

G-Cloud 14: Cloud Capability & Maturity Assessment

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1. Who are Moorhouse Consulting

Moorhouse is a specialist transformation consultancy firm, helping FTSE100 businesses and public sector organisations to turn their strategy into action, through exceptional delivery and a commitment to establishing a culture of change.

- We are experts in **digital and cloud advisory**, including maturity assessments, developing digital operating models and helping our clients to design and implement ‘future-proofed’ digital capabilities that help to deliver strategic goals.
- We bring **deep sector experience** in Government & Public Services, Education, Transport, Defence and other regulated sectors, working alongside clients such as:
 - The Department for Digital, Culture, Media & Sport
 - The Department for Education
 - The Department for Work and Pensions
 - The National Health Service
 - Transport for London
 - Bank of England
 - Financial Conduct Authority
 - Ofgem
 - Ofwat
 - Office for National Statistics
 - HM Revenue and Customs
 - Cabinet Office
 - Ministry of Defence
 - Multiple Police Services
- Moorhouse have worked extensively across Government sectors and institutions including implementing Agile delivery methodology for Health Departments, managing multiple 3rd party systems integrators and defining the impact of Digital and Data strategy on the operating model.
- We have **specialist service line practices** in Digital & Data, Strategic Design and Customer, working with organisations to design digital services that meet the needs of all their stakeholders.
- We **tailor our methods to our clients’** needs, ensuring that we maximise the impact and efficiency of our support.
- We **genuinely live our values**, bringing a collaborative, facilitative way of working alongside client teams, leveraging our respective skills and experience.

Working with Moorhouse is different. We’re committed to your success, not only during a project but for the long term. We help drive the change, while designing and implementing many of the new processes and programmatic frameworks needed to underpin any transformation.

Why Moorhouse

Moorhouse is recognised for delivering excellence in programme leadership and organisational transformation. We support our clients with turning strategic ambitions into deliverable portfolios and programmes, supporting delivery of complex programmes and projects and embedding a culture for the successful delivery of change.

An overview of Moorhouse:

- **Transformation focused** - With a track record of helping the UK's most highly regarded organisations turn strategic ambition into reality.
- **Execution expertise** - With a clear focus on high quality and structured execution, we draw on the best consultants with strong transformation and change credentials.
- **Highest quality consultants** - We select and develop only the best consultants; our junior consultants and consultants have outstanding industry experience, and all of our consultants at the senior grade and above have at least three years of 'upper-quartile' experience gained in a global consulting firm or industry. We are over 200 (consulting staff) strong, with additional access to 200 associate SMEs that we draw on.
- **Different way of working** - Working in small teams integrated with your people ensures that we effectively deliver the results you want. We pride ourselves in leaving a legacy of increased capability in your organisation.
- **Agility** - Our pragmatic approach, coupled with an innovative way of thinking, enables us to flex to your needs.
- **Service Lines** - Business Transformation is underpinned through Service Line expertise in Digital & Data, Customer & Strategy, Delivery & Performance and People & Change.
- **Award winners** - Moorhouse has won an industry award in every year of existence. This includes the Association for Project Management (x2), the Management Consultancies Association (x7) and Finance Monthly Management Consultancy of the Year (x7).



2. Overview of our Digital and Cloud services

Cloud enabled transformation requires a combination of designing a viable future operating model, orchestrating delivery and building capabilities across the organisation. This is all the more relevant when working with cloud-based technologies and services which help enable new delivery techniques, ways of working and agile design approaches.

At Moorhouse, we work across a large range of private and public sector organisations to help them understand and address their most pressing challenges:

- Digital change will **become constant** and it is hard to **rapidly implement** new technology
- The range of digital opportunities is **growing rapidly**, and it is critical to choose the **right technologies** to invest in
- **Emerging technologies** will **fundamentally change** the way businesses operate

We are a trusted strategic advisor and delivery partner for digital transformation. We have **extensive expertise and knowledge** across the digital and cloud technologies, operating model capabilities, and strategy. We bring cloud transformation, delivery and deep specialist implementation skills needed to help you execute each step of the journey. Our Digital and Data capabilities span the fundamentals of your transformation to the very cutting-edge of data and technology.



