



Crown Commercial Services G-Cloud 14
Lot 3 – Cloud Support
Service Definition

Equantiis
Strategy - Art of the Necessary
Version 1.0



Crown
Commercial
Service

1 Introduction

1.1 Company Overview

Equantiis is a specialist consulting and delivery partner that specialises in deploying expertise to help organisations define, specify, procure and deliver technology solutions and services with confidence.

Founded in 2013, Equantiis brings together significant sector knowledge and expertise within its ranks to add incremental value to organisations that need to leverage services and solutions from the Crown Commercial Services G-Cloud 14 framework.

1.2 Bespoke Services Approach

Equantiis aims to disrupt the market by providing bespoke solutions and services but offered on a fixed scope, outcome and price basis to allow for easier budgeting and approval cycles.

In order to provide bespoke services, Equantiis considers each client challenge on its own merits, then develops a scope and approach in line with client objectives and desired outcomes. This allows deliverables and benefits to be correctly aligned to requirements instead of a packaged, off-the shelf solution that needs to be customised after it has been delivered.

1.3 Collaborative Approach to Stakeholder Engagement

Engagement, collaboration and communication across departments and silos is important for any project.

However, when developing requirements, together with understanding issues, challenges and expectations, collaboration is crucial not only to understanding the current state but to solicit 'buy-in' and support for future change and implementation programmes.

Establishing the 'What's in it for me?' across all stakeholder groups is key to driving successful transition and transformation projects and lasting change.

2 Service Description for Strategy - Art of the Necessary

2.1 Service Outline

We understand that functional areas will have specific needs for enabling technology. However, too many organisations are still working in functional silos, with budgets that align to those silos. This means that technology selection will likely be implemented to meet the needs of a functional silo. This gives little or no consideration for how adopting technology or new ways of working will impact the wider business. This approach often results in a very limited solution, a fragmented technical and/or data architecture, technical debt, and loss of value in the solution for the wider organisation.

At Equantiis, we work collaboratively with your customers, staff and stakeholders to interpret, challenge and prioritise your collective needs, capturing business outcomes and then can determine the changes necessary across people, process and technology. We call this approach the 'Art of the Necessary'.

Focusing on the material impact of new technology and ways of working, we ensure that the collective needs of the business, across departmental silos, can be considered and the wider impact of any proposed change can be aligned to overall organisational goals. We break down the walls between the silos, to remove speculation and personal advocacy allowing you to make sound change and transformation decisions based on facts and collective stakeholder input.

Equantiis have developed and honed this approach by staffing our ranks with consultants that worked in similar organisations before so they have a first-hand understanding of the challenges and nuances of your sector.

2.2 Service Scope

Equantiis have performed Strategy - Art of the Necessary across a wide range of sectors and for a wide variety of technology solutions and services. These include but are not limited to:

- Artificial Intelligence & Automation
- Data
- Digital & Technology
- Cloud
- Content Management Systems (CMS)
- Customer Relationship Management (CRM)

- Enterprise Resource Planning (ERP)
- Human Resource Management
- Student Information Systems (Higher Education)
- Target Operating Models

2.3 Service Approach

The service approach for Strategy - Art of the Necessary follows the following phases:

2.3.1 Phase 1 – Kick Off & Vision Setting

- Project team huddles.
- Project kick-off with Project Team and SMEs.
- Vision and Principles workshop with Project Team and SMEs.

Value to the business

- Coordinated project and staff team.
- Project Governance.
- Clear Vision and scope.
- Outcomes for benefits realisation

2.3.2 Phase 2 – Technology, Process & Business Discovery

- 121 stakeholder interviews.
- Process Discovery workshops with functional area SMEs.

Value to the business

- Issues and challenges captured.
- Staff consulted and bought-into project aims to optimise and improve.
- Processes captured – “what we do” rather than “what we think we do”.
- Quick wins identified for remediation.
- Opportunities for new solution(s) identified.

2.3.3 Phase 3 – Customer Personas

- Personas workshops with customer-facing staff.
- Persona validation with your customers.

Value to the business

- Insight into real behaviours of current and prospect Customers.

- Representative demographics for customer-centric decision-making.
- “Customer Voice” to share and inform the business.

2.3.4 Phase 4 – Customer Journey & Experience Maps

- Customer Experience workshops with customer-facing staff.
- Experience validation with your customers.

Value to the business

- Insight into real behaviours of current and prospect Customers.
- Representative demographics for customer-centric decision-making.
- “Customer Voice” to share and inform the business.

