke offers a range of services to help you make the right decisions
Details of all our services can be found by simply using the G-Cloud search facility.