



CHANGE MANAGEMENT

**SERVICE DEFINITION
G-CLOUD 14**





SERVICE OVERVIEW



In today's dynamic business landscape, change is constant. Our tailored service offering addresses the intricate interplay between people, processes, and systems, ensuring seamless transitions and sustainable outcomes.

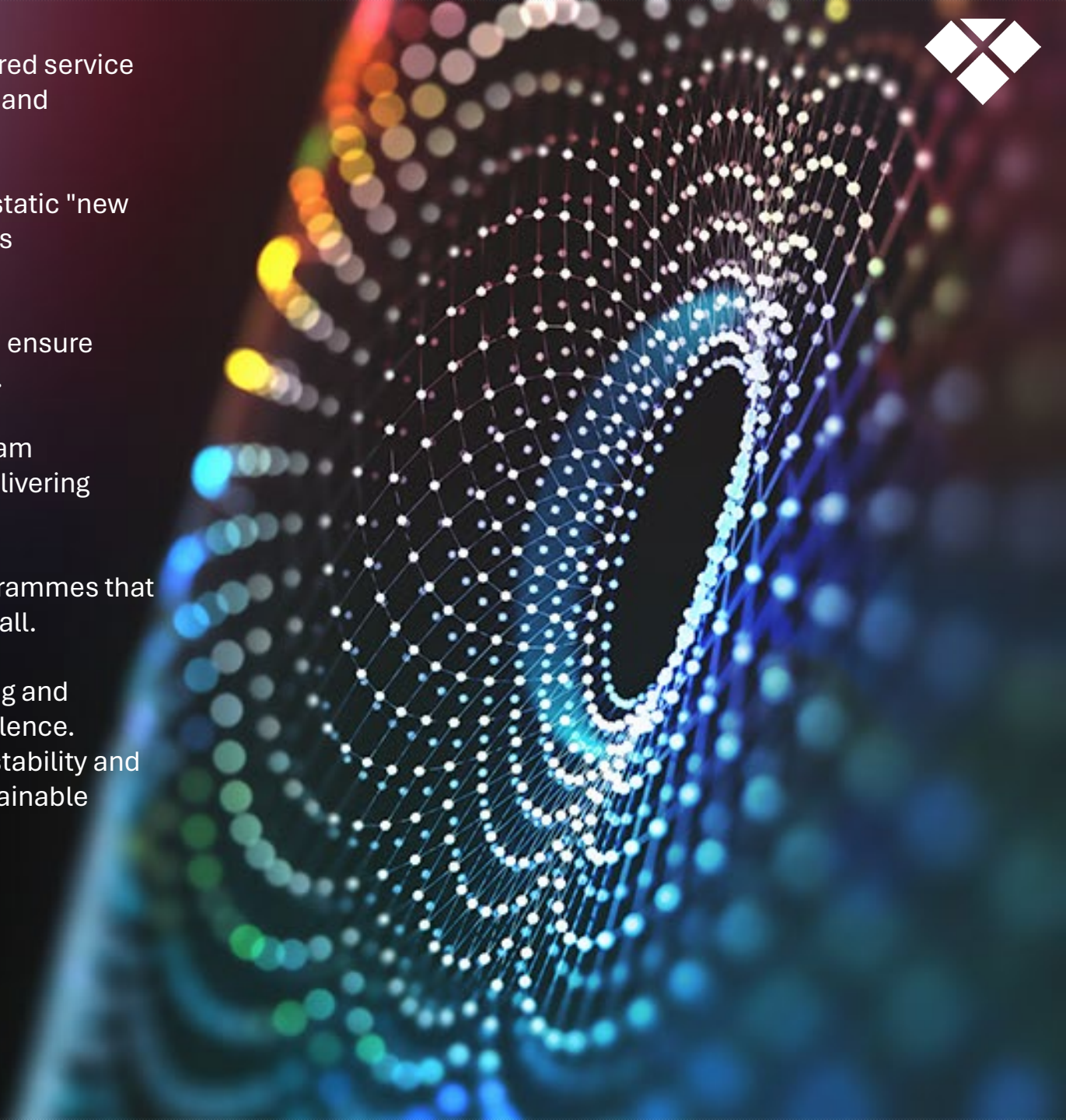
Agile Change Management Methodology: Embracing fluidity over a static "new normal," we drive tangible value while fostering a culture of continuous improvement.

