



Digital Health Strategy & Planning

Altacom G-Cloud Service Definition

Altacom Ltd

+44 (0) 800 211 8181

contact@altacom.com

www.altacom.com

Service Overview

1.1 Service Summary

Altacom's Digital Health Strategy & Planning service enables customers to develop a transformational Digital Strategy, ensuring the organisations digital aspirations are achievable and clear. It will define how the organisation can deliver improved engagement, efficiency and performance through the use of digital technologies and obtain the maximum return on investment.

1.2 Key Features

- Fully defined Digital Strategy
- Maturity roadmap and implementation plans
- Clear goals and objectives
- Agreed KPIs with measurements
- Aligned to business and technology strategies
- Set in the context of key business drivers and initiatives
- Technology and vendor-neutral approach
- Bespoke service designed to meet your organisations needs

1.3 Key Benefits

- Clear strategic vision
- Led by domain experts and experienced industry consultants
- Impartial advice and guidance
- Rapid development
- Fully researched and aligned to current and future trends
- Developed in partnership with you
- Designed to realise maximum benefit from digital technology investments
- Access to Altacom's extensive consulting experience

Service Description

2.1 Service Offering

Altacom's Digital Strategy service enables our customers to set effective business strategies for leveraging cloud services and digital technologies. We work closely with senior leaders in our client's organisation to help them shape their future direction by understanding their operational and competitive landscape and then setting out a clear and achievable strategic vision to deliver increased performance and greater efficiency.

We use a wide range of established approaches and techniques to help our customers understand their markets, define strategic objectives, develop potential scenarios and identify available opportunities. We then map out the required transformation to realise the identified opportunities, establish a programme portfolio and ensure Digital Strategy is fully aligned to the wider Business Strategy. This builds a clear view of how business services will be provided and how the strategic vision and new operating models will increase the quality and efficiency of services and add value.

Our Digital Strategy service covers several key areas:

- Core Digital Strategy
- Mobile Strategy
- Cloud Strategy
- Connected Technology Strategy
- Social Media Strategy

2.2 Approach

We work with our clients to help solve business challenges and deliver value by applying a structured and consistent methodology across all of our Management Consulting services. We combine the rigour of a consultancy with the creativity of an agency. We offer our clients a unique combination of fresh thinking, pragmatism and specialist knowledge. Our services are flexible, scalable and highly configurable, allowing us to meet the specific requirements of each individual client engagement.

Our approach is based around the following key stages that enable us to maintain quality while delivering at pace:

- **Define** the business objectives
- **Analyse** and identify exact business requirement
- **Design** a solution with the customer
- **Develop** and build the solution
- **Verify** and test the solution's suitability
- **Implement** the solution
- **Control** and stabilise the solution in operation

- **Enhance** and optimise the embedded solution

Throughout our engagements we focus on identifying and delivering sustainable value, empowering our clients to become high-performance businesses.

We work to recognised industry standards in all our engagements, typically including:

- PRINCE2
- PMP
- MSP
- Agile
- TOGAF
- Six Sigma
- PROSCI
- ITIL

This provides our customers with the confidence and security that comes with applying tried-and-tested, evidence-based methodologies. There is no single approach that suits all projects in all industry sectors. In recognising this, we blend different methods and techniques to achieve the required outcomes as effectively as possible.

Our public sector consultants are best-in-class with exceptional breadth and depth of industry experience and thought leadership. They work with the client to understand their business strategy, vision and defined objectives to deliver the transformational change that will realise the desired business benefits.

2.3 Partnership Working

Altacom services are designed to be delivered in partnership with you. We have assumed that you will be able to make the following contributions to the work:

- Ensure the availability of and access to senior stakeholders, vendors and decision-makers and ensure all parties involved have prioritised the programme of work accordingly.
- Provide access to current information and data for associated initiatives and services, such as IT services specifications and SLAs, operating and regulatory frameworks, in-flight projects, national, regional and local mandates and legislation, contractual agreements and pre-defined strategies and plans.
- Provide access to all local services and facilities as mandated by local operating and security frameworks, such as computers, shared drives, printers and copiers, access and entry cards, telephony systems as appropriate.
- Offer a safe, effective working environment for our joint team in a co-located space which we will have exclusive use of for the duration of the project, and in which we can leave working papers, technology and appropriate personal belongings without disruption.

If you are not in a position to make some of the relevant contributions listed above, we are open to discussing options regarding our approach so we can effectively accommodate your circumstances.

2.4 Inputs

We expect clients to be able to provide certain inputs to the service, which are listed as follows:

- Full approval to proceed with the programme of work in place
- An agreed and unambiguous scope with clearly defined objectives and timelines
- Detailed information regarding relevant business, IT, digital and programme strategies
- Access to key stakeholders and resources who will be working with Altacom consultants to deliver the programme, where these individuals have been identified

If you are not in a position to provide all of these inputs, we are open to discussing options regarding our approach so we can effectively accommodate your circumstances.

