



Complex Change Made Easy

Service Design

40C's experienced service design architects support you to build the best solution and optimal customer experience for your organisation. We use good practice evidence to co-create a blueprint that is customer-centric and incorporates personas and customer journeys. Our agile approach ensures all service areas add value.

Features

- ➔ Business Process Re-engineering, Business Process Mapping, Future State Design
- ➔ Co-creation, Customer Journeys, Blueprint, Test, Implement, Agile
- ➔ Requirements Gathering, Target Operating Model design, cloud-based solutions
- ➔ Stage-gated project to ensure delivery is tightly managed and avoids slippage
- ➔ PMPR: Project Management Progress Review meetings
- ➔ Health, Local/ Central Government, Transport, Social Housing, Higher Education
- ➔ Knowledge transfer, capacity and capability building, upskilling
- ➔ Reusable tools, techniques, methodologies and templates
- ➔ Social value add embedded for sustainable change
- ➔ Combines business, technical and commercial views to deliver holistic analysis and solution design

Product Benefits

- 💡 Defined theory of change and methodology for releasing cashable benefits
- 💡 Clear articulation of the business case for change
- 💡 Innovative problem solvers with specialist knowledge of leading-edge technology
- 💡 Informed and timely decision making; clarity of responsibilities and accountabilities
- 💡 Managed change to embed transformation and secure buy in
- 💡 Cost, scope and outputs certainty for fixed price work
- 💡 Increased agility, collaboration and scalability
- 💡 Expert liaison between diverse teams and organisational departments
- 💡 Knowledge of and experience with public, private and third sector transformation

Who are we?

40C is a business change and technology consultancy with years of experience in delivering high-value, successful projects. We bring pace, agility and a range of evidence-based, proprietary approaches and methods to every one of our delivery projects to drive value.

We have skilled and experienced teams that combine recognised best practice and innovative techniques to enable you to get the most out of your data and your people. We develop and implement solutions to drive operational efficiency and support this with expertise in organisational development, performance management, culture change, and programme delivery.

Lastly, everything we do is viewed through a lens of economic, social and environmental value. This ensures that the design and embedded new ways of working contribute to the wider organisational purpose and societal benefit.

