



Axiologik

G-Cloud 14 catalogue



Who are Axiologik

What we do

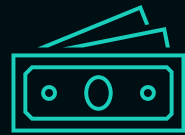
An advanced digital delivery consultancy

Axiologik is a leadership consultancy built on trust, authenticity, and expertise. We partner with forward-thinking organisations to deliver impactful digital transformation, even in the most demanding environments.

Our team boasts a successful track record leading critical, large-scale digital programmes. We have a proven ability to not only guide successful implementations but also to revitalise previously failing initiatives.

We are also trusted by our clients to design, shape, and transform their technology operating models. Leveraging industry-leading methodologies, we help you achieve fast-flow, drive efficiency, and unlock remarkable improvements in productivity and quality. This translates to tangible results that empower your organisation to thrive in the digital age.

The problems we find
The problems we solve



LIMITED ROI FROM TECHNOLOGY INVESTMENT

Investments in new technology and ways of working **not delivering intended enterprise value**



SLOW, INEFFICIENT DELIVERY

Long, expensive change cycle times with significant inefficiency and often poor quality, constraining the business



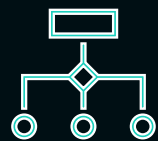
LARGE, COMPLEX, TIGHTLY COUPLED SERVICES

Rigid, highly interconnected services, platforms and ways of working that **constrain agility and lead to organisational silos**



CHANGE PROGRAMMES THAT ARE 'ON FIRE'

Critical change programmes over budget, behind schedule, **not delivering intended value**



ORG STRUCTURE NOT OPTIMISED FOR SUCCESS

Organisational structures aligned to functions, communication and reporting, rather than **enabling the flow of value**



FRAGMENTATION OF SERVICES

Different systems providing similar services across the enterprise.
Poor customer experience, significant waste



ISSUES WITH SERVICE 'FUNDAMENTALS'

Lack of control of IT estate, poor service performance, ineffective ITSM processes, limited focus on 'operability' & resilience engineering



POOR EXPLOITATION OF CLOUD

Escalating costs, no clear enterprise platform strategy, limited exploitation of cloud native services & cloud infrastructure potential

Our services

How we help our clients succeed

Axiologik delivers impactful, digital solutions, in the most demanding circumstances

We enable organisations to achieve excellence in digital delivery



LEADERSHIP OF CRITICAL CHANGE

In partnership with our clients, we lead the delivery of their most critical change initiatives, often in the most complex environments.



DELIVERING EXCEPTIONAL SERVICES & EXPERIENCES

We create exceptional services with exceptional experiences through strategic alignment of people, processes and technology.



DIGITAL ORGANISATION OPTIMISATION

We help organisations transform their digital effectiveness through establishing experience-led, fast-flow technology operating models.



DRIVING ENGINEERING EXCELLENCE

We help organisations transform their engineering effectiveness to deliver quicker, more efficiently and with better quality.



SERVICE OPERATIONS MODERNISATION

We modernise and radically improve service operations for the digital world, improving flow whilst increasing resilience



UNLOCKING THE CLOUD

We help organisations unlock enterprise value from the cloud, transforming time-to-market, cost, resilience and security

“Once again, they have exhibited a *rare ability* to lead very large complex digital programs.

What often sets Axiologik apart is their understanding of the full arc of digital program delivery, from concept to live service, and their ability to guide teams through the entirety of that journey. .”

SARAH WILKINSON, (FORMER) CEO OF NHS DIGITAL, DEPUTY CEO – VIRGIN MONEY

We are a values-led organisation that thrives on integrity and being accountable

Integrity

Acting ethically is a priority for every person that represents the company, and it's at the very core of what we believe.

Honesty

We act in a transparent, trustworthy manner every single time. Through honesty, we earn the respect of colleagues, customers and the public.

Fairness

We believe that fairness is central to the success of every business. In an effort to make the local economy more just, we work with (and fund) the Leeds Community Foundation, which distributes vital grants and support to community organisations across the region.

Accountability

We accept responsibility for our actions (and inactions). We never pass the buck. This is reflected in our ambitious Carbon Reduction Plan, which outlines our ambition to be completely carbon negative by 2030.