Our digital and data services	What does this entail
Digital Advisory	<p>We offer impartial and experienced guidance to help embrace new digital technologies that enhance business operations. Working closely with your teams, we'll help you cut through the noise in the market and select the right tools to enable you to deploy innovative new solutions and set up new operating models that position you to succeed.</p> <p>Our offerings include:</p> <ul style="list-style-type: none"> • Digital Strategy • Digital Op Model • Techn Sustainability • Tech Horizon Scanning • AI & Ethics • Tech Supplier Management • Tech Sourcing
Digital Architecture & Enablement	<p>We support the full lifecycle of designing, building and deploying your new technology solutions. Our team can support you with cloud migrations, technology optimisation, application rationalisation, establishing cost optimisation, finOps and more.</p> <p>Our offerings include:</p> <ul style="list-style-type: none"> • Cloud Journey • Applied AI • Tech Cost Optimisation • DevOps • Enterprise Architecture Design • Solution Architecture • Platform Engineering • Application Management • Infrastructure Migration

Our digital and data services	What does this entail
Digital Product & Delivery	<p>We deliver the most pressing digital transformation initiatives. The team has expertise in advising and implementing digital products, delivering large-scale enterprise technologies and ensuring technology solutions are embedded into organisations' ways of working.</p> <p>Our offerings include:</p> <ul style="list-style-type: none"> • Product Delivery • Product Advisory • Digital Tooling • Agile Delivery & Ways of Working • Digital Ethics • System Integration Management • Enterprise Tech Platform • Omnichannel SMEs • Tech Assurance • Tech Adoption
Data Driven Organisations	<p>We help you treat data as a business asset through robust data strategies, which drives governance, quality and mitigates risk. Our support will help you build the capabilities required to efficiently extract value from data.</p> <p>Our offerings include:</p> <ul style="list-style-type: none"> • Data Strategy • Data-Driven Operating Model • Data Management • Data Governance
BI, Insights & Modelling	<p>We help you uncover the right information to make the right decisions at the right time. With our expertise and independent guidance, we'll help you generate valuable data insights by building and assuring tools and models, developing analytic processes and establishing capability within your organisation.</p> <p>Our offerings include:</p> <ul style="list-style-type: none"> • Dashboard Development • Modelling • Data Analysis & Insight • Insights and Analytics • Business Analysis

Our digital and data services	What does this entail
Data Science Solutions & Services	<p>Together we can implement cutting edge Data Science and develop your own Data Science capabilities with a focus on improving business decision making and processes. We can advise on Data Science strategy and operational enablement, as well as building and assuring data solutions, leveraging the latest tooling and techniques.</p> <p>Our offerings include:</p> <ul style="list-style-type: none"> • Data Mining & Statistical Analysis • Data Science Strategy • Computer Vision • Intelligent Automation • Predictive Modelling • Machine Learning Ops • Natural Language Processing • Simulation

Cloud Vendor Relationships

Moorhouse is a technology agnostic transformation consultancy with experience of advising and delivering cloud implementations. Through our parent organisation Expleo, our team has access to specialist Amazon Web Services (AWS), Microsoft Azure and Google Cloud (GCP) capabilities.

Expleo is a Microsoft Gold Partner both consuming Microsoft technologies in the running of the business and the delivery of professional technology services to clients. A large proportion of Expleo client engagements now also involve the use of Microsoft Azure DevOps as an Application Lifecycle Management Solution. In addition, Expleo has partnerships granting it Google Cloud Platform Premium Partner status.

Utilising this experience, we can provide a variety of advisory and implementation support services to clients, including health-checks on the feasibility of migrating environments to cloud; streamline pre-production quality assurance by providing scalable on-demand test environments; cloud solution deployments.

3. Service Definition – Cloud Capability & Maturity Assessment

We help organisations assess their cloud readiness and impact of cloud services adoption across people, process and technology. Our holistic approach addresses current and planned strategic and operational capabilities, cloud solutions, infrastructure, data domains, governance, and digital skills.

