CONFIDENTIAL

Service Definition

Change Management

About Goaco

Goaco is a Global Consultancy working as a partner with the public and private sectors, delivering innovative solutions and experiences that align to the needs of people, places and planet.

- Founded in 2010: Headquartered in the UK.
- 100+ subject-matter-experts across offices in the UK, UAE & KSA.
- Network of 16,000+ associate consultants through Goaco Group.

We are **Digital Transformation, Cyber Security** and **Managed Service** experts successfully delivering projects for business and government.

Our approach integrates leading-edge ideas with a focus on people, being true partners and ensuring our clients are central to every step of the process.

Our agile team swiftly adapts, enabling us to deliver optimal outcomes and solutions tailored to your requirements.

Recognised as UK Government digital experts.

Digital with a difference

THE SUNDAY TIMES
Best Places to Work 2025
SMALL ORGANISATION

Your partner from **discovery** to **run**

go discover

Discover, Define, and Validate Human-Centred Solutions.

go build

Empower Your Data, Cloud Software and Cyber Security Evolution.

go live

Manage and Secure your Digital Operations round the clock.

Watch our video: Click Here

Service description

We prepare, equip and support individuals to deliver desired outcomes. Supporting people through their transitions from the current state to a future target operating model. Identifying what is needed to influence each person to embrace and adopt the change and ensure project success and benefits realisation.

Service features

- Define success and the required activities and change profiles
- Identify individuals and groups that will be impacted
- Identify blockers such as resistance and resource gaps
- Put in place change management and communications plans
- Embed the ability to track and iterate change cycles
- Post go live, undertake retrospectives and lessons learned activities
- Sustain change through influencing culture and management practices
- Frameworks to transfers knowledge and assets

Service benefits

- Experienced and professionally qualified change managers (e.g. Prosei ADKAR)
- Objectivity to help facilitate decision making and prioritisation
- Increased likelihood of delivering project outcomes and strategic benefits
- Holistic approach across people, process and technology change
- Engagement at all levels, stakeholders. policyholders, process owners and users
- Increased user adoption
- Evidence of benefits realisation and ongoing tracking
- Re-usable templates and ways of working

Our certifications

Our certifications are recognised globally

Goaco are proudly certified to:
ISO 9001, **ISO 4001**, **ISO 27001** & **ISO 20000**

IASME certifications

Delivering people-focused outcomes through innovation

Goaco has delivered for the public and private sectors across the globe

Ministry of Defence

Department for Transport

Department for Work & Pensions

Ministry of Justice

Crossrail

Cabinet Office

Medway Council

Hampshire County Council

REUTERS

BT SPORT

LUCIDYA

ALIPH

ADITUM

Scottish Courts and Tribunals Service

BRITISH AIRWAYS

Delivering excellence for over 15 years

Our Services

UCD User-Centered Design

Our User-Centred Design approach starts by understanding the root problem and what users truly need. Through user research, service design, and clear content, we create journeys that feel natural and accessible. It's not about trends, it's about meaningful outcomes and experiences that genuinely help.

Digital Delivery

As a delivery partner with your organisation, our service is primarily outcomes based, implementing products and services across portfolios & programmes in an iterative manner (Agile & Waterfall) with a focus on the benefits.

Cyber Security

Goaco partner with public & private sector organisations, protecting them from the threat of known and unknown security threats. We help you to develop security maturity, become certified, conduct security/penetration testing and protect from cyber-attacks 24x7.

Data

Goaco's Data Services span the full lifecycle from collection and management to advanced analytics and AI-driven insights. Ensuring accuracy, security, and scalability, we help businesses make smarter decisions, modernise operations, and drive growth.

Cloud

Our service offerings involve transforming your organisation to use the Cloud across Google Cloud, MS Azure and AWS, embedding automation (infrastructure-as-code) for cost-saving, and monitoring and management of your infrastructure for efficiency.

Artificial Intelligence

At Goaco we enable businesses to harness AI to transform how they operate, compete, and grow. Our AI Services span assessment, strategy, design, and implementation covering automation, predictive analytics, generative AI, and custom machine learning solutions.

