

Service Transition

As part of our Service Transition solution, we can transfer a clients' existing service provision to a new arrangement. This can be delivered in one of two ways:

- In cases where a client wishes to change their existing operation from a multi supplier service to a single supplier service, we can manage the contracting route on the clients' behalf. This will include determining the service requirements, managing the relationship and engagement with existing suppliers (including all matters relating to TUPE), procuring a new supplier and agreeing the commercial arrangement, managing the exit process of existing contracts, ensuring that the new supplier is on-boarded as smoothly as possible and is in receipt of all required documentation / information, and maintaining a full record library at all times.
- Alternatively, in cases where a client is looking to migrate contracts or to change an element of an existing contract, we can assist with all matters relating to this migration / transfer. This includes situations where a client wishes to offshore an element of their service provision or to arrange for the service to be delivered from a different viewpoint. In such cases, we manage all aspects relating to the commercial arrangement and any HR matter associated with this, e.g. dealing with TUPE transfers of staff, developing the terms and conditions of business, determining pay reconciliation needs, along with any pension requirements associated with this.

Health HR UK has a wealth of experience managing Service Transitions and have undertaken this in both public and private sectors and variety of industries. The types of services that we have managed the transition of include helpdesks, application development, hosting, data centres and a wide range of commodities.

As well as transferring contracts relating to outsourced services, we also manage the insourcing of services. This includes working with the client to develop a new operational model and organisational design if required, identifying the required job roles and design of these, restructuring existing teams to deliver the new operational model, reskilling staff where needed to meet the new role requirements, and facilitating the recruitment process in cases where additional resources are required.

In any Service Transition, we ensure that we provide quality assurance throughout the entire process and apply our best practice knowledge so that we can determine the quickest and most effective way to transfer the contract which will subsequently prevent the client from falling into any contractual, obligatory or legal pitfalls, which may elongate the process or cost the client more.

Prior to any Service Transition, we will ensure that detailed and robust planning is undertaken and that all potential risks are being managed accordingly. As part of our service provision, we also ensure that any knowledge acquired is transferred to the client along with the provision of ongoing detailed management information reporting so that the clients develops their knowledge and has clear visibility throughout the entire process.

Upon conclusion of the Service Transition, we will undertake a detailed review to validate whether the client has realised the full benefits of the new service resulting from the change.