Reliability

We keep our promises. Creating a great customer experience begins with doing what we say we'll do, again and again.

Diversity and inclusion

We're committed to making our workforce fully representative of the people in the society we serve. That's why we hold diversity and inclusion training, practise equal opportunity when hiring, and encourage open dialogue.

Learning

No one has all the answers. A culture of humility and a commitment to continuous learning is the bedrock of successful companies. That also means listening to our employees - so we can create an environment conducive to staff wellbeing.

Meeting UK standards

Each and every one of our services is designed to be compatible with global delivery standards for smooth integration and complete compliance.

Our policies, procedures and systems meet international information management standards, helping you to be confident that the work we do is trusted and in safe hands.

Standard

- ISO9001 – Quality Certification
- ISO14001 – Environmental Management
- ISO27001- Information Security
- Cyber Essential Plus
- Mental Health First Aid
- Technology Code of Practice

Framework

- Technology Services 3 (RM6100)
- Digital Outcomes & Specialists (RM1043)
- G-Cloud (RM1557)
- Digital Capability for Health (RM6221)
- NHS SBS – Digital Health Advisory (SBS10225)



G-Cloud Service catalogue

G-Cloud Service Catalogue

Services designed to drive fast flow for high-performance tech delivery in modern Digital organisations. Our expertise is proved in the public and private sectors, delivering world-class services in complex, highly-regulated environments.

- ▶ Digital Strategies for Cloud Environments
- ▶ Leadership of Critical Change
- ▶ Product Strategy for Cloud-based Services
- ▶ Designing Exceptional Cloud-based Services
- ▶ Organisation Optimisation for Cloud-based Service Delivery
- ▶ Driving Engineering Excellence for Cloud-based Services
- ▶ Service Operations Modernisation for Cloud Environments
- ▶ Unlocking the Value of the Cloud
- ▶ Solution Architecture for Cloud Environments
- ▶ QA and Testing for Cloud-based Services

Digital Strategies for Cloud Environments

This service drives fast flow for high-performance tech delivery and comprises organisation-led technology strategy services that define the optimal mix of technology needed to deliver critical value outcomes aligned to the enterprise mission, vision and objectives.

Strategies include digital change, information, data, technology and product.

FEATURES

- Definition of required capabilities through modelling outcomes, vision, aspirations
- Capabilities that account for trends, peers, disruptors and competitors
- Collaborative assessment of current capabilities and capability maturity
- Identification of opportunities to rapidly evolve capabilities
- Target state end-to-end architecture derived from target capability configuration
- An architectural strategy with traceability to technology components
- Identification of re-use, build or new technology candidates.
- Technology selection utilising exemplars where vendor selection activities required.
- Transitional architectures and roadmaps with balanced speed/cost/risk/experience.
- A validated, baselined strategy spotlighting viability and deliverability.

BENEFITS

- ✓ Deliver the best balance of speed, experience, cost and risk.
- ✓ An agreed, viable and deliverable technology strategy
- ✓ Rapid capability evolution taking advantage of emerging trends and disruptors
- ✓ Roadmaps and transitional architectures enabling agility and driving early value
- ✓ Architectures that ensure alignment to strategy and market competitiveness.
- ✓ Alignment with transformation agenda and organisational objectives
- ✓ Architectures taking advantage of emerging trends (cloud, AI, etc)
- ✓ Deliver optimal mix technology components
- ✓ Maximisation of strategic technology investment
- ✓ Ability to measure and perform continuous improvement

Leadership of Critical Change

We provide client-side leadership of critical change, enabling our clients to turn their most critical digital aspirations into reality; delivering modern, impactful, resilient services at real pace, often in high-scale and high-complexity environments.

Typically commencing with an assessment, our client-side teams include programme, delivery, product, design, engineering and architecture leadership.