2.5 Outcomes

In terms of outcomes and deliverables, the specific outputs of this service will vary depending on your requirements. The following are examples of some of the key artefacts we might expect to deliver in an engagement of this nature:

- Comprehensive Digital Strategy
- Digital Roadmap
- Implementation Plan

2.6 Scope

The scope of this offering extends to the provision of professional resources. Altacom will act as your delivery partner, providing 'Delivery as a Service'.

Altacom will provide consultants to manage and deliver all agreed service outputs. This will include a blend of both embedded and off-site resources, as required. Our consultants will work in partnership with you and any existing resources (either external or internal) assigned to delivery.

Altacom offer a range of G-Cloud Services. We will integrate, manage and deliver complimentary offerings to form part of this G-Cloud service, as required by the Customer.

2.7 Exclusions

As a Professional Services offering, this service includes no provisions for the technical prerequisites necessary to enable the delivery of this service. The details of any technical

prerequisites and any additional costs, such as licenses, hardware and tooling, will be defined on a case by case basis in agreement with the customer.

Legal advice is not included as part of this service.

Service Delivery

3.1 Information Assurance

All Altacom consultants working with Customer information will hold the necessary security clearance level required to access any data relevant to the engagement, including BPSS, SC or DV. All consultants will have undergone full background checks prior to on-boarding. Specific security requirements will be discussed with the Customer prior to commencement.

Altacom consultants will possess industry standard qualifications commensurate with the role they are expected to perform.

Our standards, processes and practices are regularly audited to ensure that we have a comprehensive and robust information and security management regime in place. As such, we have a full set of information assurance processes and standards to protect all Customer and internal data in transit and at rest.

This G-Cloud service is not appropriate for IL (Impact Level) or PGA (pan-government accredited) accreditation as Lot 4 Specialist Cloud Services do not include infrastructure, platform or software solutions.

3.2 Service Levels

For each engagement, Altacom will assign an Account Manager who will act as a single point of contact for the Customer for ease of communication. They will ensure that the entire service is managed effectively and in-line with the Customer's expectations.

Specific service level requirements will be agreed before the start of the engagement and continuously reviewed throughout the contractual period. We work closely with our Customers to ensure that our consultants, levels of service and results exceed their expectations.

The Account Manager is responsible for ensuring a high standard of service delivery throughout the engagement, addressing any issues that may arise and working with the Customer to accommodate any changes to requirements. Regular meetings will be held with Customers to monitor consultant and account team performance and a programme of continuous service improvement will be maintained.

KPIs and a full set of management information will be maintained and provided as required. Exit interviews and surveys may be undertaken to enable us to improve our service delivery.

Our Account Managers are fully available during normal working hours.

3.3 Service Constraints

This service has no specific constraints other than that it is for the provision of resources within the UK only. The resource operating parameters are detailed in the SFIA Definitions & Rate Card.

All Altacom services are highly flexible and can be adjusted to accommodate the Customer's needs. Our services have been described separately but can be purchased both individually and in combination.

3.4 On-boarding/Off-boarding

Prior to the start of an engagement, our account team will work with the Customer to ensure that each consultant receives a full on-boarding, induction and assignment briefing.

At the end of any engagement our consultants will undertake knowledge transfer with the Customer and our account teams will work with the Customer to deliver any specific off-boarding requirements, as agreed.

3.5 Client Responsibilities

Details of the Customer's responsibilities are set-out in the applicable Terms & Conditions.

Any additional Customer responsibilities will be discussed and agreed before service commencement and will form part of the contract.

3.6 Training

Altacom can provide full training services to customers, covering either the delivery of the service itself or the application and management of the outputs of the service. We offer a comprehensive range of training solutions including eLearning, direct-delivery, virtual classroom sessions, self-study media and train-the-trainer services.

Throughout the course of any engagement, our consultants aim to informally share knowledge and expertise with local resources. The scope of any specific knowledge transfer requirements would be agreed with the customer prior to the engagement.

3.7 Trial Options

We are open to discussing options regarding possible trial services with our Customers.

3.8 Termination

The customer may terminate this service without cause by providing 14 days written notice.

The supplier (Altacom Ltd) may terminate this service without cause by providing 28 days written notice.

3.9 Data Backup/Restore and Disaster Recovery

Not applicable to this service.

3.8 Financial

Pricing Options

Altacom offers a range of pricing options dependent on the type of engagement and the Customer's particular requirements.

- For Time & Materials work, the standard G-Cloud rate (please refer to the associated SFIA Definitions & Rate Card) is multiplied by the billable days applied to the project.
- For Fixed Price work, an estimate of the effort required will be produced and a price agreed with the client.
- For staged pricing models based on deliverables/outcomes, a series of estimates for each stage will be produced and prices per stage agreed with the client.

