

Unlock extraordinary results.

Operating Model Design

G-Cloud 14 Service Definition Document



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CREDERA OVERVIEW

Credera is a digital consultancy that helps leading brands unlock extraordinary results

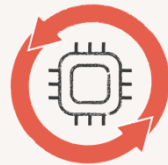


We help our clients across five main areas



STRATEGY

We help organisations to build a strategy that delivers them the results they need to create and sustain their competitive advantage



TRANSFORMATION

We help organisations change the way they succeed in operations, technology, strategy, and innovation to ignite business results



CLOUD

We help organisations to harness the benefits of the cloud, to enable tangible business outcomes, through strategy, architecture, delivery, and optimisation



DATA

We help organisations transform the way they work by exploiting the power of their data and applying practical data approaches



ENGINEERING

We help organisations to deliver technology platforms, taking a holistic approach that addresses tech, process, and structure to make a lasting impact

Our teams bring deep capabilities in five core disciplines and many of our client engagements span multiple areas of focus

CAPABILITIES

Credera's capabilities span the disciplines of management consulting, user experience, data, AI and technology solutions



MANAGEMENT CONSULTING

We partner with clients to define and implement strategies and modern operating models that enable high performance and sustainable growth.



eCOMMERCE

We help our clients go beyond a functioning consumer website by leveraging a dynamic strategy, robust implementation, and actionable optimisation.



INNOVATION

We help companies to innovate better by applying a structured approach that spans the stages of the innovation journey.



AI

Our proven offerings dramatically accelerate our client's journey to building a data culture.



EXPERIENCE DESIGN

We craft distinctive experiences that connect our clients to their customers so both sides better understand each other and achieve their goals efficiently.



CLOUD

We help clients plan their cloud journey, build cloud-native solutions, transform operating norms, modernise and optimise apps, and prepare teams to support it.



MARTECH

We help our clients implement, customise, and activate technology that powers profitable and harmonious cross-channel experiences.



DATA

We help clients capture and refine their data to optimise business value through improving efficiency and accelerating decision making.

OUR GLOBAL PARTNERSHIPS

We partner with leading platforms and providers

Our global partnerships industrialise our consulting offering and accelerate our clients' dynamic customer experience (DCX) ambitions



OUR EXPERIENCE

We bring deep public sector experience

Our team has helped organisations of all sizes across the public sector with initiatives spanning strategy, transformation, cloud, data, and engineering



Our Service Offerings

Data

Analytic Data Product Engineering

Data Warehouse Modernisation

Cloud Data Transformation

Realtime Analytics Platform Development

Cloud Data Platform Governance,
Privacy

Data Pipeline Development & Deployment
(DataOps)

Data Analytics Transformation

Data Analytics Delivery

Data and Analytics Maturity
Assessments

Data Visualisation

Data Engineering

Machine Learnings Model Development and
Deployment (MLOps)