FEATURES

- Provision of highly experienced delivery leadership teams and practitioners
- Design, align and execute bespoke strategies using agile-at-scale/lean-engineering best practices
- Digital delivery health check and maturity assessment.
- Management and orchestration of multiple parties, including suppliers.
- Measure and appropriately govern processes to enable continual improvement
- Guide and lead Product, Portfolio, Programme, Project or hybrid practices
- Service and quality by design and prioritisation of service/business outcomes
- Assess and enhance existing capabilities through our delivery/engineering maturity assessments
- Create open, transparent and visible delivery practices promoting continuous improvement
- Deliver frequent, meaningful and high-quality business outcomes

BENEFITS

- ✓ Tailored delivery approach to accelerate flow-of-change and organisational agility
- ✓ Outcome centric delivery approach leading to efficient and frequent deployments
- ✓ Consistent delivery of values/outcomes to gain optimal and rapid return-on-investment
- ✓ Pragmatic balance of best practice and practical/tangible delivery experience
- ✓ Leadership of complex end-to-end digital solutions and large-scale transformations
- ✓ Recovery of failing projects, programmes and portfolios
- ✓ Enhanced stakeholder engagement to ensure successful implementation and benefit realisation
- ✓ Creation of high performing delivery teams to ensure self-sustainability
- ✓ Design and delivery of flexible, performant and maintainable solutions
- ✓ Improved operational effectiveness and better understanding of risk

Product Strategy for Cloud-based Services

This is a service driving fast flow for high-performance tech delivery providing organisations with a digital product strategy and associated roadmaps optimised for products and services outcomes.

With clear user-centric, outcome and delivery focus, it defines evolution to a digital approach, including an organisational strategy for ongoing continuous evolution.

FEATURES

- Model outcomes, vision and marketplace identifying capabilities required
- Assess existing capabilities through tried and tested maturity assessment framework
- Identification of evolution opportunities from current value stream approach
- Establish a modern product vision, mission, roadmap and governance standards
- Development of a candidate target product strategy meeting required outcomes
- Validation of candidate product strategy with core stakeholders ensuring alignment
- Establish product communities to own and evolve standards & governance
- Final product strategy (incl. associated roadmaps) driving the actionable plan

BENEFITS

- ☑ Agile operating model creation
- ☑ Organisation, Architecture and Delivery Strategy alignment
- ☑ Outcome focused product delivery
- ☑ Successful product transformations in large scale and regulated environments
- ☑ Reduced cycle time delivering improved flow of outcome delivery
- ☑ Increased throughput of iterative value to users and citizens
- ☑ Reduced cost of ownership and delivery for valuable outcomes
- ☑ Reduction in complexity from a people, process, and technology perspective
- ☑ Product led transformation that is optimised for continuous improvement

Designing Exceptional Cloud-based Services

This is a service driving fast flow for high-performance tech delivery enabling organisations to design whole services that work effectively across physical and digital channels and ensures the right problems are solved in the right way.

We combine user research, interaction design, content design and service design to ensure services are user-centric, accessible, intuitive and effective.

FEATURES

- Option of discovery as a service
- Quantitative and qualitative user research to accurately determine problem spaces
- Clear definition of target outcomes across stakeholder groups
- Establishment of service blueprints for target state services
- Integrated design across digital and physical channels, i.e. whole services
- Solutions iteratively designed with users and stakeholders to ensure alignment
- Interaction and content design for intuitive, ergonomic and accessible touchpoints
- Alignment to GDS standards with focus on inclusivity and accessibility
- Analytics and ongoing UR to optimize service performance over time
- Fully embedded within a product and service-centric, iterative delivery model

BENEFITS

- ✓ Better understanding of real user needs through user research
- ✓ Services designed holistically across physical and digital channels
- ✓ Services designed with accessibility/inclusivity in mind from day 1
- ✓ Outcome-centric approach with designs relative to outcomes to be achieved
- ✓ Focus on data-driven, research-led ongoing improvement and service optimisation
- ✓ Design process aligned to and proven against GDS standards
- ✓ Full-spectrum capability combining UR, interaction, content, graphic and service design
- ✓ Proven experience of integrating design and product management at scale
- ✓ Demonstrable track record in controlled, regulated and critical environments

Organisation Optimisation for Cloud-based Service Delivery

This is a service driving fast flow for high-performance tech delivery, aligning business functions, delivery teams and accountable boards to ensure operational effectiveness.