Benefits and Value add outcomes

- Improved delivery outcomes and greater insight into cloud effectiveness
- Agnostic flexible approach of cloud deployment, service or support models
- End-to-end analysis across vision, strategy, operations, people, processes and technology
- Clarity on cloud technology risks and how to control these
- Insight into cloud maturity levels across capabilities, teams, and staff
- Identification of opportunities for cost optimisation and areas of improvement
- Areas for 'digitisation' and adoption of cloud identified and prioritised
- Seamless transition from maturity assessment to strategy and roadmap development
- Increased readiness for cloud services implementation
- Increased transparency into costs and benefits of migrating to cloud

Features

- Tailored assessment approach addressing strategy, technology, execution, people, innovation
- Bespoke questions and maturity criteria provide visibility into cloud maturity
- Insight into maturity of cloud adoption and performance against market
- Recommendations on actions to help address problem areas
- Roadmap for short, medium and long term wins
- Clear understanding of digital strengths, weaknesses and priority change areas
- Design of the target state for the digital operating model
- Recommendations in relation to digital strategy and future operating model
- Advisory input into formulation of digital vision and roadmap

How we help buyers plan how they'll implement cloud hosting or software services

We are experts in performing digital maturity assessments, developing digital operating models and helping our clients design and implement 'future-proofed' capabilities that help deliver strategic goals.

Through our assessments we help organisations make decisions about new cloud solutions, assess performance of their capabilities, perform costs and benefits analysis, and identify potential opportunities to utilise cloud services.

The Cloud Assessment provides a review of the client's technology and services landscape, and the capability to move towards cloud. The assessment covers key

areas across organisation, processes, tools that are required to change in order to migrate to and manage cloud services.

We support our clients in planning for implementing cloud services by helping them:

- Understand the maturity of your digital capabilities, strategy, culture, organisation and infrastructure.
- Assess the extent to which your digital capabilities align to and enable the wider organisational strategy.
- Make recommendations about how to improve the maturity and effectiveness of your digital operating model.
- Develop a roadmap of initiatives and activities to implement these recommendations.

How we help keep organisations secure

We have significant experience keeping organisations data and operations secure with dedicated security specialists in Moorhouse's parent company Expleo.

Security service	Value this brings
Security Strategy	<ul style="list-style-type: none">• Comprehensive approach to safeguarding organisational assets.• Alignment of security measures with business objectives.• Mitigation of security risks through strategic planning.
Security Risk Management	<ul style="list-style-type: none">• Identification and assessment of potential security threats.• Prioritisation of security measures based on risk analysis.• Proactive management of security vulnerabilities.
Security Design	<ul style="list-style-type: none">• Development of robust security architectures.• Integration of security measures into existing infrastructure and systems.• Ensuring compliance with industry standards and regulations.
Cyber Security Consultancy	<ul style="list-style-type: none">• Expert guidance on cybersecurity best practices.• Tailored security solutions to address specific organisational needs.• Keeping abreast of emerging cyber threats and technologies.
Security Testing	<ul style="list-style-type: none">• Identification of weaknesses and vulnerabilities in systems and networks.• Validation of security controls and measures.• Proactive detection and prevention of potential breaches.
Security Incident Management	<ul style="list-style-type: none">• Timely response and resolution of security incidents.• Minimisation of damage and impact caused by security breaches.

	<ul style="list-style-type: none"> • Restoration of normal operations with minimal disruption.
Security Audit Services	<ul style="list-style-type: none"> • Comprehensive evaluation of existing security measures. • Compliance verification with industry standards and regulations. • Identification of areas for improvement and remediation.
Supply Chain Assessments	<ul style="list-style-type: none"> • Assessment of security risks within the supply chain network. • Identification of vulnerabilities and potential threats originating from suppliers. • Implementation of measures to enhance supply chain resilience and security.

Our security accreditations

Security accreditation	What this means
CHECK	CHECK (CESG (now NCSC) Listed Adviser Scheme) accreditation allows individuals and companies to assess the security of UK government ICT systems and networks.
CREST	CREST accreditation signifies expertise in penetration testing and cybersecurity services. CREST-certified professionals adhere to industry best practices and standards.
GIAC Cloud Penetration Tester	GIAC Cloud Penetration Tester certification indicates proficiency in identifying and mitigating security risks within cloud computing environments.
OSCP (Offensive Security Certified Professional)	OSCP certification demonstrates practical skills in penetration testing, including ethical hacking techniques and methodologies.
OSED (Offensive Security Exploit Developer)	OSED certification validates skills in exploit development, including identifying and exploiting vulnerabilities in software and systems.
OSEP (Offensive Security Experienced Penetration Tester)	OSED certification validates skills in exploit development, including identifying and exploiting vulnerabilities in software and systems.
CREST CPSA	CREST Practitioner Security Analyst certification confirms proficiency in foundational cybersecurity skills, including security architecture and risk management.
CREST CPTIA	CREST Certified Penetration Tester and Infrastructure Analyst certification demonstrates expertise in conducting penetration testing and assessing network infrastructure.