Expert Reviews and Assurance: Leveraging extensive experience, we ensure change initiatives are embraced, navigating complexities with finesse.

Project and Programme Management Excellence: Our seasoned team empowers organizations to navigate complexities with confidence, delivering maximum positive impact.

Inclusive Programme Management: We specialize in delivering programmes that transcend boundaries, shaping sustainable growth and prosperity for all.

PMO Establishment and Enhancement: We specialize in establishing and fortifying PMOs for cloud-based initiatives, ensuring operational excellence. In a landscape defined by change, our services stand as a beacon of stability and progress, guiding you towards a future defined by innovation and sustainable growth.



**WE KNOW
EVERY
CLIENT IS
UNIQUE**



At Gemserv, collaboration is key. We closely partner with our clients, understanding their unique needs to tailor our services effectively. Through transparent communication and teamwork, we forge lasting relationships.

Tailored Change Management Methodology: Custom plans aligned with business goals using models like ADKAR.

Expert Reviews and Assurance: Comprehensive assessments and ongoing monitoring ensure regulatory adherence.

Governance Frameworks: Tailored structures and performance dashboards promote transparency.

Cross-Cultural Integration: Cultural sensitivity training and virtual collaboration bridge cultural gaps.

Project and Programme Management Excellence: Adoption of industry-standard methodologies and dedicated oversight ensure timely delivery.

Operational Optimization: Streamlining workflows and upskilling employees enhance efficiency.

Stakeholder Engagement Strategies: Regular communication channels and feedback mechanisms ensure stakeholder satisfaction.

PMO Establishment and Enhancement: Assessments and training elevate PMO capabilities and standardize processes.

At Gemserv, we deliver exceptional results through close collaboration and proven methods. Together, we achieve success and drive meaningful change





SERVICE FEATURES





SERVICE FEATURES

- Tailored Change Management Methodology: Custom approach addressing organisational needs.
- Expert Reviews and Assurance: Thorough assessments for alignment and compliance.
- Emphasis on Governance: Robust frameworks for transparency and risk management.
- Cross-Cultural Integration: Strategies for seamless team integration.
- Project and Programme Management Excellence: Specialist expertise for smooth execution.
- Operational Optimization: Streamlined processes for enhanced efficiency.
- Stakeholder Engagement: Comprehensive strategies for buy-in and collaboration.
- PMO Enhancement: Improved coordination through PMO setup or revitalization.
- Technology Integration: Cutting-edge tech support for transformation and innovation.
- Performance Controls: Metrics and controls for continuous improvement.





SERVICE BENEFITS



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- Enhanced Organisational Resilience: Improved capacity to adapt and overcome challenges.
- Improved Strategic Alignment: Clear alignment of initiatives with organisational goals.
- Regulatory Compliance: Assurance of compliance, reducing risks.
- Increased Efficiency: Streamlined processes leading to improved productivity.
- Enhanced Collaboration: Improved communication driving synergy.
- Faster Time to Market: Efficient management for quicker implementation.
- Greater Stakeholder Satisfaction: Engaged stakeholders for increased support.
- Sustainable Growth: Initiatives designed for long-term sustainability.
- Optimised Performance: Continuous improvement leading to better outcomes.
- Competitive Advantage: Leveraging technology for market edge.



WHY
GEMSERV?

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20+ years of serving the UK Public Sector