We maximise outcomes across the whole ecosystem - assessing customer journeys, defining target outcomes, restructuring the organisation aligned to demand flow, and improving product management and engineering processes.

FEATURES

- Review and assessment of existing model to understand challenges
- Design operating model to maximise delivery effectiveness and product flow
- Assessment of supply chain and supplier management processes improving collaboration
- Implementation of governance tuned to maximise effectiveness and delivery outcomes
- Metrics and analysis providing ability to continually improve output efficiency
- Revised product management and engineering processes to improve product flow
- Implementation of Agile, SAFe methodologies to industry and GDS standards
- Adoption of high maturity practices, e.g. SRE, continuous delivery, observability
- Expertise in multi-supplier environments with blended modern and legacy technologies
- Proven track record leading adoption in controlled and regulated environments

BENEFITS

- ☑ Creation of a Plan allowing the whole organisation to engage
- ☑ Predicable outcomes based on transparent plans and Operating Model design
- ☑ Utilisation of sector specific experience supporting your organisation through change
- ☑ Operational alignment helps assure delivery and the availability of services
- ☑ Ensures any investment creates the biggest benefit for your organisation
- ☑ Cost reduction and improved product flow utilising revised engineering processes
- ☑ Track progress of all outcomes through improved and concise metrics
- ☑ 1:1 Coaching and workshops supporting the teams in your organisation

Driving Engineering Excellence for Cloud-based Services

This is a service driving fast flow for high-performance tech delivery, designed to establish modern product, data and infrastructure engineering organisations.

We combine modern practices such as continuous delivery, site reliability engineering, observability, team topologies and data-driven continuous improvement to deliver elastic, secure and resilient services at pace.

FEATURES

- Assess existing engineering maturity via a proven maturity assessment framework
- Identify, map and optimise engineering value streams within your organisation
- Establish a modern engineering vision, strategy and standards
- Refactors organisation-level team interactions to improve organisational engineering efficiency
- Adopt high maturity practices, e.g. SRE, continuous delivery, observability, infrastructure-as-code
- Clear and consistent metrics (e.g. DORA) to measure effectiveness
- Establish engineering communities to own and evolve standards and governance
- Proven track record of leading adoption in controlled, regulated environments
- Deep expertise of product, data and infrastructure engineering leadership
- Expertise in multi-supplier environments with blended modern and legacy technologies

BENEFITS

- ✓ Benchmark engineering performance against established industry standards
- ✓ Better understanding of engineering processes and opportunities for improvement
- ✓ Improved efficiency and lower cost of software development
- ✓ Services that deliver faster, scale better and break less
- ✓ Faster recovery time for incidents through better observability and self-healing
- ✓ Adoption of modern practices - SRE, continuous delivery and observability
- ✓ Fast track adoption of proven engineering standards and frameworks
- ✓ Accelerate improvement of engineering maturity via expert engineering leadership
- ✓ Sustainable organisational structures to lead continuous transformation over time
- ✓ Proven expertise in multi-supplier and regulated environments

Service Operations Modernisation for Cloud Environments

This is a service driving fast flow for high-performance tech delivery. We modernise and radically improve service operations for the digital world, improving flow whilst increasing resilience.

We assess service performance and effectiveness data, examine the underlying operating model and benchmark performance against 'what good looks like' to drive improvement.

FEATURES

- Assess existing service management maturity using proven maturity assessment framework
- Analysis of service data to determine underlying trends and patterns
- Analysis of service management tools to determine maturity and coverage
- Service Operations design and transformation leveraging Service Operations as a Platform thinking
- Implementation of security scanning and software composition analysis tooling
- Automation throughout the product lifecycle
- Observability and event correlation through AI Ops
- Introduction of Service Level Objectives and Error Budgets
- Option for Service Health Assessments (SHA)

BENEFITS

- ☑ Significantly increased resilience
- ☑ Reduced mean time to resolution (MTTR)
- ☑ Benchmark service management performance against best practice
- ☑ Feasibility assessment for adoption of modern practices, e.g. SRE, observability
- ☑ Detailed analysis of the key factors driving service performance
- ☑ Improved of operating model effectiveness and areas of friction
- ☑ Holistic assessment across operating model, people, processes and tools
- ☑ Enable product teams to own operational resilience
- ☑ Provide leading-edge services

Unlocking the Value of the Cloud

This is a service driving fast flow for high-performance tech delivery.

