

# Unlock extraordinary results.

**Delivery Partner**

G-Cloud 14 Service Definition Document



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## CREDERA OVERVIEW

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

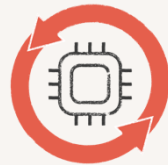


# We help our clients across five main areas



## 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

# Delivery Partner

Credera's managed procurement service enables us to design, source and deliver the right technical and commercial package for our clients.

Our focus is on identifying and realising best value for our clients, while leveraging our market knowledge and independent expert views across broad range of technologies

**Features**

- Business case development and management
- Flexibility and Scalability: Adapting to changing requirements and business needs
- Vendor Management: Managing relationships with external vendors and suppliers
- Project Management: Providing experienced project management, workstream management and PMO
- Change management and communication strategy and management
- Benefits tracking and realisation
- Knowledge transfer to client team
- Resource Management: Optimising the allocation and utilisation of resources
- Scope Management: Defining and managing project scope
- Quality Assurance: Establishing standards to meet or exceed stakeholder expectations

**Benefits**

- Establishes best practice Programme management process
- Can ramp up or down to meet demands and timelines
- Ensures that vendors meet obligations and contribute to project success.
- Leadership to ensure projects are on time, budget, and quality
- Ensures smooth transitions, adoption of processes, systems, and ways of working
- Risk reduction through central management of dependencies
- Promotes knowledge transfer, collaboration, and continuous improvement
- Helps balance resource demands, identify gaps, and address resource constraints
- Prevents scope creep and ensures projects stay focused on objectives
- To ensure that the project maintains a high-quality outcome

# Delivery Partner

## SERVICE DEFINITION

### OUR PERSPECTIVE

- The key to being a delivery partner is collaborating with external stakeholders to deliver projects or services to clients. We believe that to do this effectively, we need to provide specialised skills, technologies, or resources that are not available internally, enabling organisations to meet project requirements or deliver services more effectively and efficiently.
- We believe in empowering organisations to achieve programme success by providing comprehensive skills and expertise tailored to establish, manage, and transition large programmes effectively.

### SERVICE PURPOSE AND OBJECTIVES

- Credera's service provides the skills and expertise to establish, manage, and transition large programmes. The service shapes and onboards the right skills to deliver, manage, and track progress.
- We are dedicated to driving lasting change within organisations by delivering impactful programme outcomes that result in meaningful transformation and improvement across the business.

### OUR APPROACH

- Credera offer a holistic suite of services, encompassing Programme, Project, and Workstream management, Change Management, and PMO services, to address the diverse needs and challenges of our clients.
- We adopt an outcome-focused delivery approach, emphasising the achievement of tangible and measurable results that drive meaningful change and value for our clients.
- We typically follow these steps: Planning and strategy definition, define governance, execution, manage, issue management and resolution, continuous improvement and closure.

### OUR CAPABILITIES

- Our team brings comprehensive expertise in Programme, Project, Workstream Management, Change Management, Client Relationship Management, Quality Assurance, Risk Management and PMO services, enabling us to provide end-to-end support for large programmes.
- We leverage proven change management frameworks and methodologies to facilitate effective organisational change and transition, driving adoption and buy-in across stakeholders.

### OUR EXPERIENCE

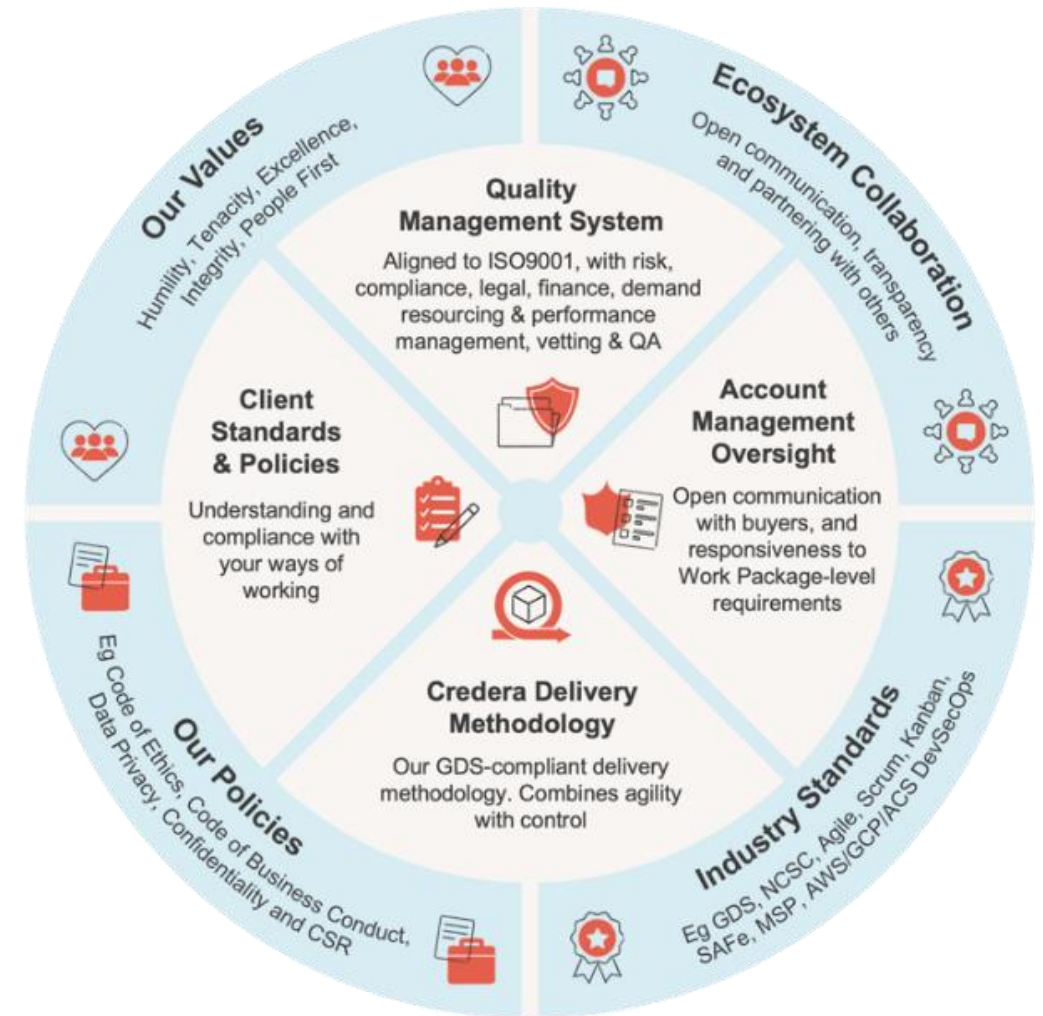
- We have a proven track record of supporting large programmes across various industries and sectors, delivering successful outcomes and driving lasting change within organisations.
- Many of our clients view us as long-term partners, relying on our expertise and support to drive programme success and achieve their strategic objectives over the long term.

# 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 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

## 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



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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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