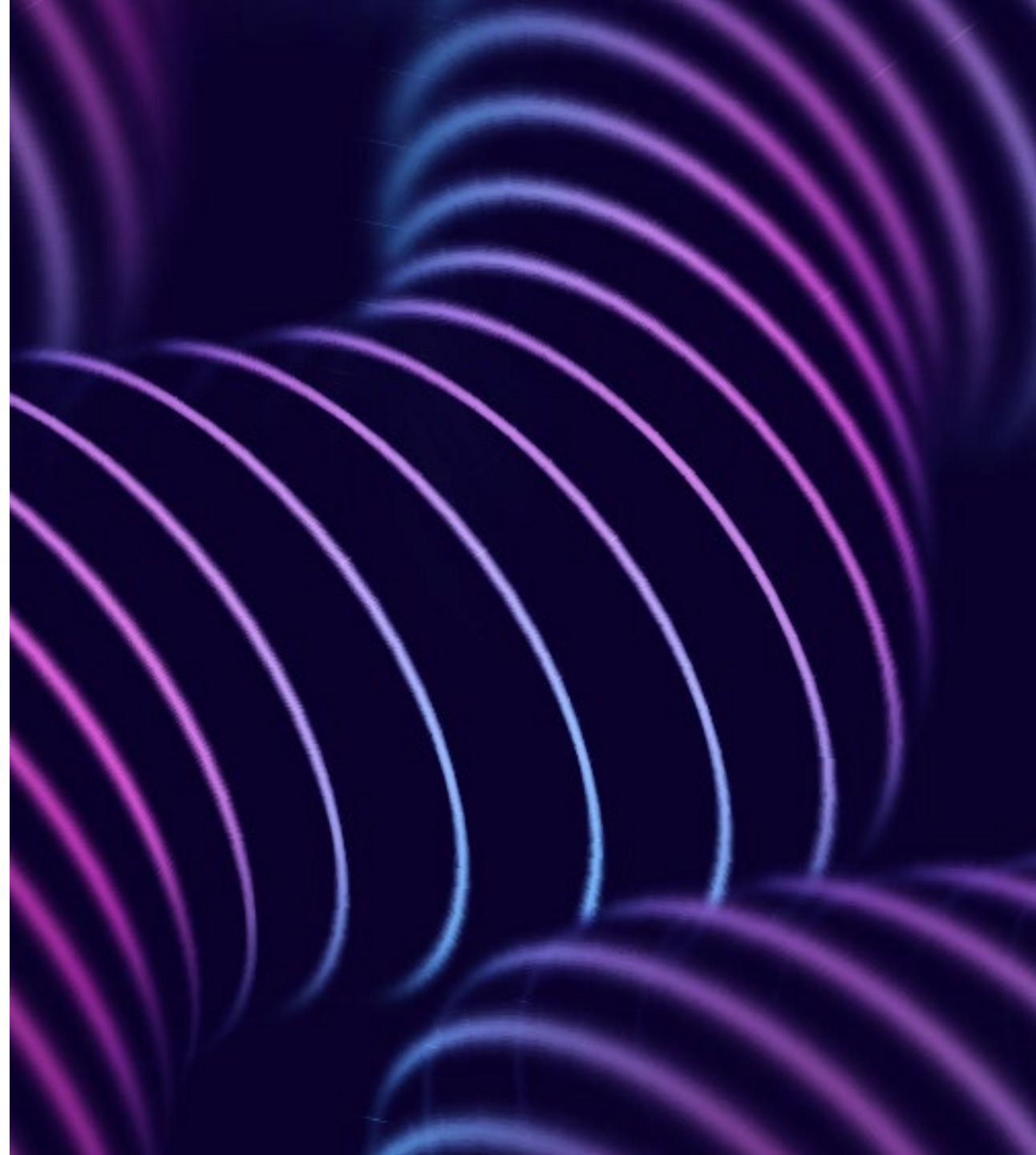
Proven experience in **translating Government policy**
into **national schemes**

Experts in **cyber security** of UK Critical National
Infrastructure

B-Corp accredited business demonstrating our
commitment to performance and accountability

Experts in **environment and sustainability**, and bringing
it into our Social Value

Delivered **digital and data transformation** programmes
across public sector to drive innovation



GEMSERV CYBER SECURITY & DATA PRIVACY SERVICES



4. Cyber Managed Services

- Vulnerability management
- Incident response & management
- 24/7 security monitoring/SOC
- Third party management
- Defensive cyber monitoring
- Identity & access management
- OT cyber services
- Risk treatment & management

3. Cyber Threat intelligence

- Cyber threat intelligence reporting
- Scanning the client's external environment & suppliers
- Providing intelligence reports on the threat trends based on activities in, for example, deep web, dark web, social media