It is geared towards taking the step beyond cloud migration to getting the best out of cloud technology by taking advantage of the reliability, agility, resilience, scalability, green-compute and performance characteristics that need to be specifically.

FEATURES

- Definition of required capabilities through modelling business outcomes, vision, aspirations
- Capabilities that account for trends, disruptors and environmental pressures
- Collaborative assessment of current capabilities and capability maturity
- Opportunity identification for rapidly evolvable capabilities to underpin product development
- Target state end-to-end architecture derived from target capability configuration
- Leadership and hands-on direction and support for implantation
- Identification of candidates for migrate, transform, or build new cloud-native
- Technology vendor selection using expertise in Azure, AWS and GCP
- Transitional architectures and roadmaps with balanced speed/cost/risk/experience
- A validated, baselined strategy spotlighting viability and deliverability, including cost management (i.e. FinOPS)

BENEFITS

- ☑ Deliver the best balance of speed, experience, cost and risk.
- ☑ An agreed, viable and deliverable technology strategy
- ☑ Rapid capability evolution taking advantage of emerging trends and disruptors
- ☑ Roadmaps and transitional architectures enabling agility and driving early value
- ☑ Architectures that ensures alignment to strategy and market competitiveness.
- ☑ Alignment with transformation agenda and business objectives
- ☑ Architectures taking advantage of emerging trends (AI, hyperelasticity, green compute)
- ☑ Deliver optimal mix technology components
- ☑ Maximisation of strategic technology investment
- ☑ Ability to measure and perform continuous improvement

Solution Architecture for Cloud Environments

This is a service driving fast flow for high-performance tech delivery, focused on delivery-orientated solution architecture to provides end-to-end strategy, governance, architectural design and assurance at a solution portfolio level targeting accelerated delivery of high-quality, secure and reliable outcomes.

This can also be delivered as a service (SAaS).

FEATURES

- Bespoke to each client environment and needs
- Defines an evolved execution model of solution architecture
- Covers processes, tools, measures across technical design, governance and assurance
- Ensures interlocked roles and responsibilities across the service
- Identifies areas of critical maturity that underpin or enable outcomes
- Rapidly evolves solution architecture effectiveness
- Identifies just-enough governance to increase rapid throughput of solution architectures
- Enhances solution architecture leadership across delivery teams
- Defines handover plans and executes phased handover into BAU
- Covers AWS, GCP, Azure, Salesforce, Netsuite, Oracle etc

BENEFITS

- ✓ Optimising digital services in-line with cloud strategy to drive strategic value
- ✓ Ability to deliver against technology strategy, modernise/implement digital ecosystems
- ✓ Bridges the gap between conceptual strategy and implementing the strategy
- ✓ Increased ability to proactively manage technical debt
- ✓ Addresses gaps in skills, competencies, tools, practices and operating model
- ✓ Baseline for long-term sustainable model that doesn't require external resource
- ✓ Improves due diligence across the technology lifecycle
- ✓ Brings clear ownership and accountability while emphasising collaboration and co-creation
- ✓ Traceable metrics assist retrospectives and individual professional development
- ✓ Collaboration and coverage closes voids between architecture and other teams

QA and Testing for Cloud-based Services

This is a service driving fast flow for high-performance tech delivery.

Axiologik will design and embed quality assurance frameworks/strategies tailored to the risk appetite of your organisation, applying Shift-Left, Test/Behaviour Driven Development and Automation-First principals to improve quality, reduce engineering waste, focusing on both functional and non-functional software testing.

