

G-CLOUD 14



CAJA

CAJA LTD

SERVICE DEFINITION DOCUMENT

GOVERNANCE & ASSURANCE



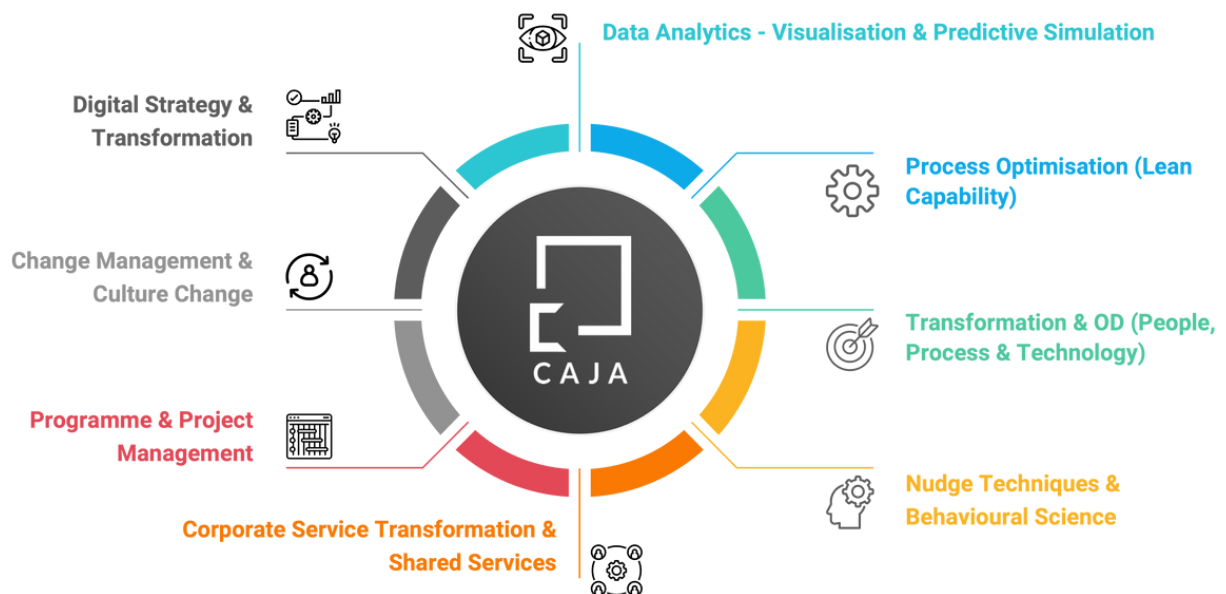
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What We Are and What We Do

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/>

A close-up photograph of a hand with a white sleeve, pointing its index finger to a green checkmark inside a white square box. Below this box are four more empty white square boxes, suggesting a checklist or a sequence of steps.

GOVERNANCE & ASSURANCE

At Caja, we understand that effective and appropriate governance is crucial for the success of cloud program and project delivery as well as for daily operations. We offer a comprehensive suite of governance and assurance processes and procedures, ranging from the design and implementation of governance frameworks to the audit and assessment of current practices, capabilities, risks, issues, and dependencies.

Our service features are designed to engage all stakeholders impacted by governance processes and procedures, ensuring inclusivity and comprehensive oversight. We establish straightforward, pragmatic, and practical governance structures that are fit-for-purpose and tailored to meet the specific needs of your organisation. Our approach promotes timely and transparent decision-making

structured to support the successful delivery of desired business outcomes. We utilise a dashboard approach for tracking and reporting progress, risks, and issues, facilitating clear and effective communication. Additionally, we provide board and senior management with advice and coaching on successful governance practices, ensuring leadership is well-equipped to oversee and direct governance initiatives. Assurance in the delivery of governance processes and procedures is also a key aspect of our service, providing confidence in the integrity and effectiveness of governance systems.

The benefits of our governance services are manifold. They enable informed, timely, and evidence-led governance and decision-making, enhancing organisational efficiency and effectiveness. The visible management of milestones and deliverables ensures that all project and operational goals are transparent and traceable. Appropriate stakeholder engagement is maintained throughout the governance process, fostering a collaborative and supportive organisational culture. Our services also facilitate knowledge and skills transfer and development, enhancing the governance capabilities of your team. Additionally, our pragmatic and robust management of issues and risks ensures that challenges are addressed effectively and efficiently. Ultimately, our governance services enhance strategic leadership, accountability, and direction, driving your organisation towards successful outcomes and sustained growth.

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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