

G-CLOUD 14

SERVICE DEFINITION DOCUMENT

OPERATING MODEL



CAJA

CAJA LTD



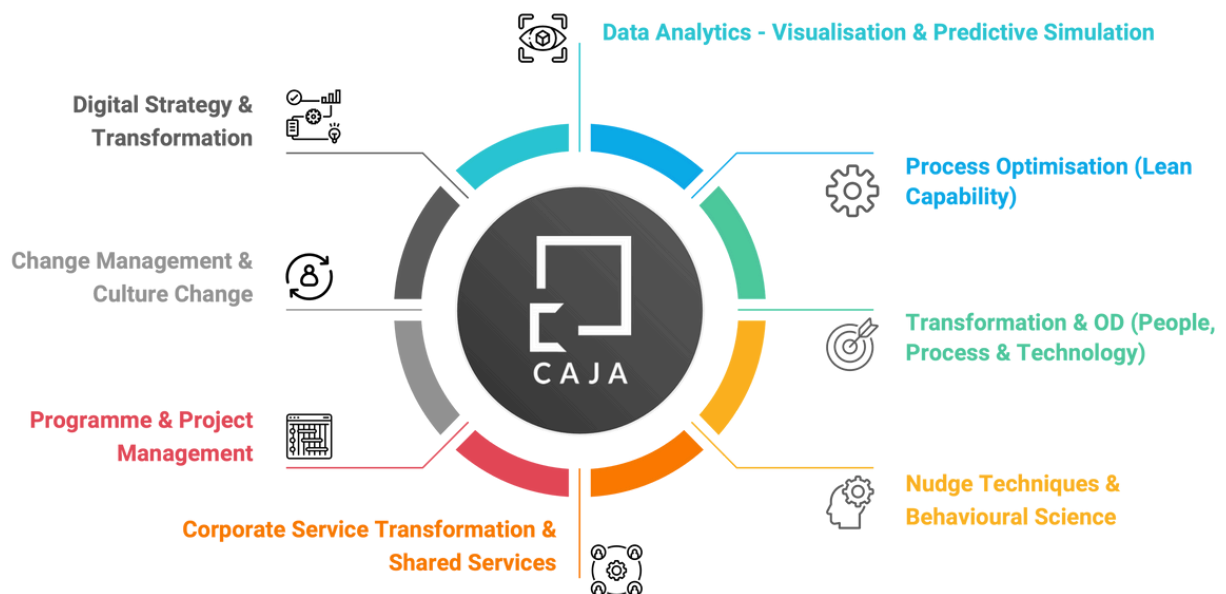
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What We Are and What We Do

Caja is an innovative business transformation consultancy, located on Keele University Science Park. With a profound focus on organisational optimisation, (strategy, Process, Technology & People) business & digital change, for successful evidenced based outcomes, our expertise is underpinned by robust governance and programme management, data & behavioural science, challenge, knowledge sharing, and transfer.

WHO ARE
CAJA



Our collaborative approach begins with a deep understanding of your vision and goals, delving into the intricacies of your environment and organisation, and ensuring that there is a shared understanding of your strategic priorities.

Our experienced senior resources are leaders in their respective fields, pooling a breadth and depth of knowledge and experience from across the private and public sectors. Our directors, all of whom have previously held senior roles in large global professional services, outsourcing and transformation businesses, manage the Caja community and are dedicated to ensuring that all our clients receive consistent high-quality outcomes, underpinned by robust quality assurance frameworks.



Vision

Our vision is to be the industry leader in business transformation, continually setting benchmarks for innovation and excellence in service, impacting a broad spectrum of industries including public, private, health, and education sectors.



Mission

Caja is committed to driving sustainable transformation and solving complex problems through innovative, tailored solutions that combine people-led processes and advanced technology, enhancing business success across diverse sectors.

Caja leverages the expertise of over 140 business consultants across various industries to offer a robust alternative in the market, driving real and sustainable change.

Our entrepreneurial spirit fosters strategic technology partnerships in areas like digital transformation, AI, robotics, and cybersecurity.

Our team's vast experience spans local and central government, the charitable sector, and private industries, aligning organisational capabilities with strategic visions.



OUR EXPERIENCE

At Caja, we pride ourselves on crafting tailored solutions that drive success and innovation. The following case studies are a testament to our strategic approach, showcasing the significant impacts we have achieved in partnership with our clients. Each example highlights our commitment to transformative solutions and the real, measurable benefits our clients have experienced.



**Behavioural Science
in Primary Care**



**ERP Business Case
Development**



**Adult Social Care
Transformation
Programme**



**Corporate Technology
Programme**

For more information and case studies - please visit <https://www.cajagroup.com/experience/>

OPERATING MODEL



Caja specialises in supporting and facilitating clients in assessing and optimising their current operating model, or designing a future-oriented model that aligns seamlessly with their overarching business strategy. We prioritise the simplification and enhancement of 'end-to-end' processes through the strategic integration of digitisation, artificial intelligence (AI), and other digital technologies, ensuring that all stakeholders are equipped to embrace and adapt to these new ways of working.

Our service features encompass a comprehensive analysis and assessment of the existing 'As Is' operating model, followed by the development of innovative yet strategically aligned 'To Be' operating models. We implement best practice processes that span the entire operational spectrum, integrating seamlessly with both the workforce

and technology infrastructure. A key aspect of our approach is our unwavering focus on the customer, coupled with robust engagement strategies that involve all relevant stakeholders.

We establish clearly defined principles that can be applied uniformly across the organisation, ensuring consistency and coherence in operations. Our integrated business and technology architectures are underpinned by rigorous business cases, providing a solid foundation for decision-making. Additionally, we offer expert change management support to facilitate sustainable and effective transformation, along with benefits management to track and realise the anticipated outcomes.

Engaging with our service yields numerous benefits for our clients. They receive tested and fit-for-purpose integrated business and technical architectures, tailored to their specific needs and objectives. Our solutions enable integrated operations that are fully aligned with the delivery of strategic business initiatives, fostering agility and responsiveness. Clients also gain access to costed business cases, plans, and benefits assessments, which highlight potential risks and issues while ensuring transparency and accountability. Early engagement of all impacted stakeholders ensures smooth and collaborative implementation, ultimately leading to the delivery of sustainable change and tangible benefits.

Standards for Consultancy Day Rate Cards

- **Consultant's Working Day** - 8 hours exclusive of travel and lunch
- **Working Week** - Monday to Friday excluding national holidays
- **Office Hours** - 9am to 5pm
- **Travel and Subsistence** - Included in day rate within 30 miles of Caja Ltd Head Office in Keele. Payable at departments standard T&S rates outside this area of travel
- **Mileage** - Payable at department's standard T&S rates
- **Insurance Included** - Professional indemnity, employers liability and public liability included in day rate

OUR
PRICING

	FOLLOW	ASSIST	APPLY	ENABLE	ENSURE/ ADVISE	INITIATE/ INFLUENCE	SET STRATEGY/ INSPIRE
Strategy & Architecture	£473	£578	£840	£998	£1,260	£1,575	£1,995
Business Change	£473	£578	£840	£998	£1,260	£1,575	£1,995
Solution Development & Implementation	£473	£578	£840	£998	£1,260	£1,575	£1,995
Service Improvement	£473	£578	£840	£998	£1,260	£1,575	£1,995
Procurement & Management Support	£473	£578	£840	£998	£1,260	£1,575	£1,995
Client Interface	£473	£578	£840	£998	£1,260	£1,575	£1,995

All rates are exclusive of tax and subject to individual discussions with clients. Caja Management team reserves the right to change these rates at any time.



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