Data Management Capabilities Review

Data Mesh Transformation

Data Platform

Data Migration

Data Platform Service

Data Mesh Transformation

GCP Platform Engineering

Data Migration

AWS Data Platform Engineering

Data Capability Review

Azure Data Platform Engineering

Customer Data Strategy

Microsoft Fabric

AWS Data Zone/Lake Formation

Cloud

Cloud Health Check Service

Cloud Migration Service

AWS Cloud Consulting

Microsoft Azure Cloud Consulting

Google Cloud Consulting

Cloud Service Management

Cloud Solution Architecture

Cloud Strategy Service

Cloud Technical Design Authority and Assurance Services

Cloud FinOps Services

Cloud Governance and Compliance Services

Cloud Sustainability Design and Assessment Services

Multi-Cloud Implementation Services

Private Cloud Implementation Services



Our Service Offerings

AI

Scaling AI for Enterprise

AI Academy

AI Maturity Assessment

AI Powered Experiences

AI Powered Engineering

Generative AI Acceleration

AI for Healthcare

AI for Education

GenAI for Knowledge Management

Large Language Model Operations

Intelligent Workplace Automation Using AI

Data Readiness and Cleansing for AI

Agile, Agility and Adaptive Delivery

User Research and Total Experience Strategy

Agile Programme Delivery and Advisory

Agile Transformation

Digital and Cloud Operations

Rapid Prototyping

User Experience (UX) Design

Product Centric Delivery

Engineering

Cloud Application Modernisation

Cloud Engineering Service

Cloud Low-Code Delivery Expertise Service

Full Stack Engineering

Site Reliability Engineering

Cloud Native Software Engineering

DevOps Transformation and Improvement Services

Innovation

Bespoke Innovation Service

Innovation Readiness and Maturity Assessment

Structured Innovation

Innovation for Healthcare

Innovation for Data

Innovation for IT Operations

Scaling Innovation

Innovation and Prototyping

Our Service Offerings

Architecture

Cloud Architecture Services

Cloud-Native Architecture Service

Current State Assessment

Effective Cloud Architecture

Enterprise Cloud Architecture

Integration Platforms and Services

Network Service Migration Management

Strategic Cloud Architecture

Solution Architecture

Strategic Architecture

Architecture Operating Model Design

Architecture Assurance

Modern Marketing Transformation

CRM Strategy and Implementation

Marketing Cloud Maturity Assessment

Marketing Cloud Optimisation

Marketing Cloud Strategy

Single Customer View Development

Single Customer/Citizen View

Content Management Systems

Customer Data Platform

Enterprise Content Management

Search Engine Optimisation

MarTech Operating Model

Programme and Solution Delivery

Cloud Programme/Project Management

Cloud Service and Vendor Transition

Delivery Assurance

PMO as a Service

Portfolio Management

Delivery Partner

Sourcing and Managed Procurement

Migration of SaaS Applications

Performance Testing and Quality Assurance

Business Analysis

Our Service Offerings

Business Transformation

Cloud Business Case Service
Data and Analytics
Operating Model Service
Service Design
Business Strategy
People Change and Communications
Operating Model Design

Digital and Partner Services

Salesforce Consultancy, Implementation and Support	Adobe Experience Cloud Platform Solution
Pega Cloud Support Service (Business Value as a Service)	Adobe Experience Manager - Websites Implementation
Pega Intelligent Automation Implementation Service	Adobe Experience Manager - Health Check / Audits
Pega MarTech Consulting Service	CMS Bridge - Adobe Experience Manager Content Migration Tool
Pega Digital Experience Design	Content Supply Chain
Pega Customer Relationship Management Service	Adobe Analytics to Customer Journey Analytics Migration
Pega Customer Engagement as a Service	Google Analytics Universal to Customer Journey Analytics Migration
Pega Modernisation Service	Implementing Real-time CDP
	Implementing Adobe Journey Orchestration
	Adobe Target Run-and-Operate Personalisation
	Adobe WebSDK First Party Data Preservation

Operating Model Design

Credera will help optimise your business and accelerate change by translating strategic objectives into streamlined Operating Models and delivery roadmaps. Our holistic approach combines analysis of strategy, operations, people, processes, data and technology to benefit-focused Operating Models with comprehensive change management plans.

Features

- Clear strategic vision, goals and objectives to drive transformation
- Detailed analysis of current people, processes, technology and data dynamics
- Comprehensive stakeholder engagement plan to gather insight and promote buy-in
- Bespoke Op Model design, drawing upon industry best practice
- Streamlined processes and workflows to deliver business efficiency
- Strategic alignment of organisational structure, roles and responsibilities
- Technology integration to support and enhance Operating Model goals
- End-to-end change management communications and support plan
- Performance metrics and KPIs to monitor delivery and benefits

Benefits

- Improve organisational alignment to strategic goals
- Improved strategic decision-making, supported by metrics and KPIs
- Enhanced operational efficiency through streamlined processes
- Improved agility and resilience to changing environmental conditions
- Cost savings through more efficient resource allocation
- Improved outcome delivery and customer experience
- Accelerated time-to-market, enabling faster delivery of products and services
- Increased culture of innovation and experimentation
- Sustainable growth supported by a scalable operating model

Operating Model Design

SERVICE DEFINITION

OUR PERSPECTIVE

- Operating models are crucial to enabling an organisation to effectively deliver value to citizens and customers, whether internal or external.
- It is not enough for organisations to simply focus on technology to deliver their strategy. The design of the organisation across multiple layers must be considered.
- We bring wide ranging experience of data strategy, technology, engineering, management and governance to craft benefit-focused Operating Models.

SERVICE PURPOSE AND OBJECTIVES

- Our service will help optimise your business and accelerate change by translating strategic objectives into streamlined Operating Models and delivery roadmaps.
- Our holistic approach combines analysis of strategy, operations, people, processes, data and technology to benefit-focused Operating Models with comprehensive change management plans.

