



# Digital Transformation Management

## Service Definition Document

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## Document Issue

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1.0	Cadmidium Services	Creation & Publication	19/04/2024

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# 1 Digital Transformation Management Services

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## 1.1 Service Overview

Our Digital Transformation Management Service (DTMS) provides end-to-end support for digital transformation, including adoption of cloud-based unified communications solutions. This includes a robust discovery and analysis of requirements to develop a customer based digital solution roadmap, management, and controls support, to ensure correct governance, policy and procedures are enacted, and technical expertise (solutions architecture, platform support and security support) to deliver a comprehensive package of services. Our unified support services will help prevent delays and ensure collaboration with all stakeholders to achieve successful delivery.

Cadmidium can provide full management consultancy services, including an established Engineering & Technology team who can conduct a full range of activity from initial design, physical installation through to decommissioning, removal of redundant equipment and its destruction. Cadmidium have a proven track record within the public sector including expertise in government and security policies, JSPs, GDPR and IT regulations. Our project support is comprehensive and have successfully delivered cloud services to UKGovt and NATO operational theatres, at multiple classifications.

## 1.2 Planning

Cadmidium's DTMS planning services include:

- A delivery approach that is collaborative and communicative, merging inputs to support and facilitate effective joint working towards realisation of the end goal.
- Engaging with Stakeholders and Third Parties at an early stage.
- Experienced in reviewing legacy PBX, mobile and telephony technologies, to develop a bespoke customer solution and roadmap.
- Able to advise on transition and adoption of best solution, such as VoIP/ Cloud based systems in support of a Unified Communications solution.
- Solution design to offer operational resilience and futureproof business benefits.
- Our SME's many qualifications include: PRINCE2, AGILE, APMP, TOGAF, MODAF, Digital Services Standard and Technology Codes of Practice.

## 1.3 Setup and Migration

Establishing the right solution and architecture is an obvious consideration for any migration. However, Cadmidium also ensure that opportunities are fully capitalised on, by re-engineering applications and business processes as required to achieve sustainable transformation. Cadmidium has experience working within complex infrastructure designs and migrations, combination of Project Manager, Solution Architect, various skilled Technical Engineers, and Testers to ensure a smooth project lifecycle.

## 1.4 Quality Assurance and Performance Testing

Cadmidium has an ISO 9001:2015 certified Quality Management System, which includes robust processes. We conduct internal auditing to ensure that all projects conform to our own policies, processes and procedures which also reflect industry best practise. This helps ensure successful project/product delivery.

Our Quality Assurance (QA) process within DTMS starts with gaining a detailed understanding of the customers' requirements and the implementation solution to be adopted. This then allows us to determine the QA and inspection points needed, such that reviews and assurance be conducted at the appropriate points of the lifecycle or delivery.

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## 2 DTMS Components

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### 2.1 Key Components of our Digital Transformation Management Services

- **Rigorous Discovery and Design Architecture**  
Detailed analysis and management of client requirements to ensure the solution is fit for purpose.
- **Collaborative Working and Development**  
Intelligent customer support with open communication and collaboration. Client team development through skills and knowledge transfer.
- **Efficient Migration and Transition**  
On-Site support offered. Coherent migration strategy plan, with defined stages of transition to ensure a smooth transition.
- **Complete Project Controls Management**  
Following PRINCE2 and AGILE methodologies including full RAID Management. With regular health checks and strategic updates to maintain senior leadership buy-in.
- **Benefits Realisation and Management**  
Initial recognition of opportunities, their measurement and management. Identification of further emerging opportunities, developing a plan to ensure maximum benefit is realised.
- **Stakeholder and Third-party Engagement**  
Effective engagement with key Stakeholders to ensure both technical and business readiness/suitability for the proposed solution. This will include a robust Stakeholder Management Plan and Communications Strategy.
- **Secure Data Handling and Management**  
Ability to work at multiple classifications, operating in accordance with GDPR, JSP 440, Official Secrets Act and such caveats as required by UKGovt, NATO etc.
- **Testing and Auditing**  
Robust technical testing and assurance, conducted in a logical, systematic method. Supported with experienced configuration and change management processes.
- **End-to-End Business Change Support**  
Supporting system design and change. Experienced with fixed and mobile communications, Voice and Video over Internet Protocol and multiple cloud-based solutions. Continued support during transition, and post-transition to ensure a comprehensive and full handover.
- **Improved Process Control**  
Provide governance, policy, advice, and guidance regarding installation standards, advise on JSP's, BSEN, electrical and H&S publications.

## 3 DTMS Benefits

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### 3.1 Key Benefits of our Digital Transformation Management Services

- **Improved User Experience**

Enable and enhance the Hybrid / remote user and customer experience, optimising collaborative working in a digital environment.

- **Robust QMS Procedures and Certification**

Provide a quality managed service in line with suitable knowledge and experience such as ISO 27001, ISO 9001:2015, JSP 604. Ensuring an auditable process which gives assurance to the customer.