2.3.5 Phase 5 – Requirements Definition

- Functional and technical requirements workshops by solution capability.
- User Story prioritisation sessions with the Project Team and SMEs.

Value to the business

- Prioritised business & system requirements in the form of user stories covering integrations, data, security and performance
- Full functional and technical scope to support options analysis and solution design.
- These requirements can be used to inform and support any future procurements.

2.3.6 Phase 6 – Transformation Roadmap

- A clear understanding of all the necessary steps required to resolve your issues and challenges and meet your organisational objectives.
- A robust roadmap for implementation including realisation of Vision and Outcomes, steps required, roles, resources and investment budgets to inform Stage 7 – Business Case.

Value to the business

- Clear understanding of how any proposed change will impact the business and support meeting your organisational objectives.
- A clear and stakeholder agreed transformation roadmap of all the necessary activities with timeline, priority, skills and roles needed and budget, to allow successful execution.

2.3.7 Phase 7 – Business Case

- Clear and concise articulation of the costs of the issues and challenges present in your business today.
- Clear and concise articulation of the costs associated with any investments for change across people, process and technology.
- A clear and concise business case that compares the cost of the challenges with the cost of investments to show where and when returns can be expected.

Value to the business

- Stakeholder agreed impact statements with associated costs to your organisation.
- Clear understanding of the investments necessary to implement lasting change across the organisation.
- Clear understanding of the Return On Investment (ROI) across the transformation plan and beyond.

2.4 Service Deliverables

Below is a list of typical deliverables for the Strategy - Art of the Necessary service. This list is not exhaustive and can have other deliverables added or some of the list removed as necessary to deliver against the individual client outcomes.

- 2.4.1 Vision & Principles Framework**
- 2.4.2 Detailed view of issues and potential improvements**
- 2.4.3 Documented AS-IS legacy estate**
- 2.4.4 Potential Quick Wins and/or fixes**
- 2.4.5 Personas, Journey and experience maps**
- 2.4.6 Documented business needs**
- 2.4.7 List of risks and single points of failure**
- 2.4.8 Functional and Technical requirements**
- 2.4.9 Transformation roadmap**
- 2.4.10 Business Case for investment**

2.5 Engagement Duration and Timeline

Due to the bespoke nature of our engagements and outcomes that our clients demand from Equantiis, timelines and durations are specified and agreed following a specification and scoping workshop/meeting as described below in section 3.1.

2.6 Associated Services

Additional or associated services from the Equantiis portfolio can be included or excluded on a case-by-case basis. Equantiis services and solutions are designed to be customised to meet the individual client needs, considering any requirements and constraints.

Please contact Equantiis on hello@equantiis.com to discuss.

3 Using the Service

3.1 Scoping Overview

Generally, Equantiis services are delivered following a free-of-charge engagement specification and scoping workshop/meeting where we establish the needs, requirements and constraints of our clients, then we can agree the scope, objectives and outcomes. The next stage is for Equantiis to propose a customised work package with requested deliverables and outcomes in mind.

3.2 Pricing Overview

Once the specification and scoping workshop mentioned in 3.1 has been completed, Equantiis can price the engagement in the following ways.

3.2.1 Fixed Scope & Price (Preferred and standard approach)

Following the mutual agreement of the objectives, scope, deliverables, Equantiis can supply pricing that is fixed against the scope and deliverables. If the scope or deliverables do not change and the client meets its commitments in a timely fashion then the price will remain fixed.

However, should Equantiis cause a delay in the engagement that is at no fault to the client, then Equantiis will absorb that cost and deliver with no extra charge.

Additionally, should the client scope change for reasons out of the control of Equantiis, then change control, chargeable or otherwise, will apply.

3.2.2 Time & Materials (based on SFIA rate card)

Following the establishment of phases and estimated effort to complete, Equantiis can provide a price estimate for each phase. However, the nature of time and materials is that it carries a risk that if there are any delays or unforeseen circumstances on either side of the relationship then the work might be finished after the time estimate. This can result in engagements going over budget and further charges may apply.

3.3 Billing and invoicing

Our fees are typically invoiced monthly in arrears, with payment terms set at 30 days net of receipt of invoice. Pricing does not include VAT.

Expenses for travel, accommodation and subsistence are not included.

An example of our invoicing schedule - for a 3 month engagement would be invoiced as 25% on signature followed by 25% per month in arrears for the 3 month period.

4 Client Portfolio

Please see below a selection of Equantiis' clients. References and further information is available upon request.

			
			
			
			
			

5 Contact Information

Should you require any further information on this service or any other aspect of other information on Equantiis please do not hesitate to contact us using the information below.

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