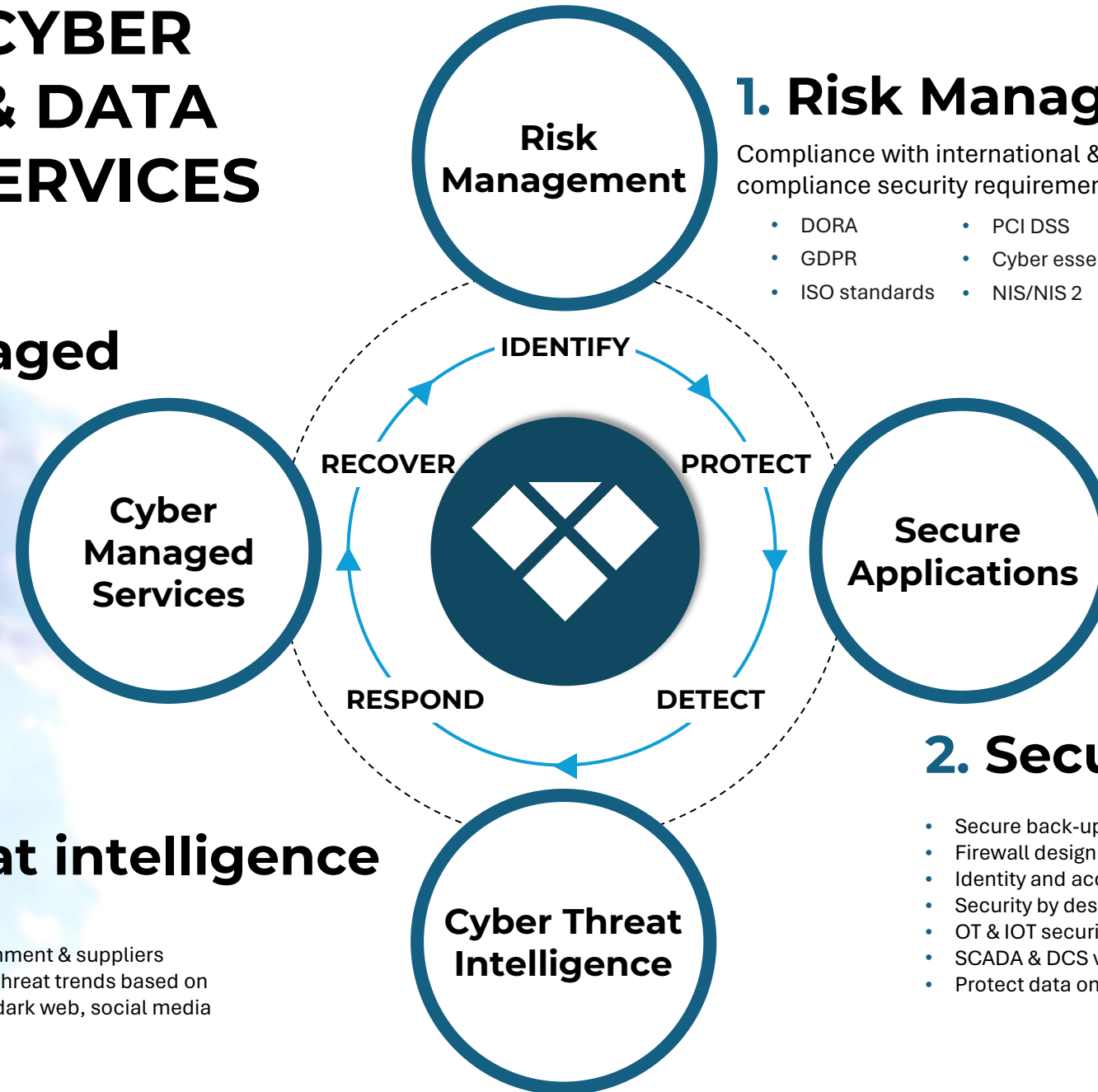
1. Risk Management

Compliance with international & regional regulatory & compliance security requirements, where applicable, present in:

- DORA
- PCI DSS
- SOC 2
- CCPA
- GDPR
- Cyber essentials
- NIST
- HIPPA
- ISO standards
- NIS/NIS 2
- DSPT
- CIS Controls

2. Security Architecture

- Secure back-up and recovery design and configuration
- Firewall design and configuration
- Identity and access management solution design
- Security by design in applications & platforms
- OT & IOT security design, controls & monitoring
- SCADA & DCS vulnerability evaluation
- Protect data on applications & systems



SERVICE FEATURES