- **Design Assurance SMEs**

Technical experts with varied skilled backgrounds in the SCIDA, Cyber and VOIP communications areas. Project Managers skilled in supporting an enhanced voice, video and mobile communications capability through a unified communications backbone at multiple security classifications.

- **Cost Reduction and Savings Realisation**

Designed solution will reduce usage costs and cost pressure, while providing a stable foundation for future growth and development.

- **Sustainable and Healthy Change**

Rationalise and optimise the digital estate to build for unified communications. Reduce obsolescence as part of a bespoke solution which is upgradeable and futureproof.

- **Experienced Stakeholder Management Partner**

A team whose vast experiences and diverse backgrounds, facilitates communication and engaging with any stakeholders, third-parties, SME's or professional bodies required to see the project through to successful completion.

- **Integrity and Corporate Responsibility**

Demonstrated track record of developing corporate Social Value, such as equal opportunities and battling economic inequality, while maintaining a Carbon Neutral status to fight climate change.

- **Risk Reduction**

Ensure business readiness through robust assessment of the 'as-is' and guidance throughout the whole process. Active risk management throughout the project lifecycle to ensure early identification and mitigation management.

- **Through Lifecycle Support**

Project support through all phases of project, experienced in supporting projects in high tempo environments, from conception to completion. Quicker access to project managers reducing time and costs.

## 4 How DTMS Works

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### 4.1 Foreword

Prior to forming design recommendations, we always consider the full range of options including a formal consideration of costs and benefits ensuring that we future-proof solutions and maximise value-for-money.

In partnership, we drive detailed analysis of requirements as part of a comprehensive planning and migration schedule, implementing new cloud-based communication services, enhancing security, and streamlining online communications to enable digital transformation away from legacy telephony services. Cadmidium technical specialists utilise the recognised CADMID cycle:  
Concept/Assessment/Demonstration/Manufacture/In-Service/Disposal.

### 4.2 Overview

- Conduct a vigorous analysis of the 'as-is' situation (existing fixed voice and mobile telephony technologies, legacy PBX, TDM, SIP Trunks, Gateways etc).
- Undertake a thorough review of all requirements and customer expectations with the Client.
- Initiate early engagement with key stakeholders and third parties.
- Prior to making formal commitments to proceed, our recommendations and approaches are fully and formally socialised with key stakeholders. Appropriate Plans, Schedules, QMS, Change control and Risk Management procedures will be documented from the outset.
- Development of a clear strategy for realisation of the agreed solution is agreed.
- Knowledge and skills transfer is incorporated into everything we do. This will be communicated with all parties, with open lines of communication and collaborative working policies being adopted within the project.
- Implementation is shaped by architectural and design principles. Ensuring technical readiness, validity, and robust benefits realisation for the client.
- Regular quality reviews with periodic review of user requirements to ensure they remain extant and offer the best solution for the project.
- Execution of the new solution, and journey towards unified communications, away from legacy on-premises, physical systems, and services, to secure, modular and automated cloud services in both public and private cloud environments.
- Continued knowledge transfer and stakeholder engagement to ensure the change is adopted at all levels and its resilience supported.
- Formal handover to the client following knowledge transfer, with the opportunity to build for further/future support as required.



### 4.3 Constraints

The service is most successful if coupled with the client's internal technical capability and business expertise. The customer should also consider and note any third parties involved with legacy systems and/or new deliveries relevant to the engagement scope. This may require non-disclosure or other commercial agreements for these parties to be engaged in an effective and collaborative way.

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## 5 Business Continuity

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Business continuity encompasses a defined set of planning, preparatory and related activities which are intended to ensure that critical Cyber Security services and functions will continue to operate despite serious incidents or disasters that might otherwise have interrupted them. We have excellent business continuity measures within our organisation, which encompass continuity services to our customers during service engagement.

Our own cloud-based solutions are resilient providing 99.99% availability and access to our data. The passage of Military (UK/NATO at Official Sensitive) information is facilitated through Cadmidium ICT systems being MoD Accredited, enabling us to process and store up to OFFICIAL SENSITIVE. This is supported by our UK Government certified secure facility, enabling storing and processing of data up to and including SECRET, including backups of data critical to the provision of our services.

If required, a detailed business continuity plan will be provided upon engagement.

## 6 Account Management

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Our commercial department handles all account queries covering after sales requests. All G-Cloud enquiries should be directed to:

**Cadmidium Commercial**

*e-mail: [commercial@cadmidium.co.uk](mailto:commercial@cadmidium.co.uk)*

During the provision of the CSAC service a dedicated account manager will be appointed and will hold regular meetings with our service buyers to ensure we are delivering to your expectations.

As an ISO 9001:2015 and ISO 27001-2022 company we operate a highly effective Quality and Information Security Management Systems which track and log all customer feedback and opportunities for improvements. Through good account management we will continue to strive to improve our services delivered to our buyers before, during and after engagement.

## 7 Commercial Statement

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