Managed Services

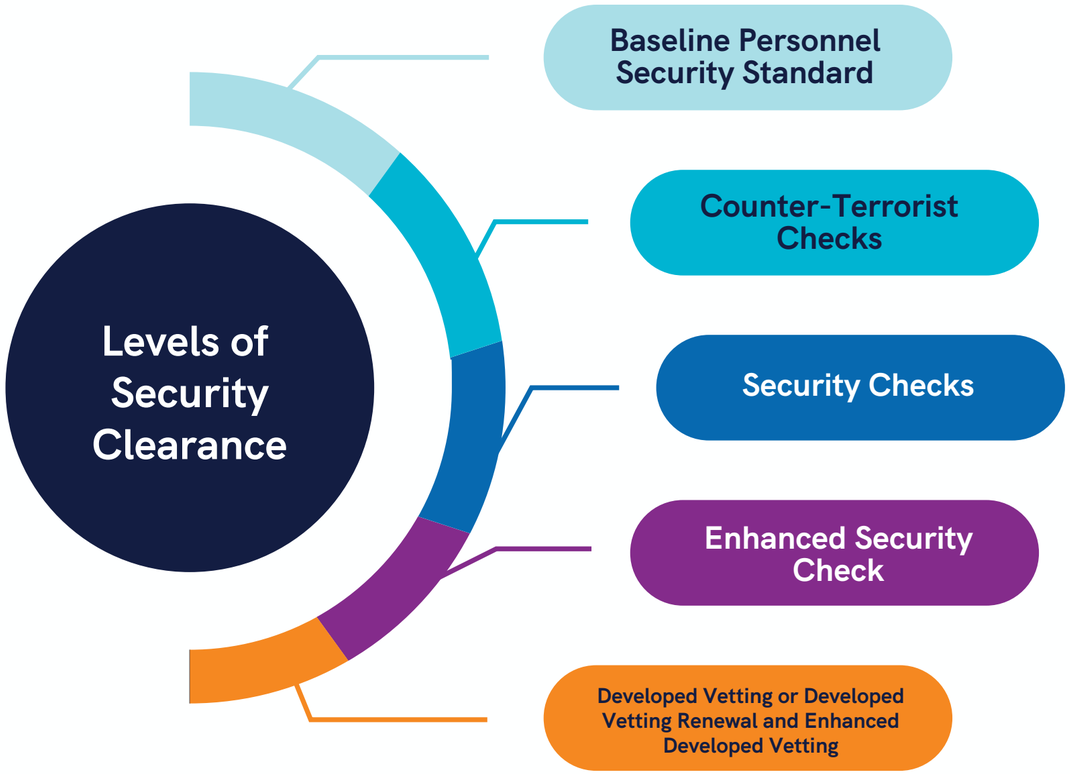
Goaco's ITIL aligned support team works around the clock to keep your IT running at peak performance levels, using industry leading tools to constantly improve and ensure you are in safe hands.

Software Development

Goaco provide you with tech-agnostic custom, Web, App (mobile) and Low/No code (DynamicsCRM/PowerApps) development from design, build, launch & management. We embed as a development partner providing you the value of leveraging our experience.

Personnel clearance levels (UK)

At a minimum, our UK personnel hold a Government approved BPSS clearance.



Our Penetration Testers and Cyber Security consultants hold a minimum of Security Clearance vetted with the Ministry of Defence (UK Government). For SECRET, personnel with DV Clearance are available, which is the highest level across the UK Government.

International branches are covered by the same principles as BPSS, including identity verification, references and criminal record checks.

This is the value we bring to other regions and countries, with the assurance of personnel accessing sensitive data.

Our partnerships

goaco

aws partner network

Google Cloud Partner

GOLD UMBRACO PARTNER

CLOUDFLARE

NOMINET

ARMED FORCES COVENANT

PROUDLY SUPPORTING THOSE WHO SERVE.

GREAT BRITAIN

Quest

Social value

Climate change

Goaco operates under a Carbon Reductions, Environmental and Sustainability policy and plan and embeds sustainability into services and deliverables.

COVID-19 recovery

We provide hybrid and remote working options for staff, retained our full workforce during the pandemic period and supported retraining of people who lost employment during the lock-down period.

Tackling economic inequality

We aim to open paths for people not traditionally accessing tech careers. To create awareness Goaco sponsor young people's sport (Ebbsfleet U15s football and Aylesford Bulls Girls rugby) and operates a Cyber Academy.

Equal opportunity

Goaco operates under a policy that sets out a company approach to Equality and Diversity. We have resolved to place inclusion at the heart of everything we do, and this is reflected in our policy objectives and company culture.

Wellbeing

We support all staff with flexible work to ensure they can meet family and caring responsibilities.

SOCIAL VALUES

Our values

Equality

We continually review our **promotion** of inclusivity, **diversity** and lifelong **learning**.

Integrity

Honesty and **integrity** have built a culture of trust and openness within the Goaco network.

Unity

We **recognise** the **power** of **diversity** and difference in a **team** to learn and grow as individuals and an organisation.

Respect

Respecting others **boundaries**, opinions and **skill sets** is **important** to us at the core of our **company culture**.

Excellence

We take pride in delivering **excellence** in everything we do and **expect** the same **passion** and drive from our colleagues.

Our culture

Behind every success story, innovation and milestone achieved, there are dedicated individuals who go above and beyond to make it happen.

One Team

Company Socials

Creating Opportunities

Valuing Diversity

Generating Solutions

Giving Back

www.goaco.com