OUR APPROACH

- We take a structured approach to operating models that combines design thinking with a systematic process to unlock the value of the organisation.
- Our process involves four steps: discovering the current state, developing a high-level design, building a detailed design, and implementing it.
- We apply our experts in data, technology, processes, policies and people to gain insights.

OUR CAPABILITIES

- We help companies at all stages in the process, from assurance to design and execution.
- We have developed an eight-box methodology to cover all bases.
- We offer a high-level design service to deliver value to new clients in twelve weeks.

OUR EXPERIENCE

- Recent clients amongst several include the Department for Work & Pensions, HMRC and wider government, a global oil and energy company, a major airline business, an FTSE100 financial services provider and a major water utility provider
- We have deep experience helping companies understand all dimensions of their as-is operating model, translating vision and strategic objectives into a target operating model that delivers value.

OUR SERVICES / TRANSFORMATION

Ignite business results through transformation

Whether working through an operations, technology, marketing, or strategy challenge, significant transformation requires an experienced and innovative approach to unlock efficiencies and cost savings



Target Operating Model



Programme Leadership & Change



Modern Marketing Transformation



Application Modernisation



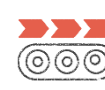
Operational Excellence



Structured Innovation



Agile & DevOps Transformation



Process Automation



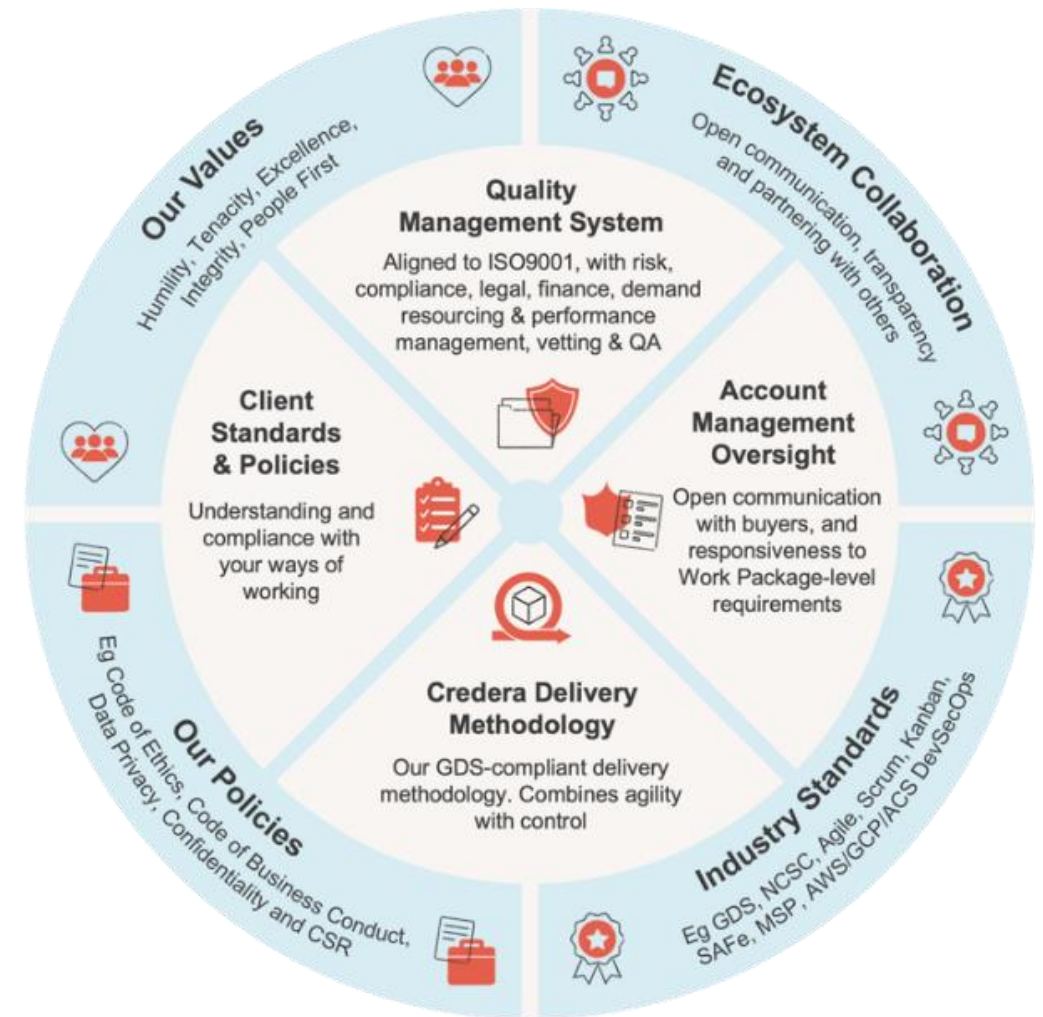
Enterprise Architecture

Credera Operational Framework

Our operating framework is designed to uphold the highest standard of excellence across all aspects of our engagements. We ensure superior quality assurance through performance evaluations and integrated client feedback. Our account management processes are built on a deep understanding of our clients' needs, ensuring a personalised service and sustained engagement. Our delivery methodologies are rooted in efficiency and adaptability, utilising our deep experience and best practices to achieve timely and successful outcomes.

We adhere to strict standards and policies to maintain integrity and reliability, whilst our commitment to ecosystem collaboration enhances our ability to leverage diverse insights and expertise across industries.

Central to our approach are our core values: Humility, Tenacity, Excellence, Integrity and People First, which guide our every decision, underscoring our dedication to ethical business practices and client service.



OUR CULTURE

Our consultants are qualified beyond their specialisms

Achieving accreditations plays a big role in ensuring our consultants are well equipped for any challenge



75%
CLOUD CERTIFIED

With certifications spanning Azure, AWS, GCP, Adobe, Pega, Salesforce, etc.



84%
DIGITAL CERTIFIED

Including certified SAFe Practitioners, Scrum Masters, and Product Owners



46%
DATA CERTIFIED

Ranging from architecture, modelling, analysis, and visualisation

