

G-CLOUD 14



CAJA

CAJA LTD

# SERVICE DEFINITION DOCUMENT

# CONSULTANCY



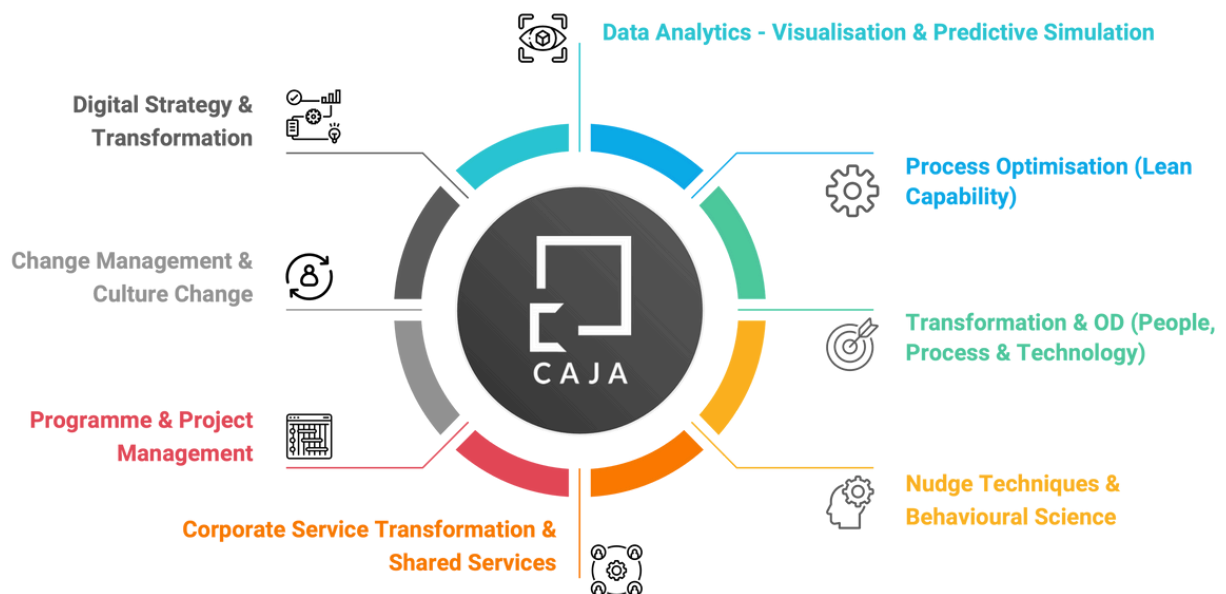
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## What We Are and What We Do

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.



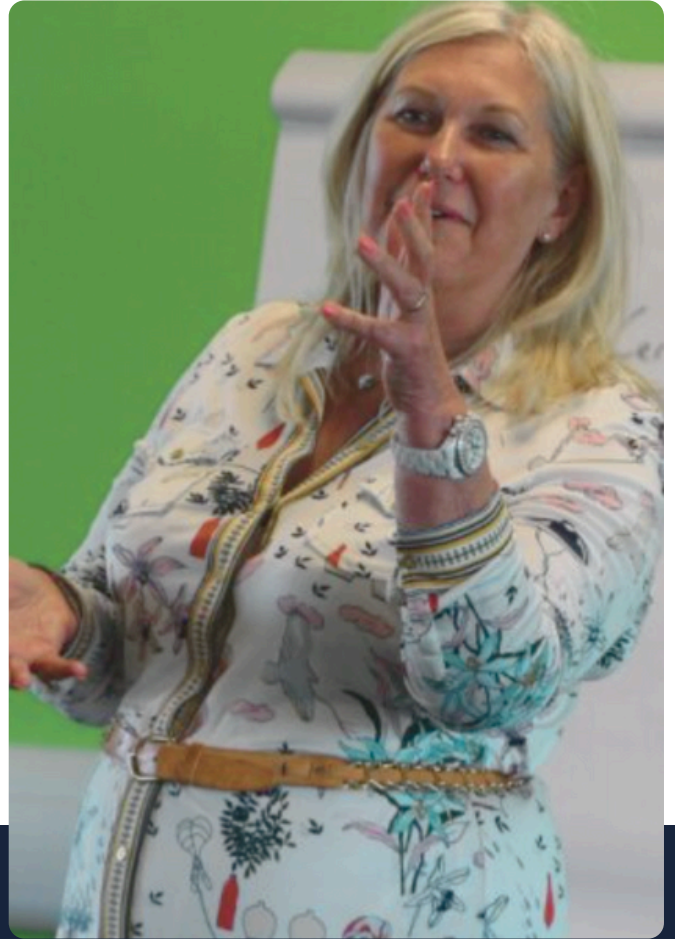
### Mission

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/>



## BUSINESS CONSULTANCY

Caja offers a comprehensive suite of consultancy services across our clients' business-critical areas. Utilising a data and insight-led approach, we provide the clarity needed for building informed decisions, ensuring consistency and pace. Our expertise lies in partnering with organisations to deliver complex transformation and change programs, encompassing process, technology, and people change to achieve successful outcomes and benefits. Our service features include strategic advice, guidance, and consultation at the board level, ensuring the alignment of operating models to strategic objectives. We specialise in strategic change management, which includes robust communication and engagement strategies. Our services also encompass outcomes and benefits management, design of cloud-based business

integrated solutions, and the development of integrated IT and business roadmaps. We provide program and project consulting and delivery expertise, backed by a wealth of consulting subject matter experts in HR, finance, payroll, and procurement. Additionally, we ensure effective governance, control, and risk management, alongside the provision of leadership development and technical training.

The benefits of our consultancy services are vast. We create end-to-end workflow-enabled digitised processes that are cost-effective, efficient, timely, and of high quality. Our approach ensures the delivery of a return on investment and additional benefits, helping staff to operate effectively with new technologies. We also focus on maintaining and enhancing service levels during and after changes, developing internal resources to manage future changes, and supporting senior management in leading these transformations. Furthermore, our services help in delivering significant savings, removing risks from implementations, and bringing experienced expertise to support successful outcomes.



## 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/<br>ADVISE | INITIATE/<br>INFLUENCE | SET STRATEGY/<br>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.*



# G-CLOUD 14 THANK YOU

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