How we help organisations develop their cloud security capabilities

Moorhouse has access to specialised security capabilities via its parent company Expleo. Expleo provide Threat Simulation and Security Training packages that can

be tailored to cloud environments. These can include tabletop exercises and full simulations of different attack types from a number of adversaries, followed by a detailed post-scenario breakdown to establish key learning points and guide the preparation of very tailored and effective training material.

Due to the specificity of training to industry and client contexts, we have found it to be effective for clients to utilise their incident response playbooks and enhance them based on the results.

How we help organisations with cloud hosting and software services

Moorhouse has access to specialised security capabilities via its parent company Expleo. Expleo provide management services for cloud infrastructure including setup, scaling and maintenance of cloud environments and tailor solutions to meet specific client needs, whilst ensuring environments are designed and deployed with a security focus from the beginning, utilising the expertise of our cyber security architects and engineers.

- **Security assessments & audits:** We conduct thorough security assessments and audits to identify vulnerabilities within cloud infrastructure. This includes penetration testing, vulnerability scans and reviews of security policies and configurations to ensure environments meet the highest security standards.
- **Compliance with regulatory standards:** We assist clients in achieving and maintaining compliance with relevant regulatory standards such as GDPR, SOC 2 and ISO 27001. Our services include compliance assessments, ongoing monitoring and design/implementation of appropriate controls to ensure that environments meet regulatory and industry-specific requirements.
- **Cost management & optimisation:** We help organisations effectively manage their cloud costs through analysis and resource management by helping select appropriate service models and configurations, avoiding unnecessary costs and improving efficiency.
- **On-going cloud support:** We help organisations with ongoing support and maintenance of various cloud environments, ensuring that they remain updated and running efficiently, troubleshooting and proactive monitoring to quickly address issues and maintain optimal performance.

4. Where we have done it before

Moorhouse have significant experience in turning cloud and digital strategy into action in Government and Public Services and the Private sector. What this shows is that Moorhouse are best placed to support you on the digital and technology journey.

	Context and what we did	The value we delivered
Global insurer	With a critical dependency on a >30 year-old system and a strategic drive to simplify their	We assessed the as-is and to-be architectures to understand the capabilities and technical gaps

	application landscape, Moorhouse understood a discovery and cloud capability assessment exercise to support a global insurer transition to safer and more reliable cloud architecture.	that needed to be closed. We used our assessment to support the Insurer map out their delivery, change and people roadmaps to mitigate their risks and deliver on their strategic imperative.
Leading distributor	Our client invested in a major cloud enabled transformation programme at the heart of which was the requirement for a major transformation IT systems landscape. Moorhouse provided support for the procurement of a strategic ERP cloud platform that would underpin the future operating model.	We defined the end to end procurement process to select vendors, including a cloud capability assessment to form robust partner selection criteria. We identified capabilities and matched these to the requirements for the new ERP platform, helped shortlist vendors against requirements, and managed the governance for the ERP solution and implementation partner vendor selection.
Global Insurer	Faced with an increasingly competitive marketplace, and customer demand for improved digital experiences, the global insurance business undertook a global cloud transformation to embed a suite of new tools.	We defined and managed solution requirements to support delivery of two new digital channels for motor and home customers, reducing calls into the contact centre and boosting C-SAT. We created a formal programme structure, with roles and responsibilities and workstream definitions and defined a detailed rollout plan to ensure benefits realisation in line with the business case.
Business Broadband Provider	As a relatively new entrant into the business broadband market, this client needed business analyst capability as they aimed to launch several new digital and hardware products to increase competitiveness in the market. Moorhouse provided skilled BA's to assess the business and cloud capabilities required, which was fed back into the requirement, customer journey	Moorhouse provided business analysis capabilities to support the delivery of 9 key initiatives, including a next generation broadband router and the onboarding of a third party reseller. These initiatives have improved customer experience, and strengthened the clients position within the market.

	maps, and business processes to support product development.	
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