



THE DIGITAL TRANSFORMATION SPECIALISTS

BRIGHTMAN BUSINESS SOLUTIONS G-CLOUD 14

LEADERSHIP FOR TRANSFORMATION SERVICE

SERVICE INTRODUCTION

How Brightman can help with Cloud Adoption and Business Transformation

Brightman Business Solutions can accelerate the full potential of your strategic cloud adoption. We offer a comprehensive suite of professional services designed to propel your public sector organisation towards strategic cloud adoption.

Our people-centric approach goes beyond simply migrating your data. We understand the impact on your entire organisation, from workforce training and process optimisation to information security and robust infrastructure. This ensures a smooth transition and guarantees a rapid return on investment.

In today's digital landscape, public sector IT needs to be agile and efficient. Consumers expect seamless access to services, and Cloud solutions offer the perfect answer. Brightman helps you harness the power of the cloud, delivering cost savings, scalability, and enhanced security: all while meeting the evolving demands of both citizens and government.

Departments face budgetary constraints, the demand to do more with less but with rising expectations, let Brightman empower you to do more, better. We'll help you streamline operations, optimise resources, and deliver exceptional public services – all within a secure and reliable cloud environment.

Brightman Business Solutions services can be procured as stand-alone engagements or as part of the following series:

- **Leadership for Transformation Service – (this service)** Brightman provides a comprehensive leadership for transformation service. Leadership is the most influential and critical element for success. We collaborate to define the transformation strategy and principles that will drive success. The service provides structure and planning to ensure that the key benefits from transformation are achieved.
- **Target Operating Model Definition and Implementation** - creation of a Target Operating Model to enable organisations to reap the benefits of their Vision and Strategy, including comprehensive solutions for aligning operational capabilities with strategic objectives, and ensuring a smooth implementation and transition to the new operating model.
- **New Service Introduction (Service Transition) for Cloud Services** - management of the integration of Cloud services into your organisation to ensure business continuity and productivity is maintained to meet agreed service levels and enabling future rapid transformation of these services.
- **Managing New Cloud Services in Live Operations** - provision of a team to support your organisation after the transition, providing in-life coaching and support to your team as required.
- **Business Analysis for Cloud Services** - understanding the client's needs, identifying opportunities, and facilitating a smooth transition to the cloud.

- **Business Analysis for Supply Chain Transformation** – analysis of requirements for IT contracts, recommendation of comprehensive solutions and identification of opportunities for Cloud based services and contracts that deliver optimal value.
- **New Supplier Introduction, Facilitating and Assurance** - Brightman's New Supplier Introduction, Facilitating and Assurance service provides a comprehensive onboarding and management service that ensures that new services are embedded sustainably. This service analyses the agreements, helps manage relationships, tracks supplier obligations and reports on service progress and performance.
- **Business Change for Customer Relationship Management (CRM) Service** – Creation and implementation of a Target Operating Model to enable organisations to reap the benefits of their CRM implementation.
- **Business Case Development Service** - helps businesses adopting cloud to draft the relevant business case, depending on where they are in the requirement process. We can help with creation from an outline to a full business case.
- **Business Continuity and Disaster Recovery Service** - helps organisations to plan and implement business continuity and disaster recovery processes using impact analysis to identify the impact of disruption of business functions and processes.
- **Business Service and Systems Audit Service** - helps businesses to identify and define their current IT estate (including hardware and software) and maps the IT services to business services and users. It ensures that a complete view of the as-is is created to enable organisations to assess the next steps in their transformation journey.
- **IT Service Management (ITSM) for Hybrid Cloud and Mixed Infrastructure** - alignment of the IT organisational and Service Management to effectively manage your cloud provision and suppliers. Brightman will assess and update your ITSM approach to reduce your organisation's risk exposure as you move through your Cloud journey.
- **IT Maturity Assessment Service** - is designed to benchmark your current IT capabilities to determine the baseline and a roadmap for improvement.
- **New Service Introduction (Service Design) for Cloud Services** - the design of cloud services, including analysing and defining users' needs, and designing the service to meet those needs. Service Design includes work to define a benefits map and realisation plan and will feed into further work on a Target Operating Model.

Brightman Business Solutions has worked extensively with leading UK government and technology organisations to enable Cloud Adoption and the resulting business transformation.