FEATURES

- Design and execute quality assurance strategies using testing best practices
- Automation first principals increasing coverage and improving pace of delivery
- Shift left approach to reduce defect related risks and costs
- Design and execution of functional and non-functional testing strategies
- End-to-end testing including unit integration and interface testing
- DevOps adoption to deliver with high-velocity, high-quality meaningful outcomes
- Delivery assurance and pipeline industrialisation
- Managing Agile Testing alongside Legacy Testing and development
- Organisational QA and Test Policy, Programme Test Strategy and Toolkits
- Project and programme recovery through quality assurance assessments

BENEFITS

- ✓ Tailored quality assurance approach to meet your individual organisational context
- ✓ Outcome-centric approach to testing, leading to rapid and frequent deployments
- ✓ Test independence to provide confidence in delivery of digital solutions
- ✓ Targeted testing approach focusing on high-risk areas
- ✓ Cost savings through shift left approach, find and fix early
- ✓ Highly experienced teams able to pragmatically balance theory vs practice
- ✓ Leadership of complex end-to-end testing and delivery of digital solutions
- ✓ Creation of highly performant quality assurance teams to ensure self-sustainability
- ✓ Improved visibility and transparency of your QA and testing capability
- ✓ Appropriate levels of governance ensuring better, faster, and smarter delivery

Pricing

G-Cloud Pricing – SFIA Rate Card

| | Strategy & Architecture | Business Change | Solution Development & Implementation | Service Management | Procurement & Management Support | Client Interface |
|---------------------------|-------------------------|-----------------|---------------------------------------|--------------------|----------------------------------|------------------|
| 1. Follow | £200 | £200 | £200 | £200 | £200 | £200 |
| 2. Assist | £460 | £460 | £460 | £460 | £460 | £460 |
| 3. Apply | £650 | £650 | £650 | £650 | £650 | £650 |
| 4. Enable | £950 | £950 | £950 | £950 | £950 | £950 |
| 5. Ensure / Advise | £1,250 | £1,250 | £1,250 | £1,250 | £1,250 | £1,250 |
| 6. Initiate / Influence | £1,400 | £1,400 | £1,400 | £1,400 | £1,400 | £1,400 |
| 7. Set Strength / Inspire | £1,700 | £1,700 | £1,700 | £1,700 | £1,700 | £1,700 |

- **Prices:** exclusive of VAT and expenses
- **Consultant’s working day:** 8 hours exclusive of travel and lunch
- **Working week:** Monday to Friday excluding national holidays
- **Office hours:** 9:00am to 5:00pm Monday to Friday
- **Travel, mileage subsistence:** Included in day rate within M25. Payable at department’s standard travel and subsistence rates outside M25
- **Mileage:** As for travel, mileage subsistence
- **Professional indemnity insurance:** included in day rate

Work we've done

“Axiologik has been the best partner I have ever worked with.”

“All of your team members have been super helpful and have added a lot of value. Very customer focused, very value focused, simply great work!.”

STEVE THOENNES, SENIOR DIRECTOR – THOMSON REUTERS

Leading the digital response for COVID-19 Vaccinations in the NHS

In a time of national crisis, we were commissioned by the NHS to fulfil our most impactful role yet - leading the development and implementation of the Covid-19 vaccination digital delivery service.



THE CHALLENGE

- Establish a clinically-safe, highly—accessible, population-scale vaccinations service in hyper-aggressive timelines.
- Need for hyper-scalable and hyper-available services, secure against attack, capable of gracefully handling wild & unpredictable volume spikes.
- Complex & challenging environment with high degrees of uncertainty, complicated systems and data landscape, extensive regulation and multi-agency involvement.
- Requirement to mobilise multi-supplier, cross-agency programme at pace and hit maximum pace immediately.
- Significant integration & dependencies across wide array of national systems and 3rd party commercial products.

OUR APPROACH

- Axiologik were accountable for all technology & data within the COVID Vaccinations programme from discovery to live services.
- Quickly established high-level service design and enterprise architecture to enable rapid mobilisation of key projects.
- Directly led rapid, incremental delivery of National Booking Service using modern user-centred design and cutting-edge engineering practices.
- Provided overall direction, product & technical leadership, systems integration and assurance services across the whole service.
- Led setup of population-scale service operations infrastructure and held accountability for service operations in live.

