

G-CLOUD 14



CAJA

CAJA LTD

SERVICE
DEFINITION
DOCUMENT

PROGRAMME MANAGEMENT



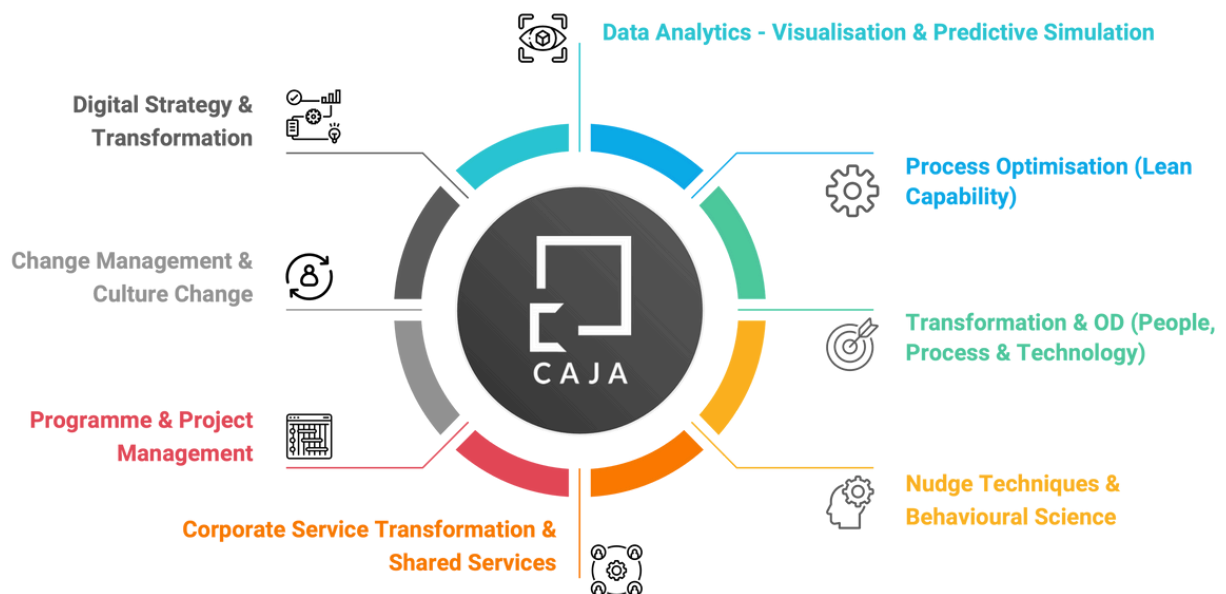
IC5, Innovation Way,
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What We Are and What We Do

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/>



PROGRAMME MANAGEMENT

Caja possess an extensive range of skills and experience in delivering large-scale complex change. We offer a variety of programme management capabilities to collaboratively support our clients in achieving successful delivery and outcomes, including business case development, planning and mobilisation, governance, programme office management, change management, delivery of successful outcomes, reporting, coaching and mentoring, and benefits realisation.

Our service features senior, experienced programme delivery-focused resources with a strong emphasis on knowledge transfer, as well as a pragmatic and practical application of best practice project methodologies. We provide integrated portfolio programme management services covering design, development and

delivery, along with stakeholder engagement and communication. Additionally, we ensure visible tracking, active management, and reporting of milestones, deliverables, risks, and issues, with timely appropriate governance, escalation, and decision-making facilitation and assurance. Our service also includes standard methodologies, tools, techniques, documentation, and templates, incorporating Prince2, Waterfall, and Agile methodologies, along with partnership working.

The service benefits are significant. Clients can expect a single 'version of the truth' across programmes and stakeholders, with projects delivered on time and to budget, accompanied by performance measurement. We ensure appropriate management of scope and change, timely management and escalation of risks and issues, and the ability to keep programmes on track. Moreover, we focus on the development of client teams through knowledge transfer, coaching, and mentoring.

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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