

G-CLOUD 14



## SERVICE DEFINITION DOCUMENT

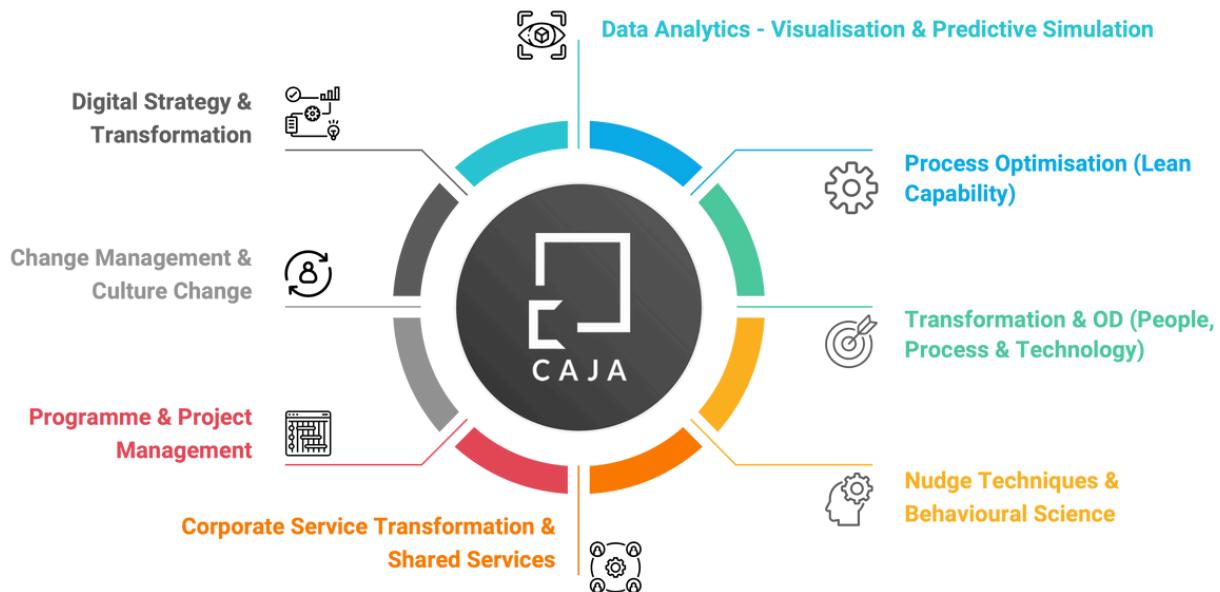
# HIGHER EDUCATION TRANSFORMATION



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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.



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/>



# HIGHER EDUCATION TRANSFORMATION

Caja specialises in digital and process transformation services for Universities and Further Education Colleges, utilising cloud platforms to foster the development of a 'Smart Campus'. This initiative spans the entire student lifecycle, including academia, administrative services, and research, thereby enhancing the student and academic experience and delivering substantial business benefits. Our services streamline strategy development, support digital technology implementation, process development, and organisational change management.

Our service features are crafted to optimise educational and administrative operations. We offer streamlined 'End to End' integrated student lifecycle processes that ensure seamless student administration from admission to graduation. SMART insight data for students is implemented to

enhance personalisation and learning outcomes. We focus on providing effective and cost-efficient support services that uphold high quality while managing expenditures. Our services include the creation of a Target Operating Model to align operations with strategic objectives, enhancing process efficiency, and optimising resource planning. Organisational design is tailored to support the specific needs of educational institutions, complemented by strategic creation and comprehensive programme and project management. Additionally, we assist in curriculum design, aligning educational offerings with market demands and student needs.

The benefits of our transformation services for higher education institutions are significant. They lead to improved management of students by providing enhanced tools and insights for administrators and educators, reducing the cost of administrative services through streamlined processes. Effective management of processes from prospect to graduation ensures a smooth and enriched student experience. Scenario planning allows institutions to anticipate and prepare for the impact of changes on people, processes, and technology. Market benchmarking ensures that institutions remain competitive and aligned with industry standards. Overall, the sustainable changes we implement deliver ongoing business benefits, preparing institutions to meet contemporary challenges and future opportunities effectively.

## 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  
**PRICE**

	<b>FOLLOW</b>	<b>ASSIST</b>	<b>APPLY</b>	<b>ENABLE</b>	<b>ENSURE/ ADVISE</b>	<b>INITIATE/ INFLUENCE</b>	<b>SET STRATEGY/ INSPIRE</b>
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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# THANK YOU

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