Additional Information



PRICING

This service is priced in accordance with the SFIA rate card provided and can be modelled using a range of commercial approaches e.g. time & materials, fixed price, risk/reward and velocity based, etc.. Please refer to our pricing document for more information.

ORDERING/INVOICING

Unless otherwise agreed in the proposal, all fees and charges associated with the engagement will be invoiced monthly in arrears. Invoices shall be paid by the client within thirty (30) days of the date of the invoice.

ONBOARDING / OFFBOARDING

Credera's cloud support services can be ordered by contacting our team via the detailed given in the 'Contact Us' section of this document. Clients can terminate their engagement with us with 30 days' notice.

Additional Information



CONSUMER RESPONSIBILITIES

Consumer responsibilities are closely aligned with the specific requirements of the engagement. As such, these responsibilities must be discussed and agreed upon with the customer before the engagement begins. All responsibilities are clearly outlined in the call-off contract/order form.

TECHNICAL REQUIREMENTS

The technical requirements and dependencies for the services offering under G-Cloud 14 are tailored to each individual call-off. It is essential to discuss and agree on these details with the customer before the engagement commences.

SERVICE CONSTRAINTS

There are no constraints to this service. We work collaboratively with our clients to identify their needs.

TRAINING

Credera strives to facilitate a seamless transfer of knowledge and skills from our consultants to our clients' teams, ensuring an effective and beneficial learning experience.

The Credera Difference

Working with the right partner is crucial to program success. At Credera, consulting is not just solving a tough problem or creating growth, it's that and so much more.

Our clients consistently tell us that working with Credera feels different. Our collaborative approach leaves them feeling empowered, supported, and secure and makes tackling challenges together enjoyable.

That's the Credera Difference.



Excellent engagement with experienced people providing good quality guidance and advice, responding to changing situations quickly and effectively, and producing substantive materials for us to build on.

Stuart Moore

Head of Crown Hosting,
HMRC



Credera's advice, professionalism and collaborative ways of working over a three-year period have been instrumental to the successful delivery of this major transformation programme.

John Quinn

COO, Government of Jersey

Contact Us



Vassilis Serafeimidis

Public Sector Lead

Vassilis.serafeimidis@credera.co.uk

Credera Bid Central

Bid Management

bidsupport@credera.co.uk

For more information about this service or any of our G-Cloud services, please contact our Public Sector/Bid Team. In your communication to us, please include the following details:

- The name of this service
- The name of your organisation
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work



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[CREDERE.CO.UK](https://credere.co.uk)