

BRIGHTMAN

THE DIGITAL TRANSFORMATION SPECIALISTS

BRIGHTMAN BUSINESS

SOLUTIONS

G-CLOUD 14

NEW SUPPLIER INTRODUCTION, FACILITATING AND ASSURANCE

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:

- **New Supplier Introduction, Facilitating and Assurance – (this service)** 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.
- **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.
- **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.
- **Leadership for Transformation 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.
- **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 – NEW SUPPLIER INTRODUCTION, FACILITATING AND ASSURANCE

Organisations often focus on technology adoption to drive business change, but the impact of that change across the organisation is rarely defined, analysed, and mitigated. This leads to slower implementation of change, high costs of re-work and limited return on investment. The Brightman New Supplier Introduction, Facilitation and Assurance service can help organisations ensure new suppliers are onboarded successfully. A review of the agreements will be conducted, and we will identify obligations on all parties. We review agreed Key Performance Indicators (KPIs) and ensure that agreements are clearly understood by stakeholders. We make sure that KPIs measure the right outcomes and we map expected benefits to results. The service will identify gaps in contracts and allow any changes to be managed in a structured way. The reporting and governance regimes will be set up and measures put in place to assure adherence to them. Our tracking will ensure compliance to all standards (incl. Security) and adherence to budget and cost tracking. Risk management will enable risks to be fully understood and mitigating activities to be managed.

Our Supply Chain consultants work with key stakeholders to understand and capture the needs and ambitions of the organisation to create a clear link between strategy and organisational change.

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 New Supplier Introduction, Facilitation and Assurance service which provides a comprehensive assessment for Cloud adoption projects with a plan for implementation:

- **Investigate Situation** – Analysis of the current situation to uncover issues and concerns and any perceived threats to the business.
- **Consider Perspectives** – Analysing Stakeholders and their perspectives on the situation.
- **Analyse Needs** – Comparing the current and desired states and identifying gaps having established the business-critical functions.
- **Evaluate Options** – identifying feasible options and identifying where Cloud based services are applicable to improve the business situation.
- **Define Requirements** – identifying, gathering, and documenting requirements for the new business situation.

FEATURES AND BENEFITS OF THE SERVICE

The service will define the obligations of the supplier and customer using the signed Agreement and supporting documents by undertaking a comprehensive review of the collateral. Key stakeholders will clearly understand the agreement and KPIs will be measured and managed to ensure they continue to meet the customer's business objectives. New suppliers will be onboarded and introduced to the Customer's ways of working and systems. Reporting and governance will be set up with cost tracking and budget management processes provided, if required.

The service will highlight any gaps in contracts and assure that the service is delivered in line with the government protocols. Risk management will be undertaken, and risks assessed and controlled using industry standard methodologies.

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 New Supplier Introduction, Facilitation and Assurance service will help to align people and processes and technology with the organisational objectives. This cannot happen without a plan to engage and communicate the change to the people affected. The implementation plan for the introduction of the supplier will include plans to ensure that communications address any cultural barriers and obstacles to the change. New ways of working may be required and addressing the people aspects of change is key to ensuring that the change will be successful. The Programme aligns people, information, processes, and cloud technology to strategic priorities.

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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