SERVICE SUMMARY – LEADERSHIP FOR TRANSFORMATION

Cloud Adoption fundamentally changes the way that IT is used and supported by your organisation. Communicating the proposed changes to the organisation and the reasons and motivations for the transformation is an important aspect of the leadership role. Brightman can support leaders through this process by providing strategic support, including drafting the strategy for transformation and any other strategic or tactical documents required. We can provide plans for upskilling and forums for information exchange to benefit the transformation.

The Brightman Leadership for Transformation service can help organisations get it right first time.

Brightman Business Solutions consultants are experts in a range of business change methodologies, ITIL, DevSecOps and Agile ways of working. We have an extensive range of practical experience in relation to transitioning organisations as part of Cloud-centred IT transformation programmes.

FUNCTIONAL OVERVIEW

Brightman offers a Leadership for Transformation service which provides the important services a leader needs to drive a transformation programme forward. We interview the key stakeholders to determine the direction the organisation is going, and we derive key strategic options from the information. We use the knowledge and understanding of leaders who have vast experience in the delivery of transformational services to ensure that the key documents driving the initiative are clear and compelling.

FEATURES AND BENEFITS OF THE SERVICE

The service will enable leaders to access a toolkit of strategic options and will collaborate to develop a clear strategy for introduction of new ways of working and the changes required to the organisation. We analyse the Vision, Mission and Objectives for the organisation and transformation to enable deep understanding of what the anticipated business outcomes are.

Our services include a Communications plan to ensure your team and stakeholders understand the motivation for the transformation and the benefits to them. In addition, we provide further support services for leadership aspects such as leadership coaching, mentoring, training and cloud adoption development and strategy.

Accompanying this service, we will provide proposals for building and developing transformation communication forums and networks to allow people to be upskilled, retain staff and recruit skilled people.

We will help you positively influence your workforce with clear messaging to bring your people along with you. The organisation's strategic objectives will be linked to measurable business outcomes.

The precise service will be agreed at Call off contract stage and can include a variety of services and outcomes at the discretion of the customer.

CULTURAL CHALLENGE AND UPSKILLING OF STAFF

The leadership for Transformation service will help the leadership to align people, processes, and technology with the organisational objectives. This cannot happen without a plan to engage and communicate the change to the people affected. The communication plan will include recommendations to ensure that communications address the cultural barriers and obstacles to the change. New ways of working are required and addressing the people aspects of change is key to ensuring that the change will be successful.

We believe that consultants are a short-term facilitating solution and should enable the customer to continue the work in a seamless way.

NON-FUNCTIONAL OVERVIEW

The Service provides:

- A structured approach to conducting business analysis across the organisation.
- A customer contact point for service requests, change requests and escalations.
- On-shore UK staff resource, security cleared as appropriate.
- Working at customer's premises, subject to agreement.

INFORMATION ASSURANCE

Brightman Business Solutions will comply with customer security policies, customer procedures, and will have the required security clearance. Many of our consultants are 'DV' or 'SC' security cleared, ensuring that we can deploy our services as rapidly as possible to organisations who operate under the highest security regimes.

QUALITY ASSURANCE

Each client assignment is allocated a Brightman Account Manager who is responsible for overseeing the services to be delivered. The Account Manager will oversee quality assurance of all regular checkpoints and highlight reports prior to delivery to the customer to ensure all activities and agreed products are being delivered to plan.

The Account Manager maintains contact with the lead consultant on at least a weekly basis and as and when required via telephone, email and face to face meetings to monitor progress of the assignment and to ensure any risks and issues which may arise are managed appropriately. In addition, the Account Manager will also periodically liaise with the client to ensure they are satisfied with the progress of the work and the conduct of the consultant, and acts as a point of escalation for the client should they require it.

Through these regular meetings and feedback with clients we assess their satisfaction with the consultants' performance and address any performance issues that may arise.

PRICING AND ORDERING PROCESS

Pricing is based entirely on the SFIA rate card for the work. We assess the number of days and people we would need to complete the work. This will be based on an agreed Scope of Work provided as part of the call-off contract procedure. Invoices will be submitted monthly based on a payment plan agreed with the customer.

ABOUT BRIGHTMAN

At Brightman, we help organisations manage the most difficult part of any transformation, the people. Many organisations invest in technology to change capability, but unless people understand and agree to work differently, nothing will change.

Wherever you are on your Cloud journey Brightman can help:

- If you want to understand how your organisation can benefit from moving to Cloud and need help creating your Cloud Strategy
- If you would like help in planning your organisation's move to Cloud
- If you would like help to implement your Cloud transformation
- If you have undertaken Cloud transformation but have not made the anticipated cost savings or realised other expected benefits.

CONTACT BRIGHTMAN

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