A blend of Time & Materials and Fixed Price or staged pricing models can also be accommodated.

Unit Costs

All professional services are delivered at the day rates detailed in the associated SFIA Definitions & Rate Card.

Certain engagements may require the provision of specific technical prerequisites, such as licenses, hardware and tooling. All additional costs of this nature will be agreed with the customer prior to commencement.

Ordering and Invoicing Process

The Altacom sales team will guide the customer through the order and invoicing process.

Where we are delivering a fixed price project, invoicing is managed in accordance with the payment schedule agreed with the client and defined in the contract. Invoices are triggered when the appropriate quality criteria and sign-off of deliverables is achieved. For time and materials engagements, invoices are submitted monthly in arrears.

The Account Manager assigned to the engagement will work with our administration and finance teams so that any issues, queries or concerns are dealt with quickly and effectively. Altacom is based in the UK and we can be contacted directly by phone or email. In all cases, invoices are submitted monthly in arrears.

To speak with a representative from Altacom's Professional Services team, please contact the named individual at the bottom of the relevant Digital Marketplace page.

Payment Options

Altacom accepts all standard payment methods, including Purchase Order, BACS and Credit Card.

[Financial Recompense Model](#)

Altacom consultants aim to exceed customer expectations and meet the service criteria at all times. Should a customer find that the agreed level of service has not been met, Altacom will work with the customer to reach a favourable outcome, referring to the Framework Agreement and our standard Terms and Conditions to resolve any issues.

Our Account Managers communicate regularly with our customers so that any potential issues are addressed before they arise. This allows us to rapidly adjust our service to meet changing demands and requirements and deliver maximum value for our customers.

About Us

Introduction

Altacom is a consultancy specialising in management, technology and innovation. We help organisations reach their goals by providing expert consultancy combined with a drive to innovate. Our creative solutions enable our clients to transform their business and fully exploit modern technology to make real, measureable performance gains. We make a difference by delivering sustainable transformative change to help organisations achieve exceptional results.

Altacom offers a complete range of cutting-edge technology and business consultancy services that help our clients gain the business advantage they're looking for. Our solutions are tailored to the exact needs of our clients to ensure they realise maximum value. We take a partnership approach to consultancy, sharing expertise, providing practical support and working with our clients to make success happen.

Our Capabilities

We have a wide range of capabilities which allow us to provide complete, end-to-end service for our clients.

We provide expert consultancy in the following leadership areas, helping our clients define their corporate vision and set a clear direction for their organisation:

- Business Strategy & Planning
- Business Transformation

Our professional services function offers a range of solutions from project management to customer engagement to training delivery and covers the following areas:

- Project Services
- Engagement Services
- Digital Services
- Training Services

We benefit from having an in-house digital agency function that offers a wide range of design and development services, along with management solutions for digital technologies.

All our services are flexible, responsive and scalable, so we can consistently meet our client's needs, no matter how great or small they may be.

Our Principles

At Altacom, we follow a series of guiding principles that underpin everything we do:

- **Partnership** working to ensure alignment with our client's vision
- **Dedicated** to quality and standards
- **Passion** for results
- **Honest** and open with our clients
- **Practical** and driven to make real change
- **Innovative** and outside-the-box thinking
- **Professional** attitude, respecting and supporting our colleagues

Our Approach

Our approach to consulting is based on ensuring we achieve the best possible outcome for our clients. To do this, we strive to provide our clients with services that:

- Are expert led
- Add measureable value
- Enrich the organisation
- Exceed expectations
- Empower and build capability

Our Clients

Our consultants bring a vast amount of experience to the table, gained across multiple business sectors and domains. We work across a range of sectors but specialise in supporting public sector bodies, including the NHS, housing, social care, local and central government.

We have worked with many NHS Trusts and CCGs around the UK, covering a huge range of projects across every care setting. Working with NHS clients, we take a clinically-led approach, ensuring we are always focused on the needs of the organisation's core business.



Contact Us

Phone: +44 (0) 800 211 8181
Email: contact@altacom.com
Website: www.altacom.com

The copyright in this work is vested in Altacom. This work (either in whole or in part) must not be modified, reproduced, disclosed or disseminated to others or used for purposes other than that for which it is supplied, without the prior written permission of Altacom.

Pricing, specification and terms are correct at the time of writing. Whilst every effort is made to maintain current information, pricing, specification and terms are subject to change without notice.

All trademarks referenced within this document are the property of their respective companies. The names of actual companies and products mentioned may be the trademarks of their respective owners.

Altacom Ltd is registered in England & Wales, Company Number 10065108. VAT Number 237104925. DUNS Number 221646950.

© Copyright Altacom 2022. All rights reserved.