THE RESULTS

- We were able to balance agility with governance, providing reliable leadership in a highly-regulated environment, and mobilising delivery of digital vaccination delivery services at extreme pace.
- We efficiently scaled the programme to 50 million vaccinations in just 5 months, including 24 million organised via the National Booking Service in 12 weeks.
- Every single delivery milestone was met, from the initial go-live date to the incorporation of booster jabs.

This project earned us **Best Public Sector Digital Project** at the 2022 Computing Digital Technology Leaders Awards!

Delivering the next generation of strategic health protection platforms for the UK

The UK Health Security Agency was tasked with building strategic health protection platforms to manage emerging health threats. led end-to-end design & delivery.



THE CHALLENGE

- Emerging health threats do not follow predictable patterns, and therefore IT systems must be sufficiently flexible to cope.
- There was a 'Race against time' with expected outbreaks of Avian Flu & other respiratory viruses
- Significant post-pandemic fatigue, with very tight funding envelopes.
- Complex legacy system landscape, not designed to 'go fast'
- Backdrop of significant organisational integration, with unclear strategic business architecture

OUR APPROACH

- Axiologik was engaged to lead strategic design & end-to-end delivery of the 'Digital Engagement Platform' (DEP).
- We established a strategy focused on systematic improvement to enterprise 'flow', consciously decoupling services, investing in pipelines and restructuring the organisation to be more 'business aligned'
- Established clear target business and technology capability models, enabling UK HSA to construct re-usable, composable enterprise platforms for use in future outbreaks
- Led end-to-end product, architecture delivery management & engineering leadership for the platform, co-ordinating & managing broad supplier base to deliver.

THE RESULTS

- We successfully led delivery of the Digital Engagement Platform in aggressive timeframes.
- Conscious approach to deliver fast product flow using latest 'platform thinking' enabled delivery of business services to combat Monkey Pox within 5 days.
- Services to combat Avian Flu delivered in similar timeframes.
- Delivery time for major changes (from build to release) reduced from 40 days to 3 days due to lean approach & investment in pipelines.
- Captured operating model & delivery processes in 'delivery handbook' for long term sustainable use by UK HAS and now engaged in helping to build long-term UK HSA capability pools.

Transforming digital delivery effectiveness & improving product flow at The Home Office

The Home Office brought us in to work on the Immigration Technology Portfolio (now MBTP), the organisation tasked with building the digital future of immigration. We set out to transform the maturity of digital delivery and improve product flow across their complex, multi-product, multi-supplier organisation of over 1000 personnel.



THE CHALLENGE

- A large tech organisation that was struggling to deliver a series of significant digital transformation programmes.
- There were significant investments in the cloud and agile, with limited results.
- Delivery was slow, inconsistent and unpredictable
- Dependencies and tightly coupled architectures impacted almost every project/product

OUR APPROACH

After the initial commission to review overall organisational effectiveness, we were then asked to design and implement a more effective digital operating model.

We designed a future-state operating model built upon the principles of decoupled products & services, lean product management and fast-flow engineering practices, underpinned by rigorous quality and governance practices.

We subsequently led transition to the new model, including leading architecture de-coupling, establishment of self-service platforms and adoption of new ways of working and advanced engineering practices.

Having successfully led the transition to new ways of working, we were retained as the client-side delivery partner to manage the portfolio's most critical and high-profile programmes and projects.

THE RESULTS

The successful creation of a product-led operating model, built on lean principles and advanced engineering practices and used as an exemplar across the Home Office.

Significantly improved portfolio effectiveness, reducing cost by 30% whilst increasing delivery speed by a massive 400%.

Transformed value realisation from cloud services, reducing cost by over 40% in 1 year and saving over \$30m in 4 years, whilst driving world-first adoption of advanced cloud practices in gov't.

Fundamentally improved business agility, enabling rapid responses to Brexit, Small Boats and Ukraine.

“Axiologik has led the transformation of culture with the Immigration Technology Portfolio, helping us to create a leaner organisation”

JOHN HOLBEN, CTO - IMMIGRATION TECHNOLOGY PORTFOLIO, UK HOME OFFICE



Axiologik

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