

G-CLOUD 14



CAJA

CAJA LTD

# SERVICE DEFINITION DOCUMENT

# HEALTH & SOCIAL CARE INNOVATION



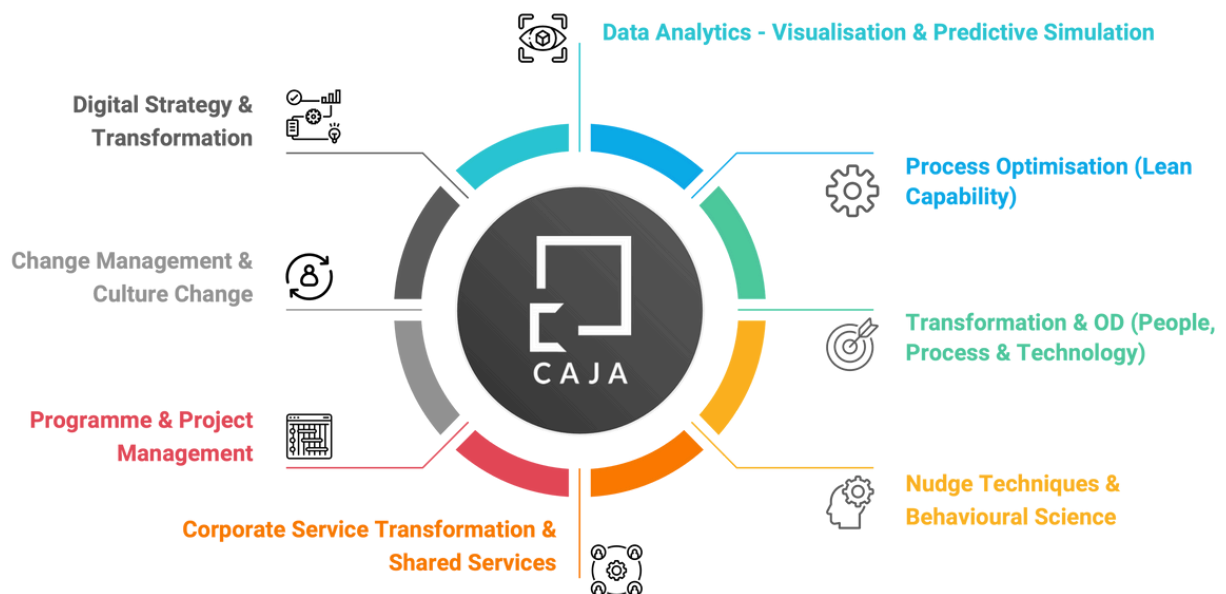
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## What We Are and What We Do

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.



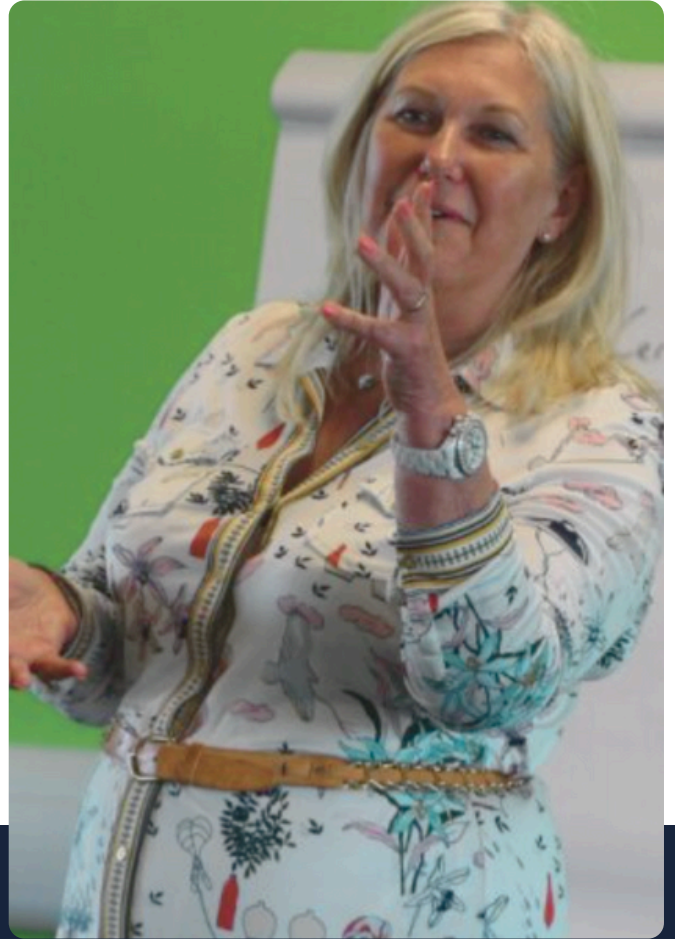
### Mission

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/>



## HEALTH & SOCIAL CARE **INNOVATION**

Caja's 'Innovation Lab' approach is specifically designed to enhance integration and interoperability among people, processes, infrastructure, and digital technologies in health and care environments. Our method focuses on developing innovative ideas and solutions from concept through to deployment, enabling the transformation of how organisations operate around a Place-Based hub.

Our service features include the use of an Innovation Lab for the development of new concepts, where creative and forward-thinking solutions are encouraged and nurtured. We conduct audits of existing processes, systems, and costs to identify areas for improvement and to baseline current operations. Our team articulates a clear future vision and the case for change, helping stakeholders understand and buy into the proposed transformations. We focus on dealing

with existing demands more effectively and shifting demand channels through innovative use of people, processes, technology, and infrastructure. Additionally, we design proactive engagement strategies and behaviours that positively impact health outcomes. Integration of digital technologies is a key component, aimed at promoting patient activation and involvement. We also focus on building transformation capabilities and fostering new ways of working that are sustainable and scalable.

The benefits of our Innovation Lab approach are significant. It leads to improved demand management, allowing health and care facilities to better utilise resources and respond to patient needs efficiently. There is a better use of community Place-Based assets, enhancing the service provision and accessibility within local environments. Our approach increases patient activation, encouraging patients to participate actively in their health management, which is further supported by increased use of digital technologies. Additionally, our strategies enable better use of local data for quality improvement, ensuring that care provisions are continually enhanced based on real-world evidence and outcomes. This holistic approach not only optimises health and care services but also ensures they are more responsive to the needs of the community they serve.



## 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.*



# G-CLOUD 14 THANK YOU

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