GCloud 13
Service Definition
Cloud Process Transformation

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Contents.

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Service Description

Cloud Process Transformation
Service Definition

Ineffective processes can significantly hamper delivery. We can help you transform your process - taking a user-centric service design approach and leveraging the latest cloud technology including robotics process automation (RPA) and artificial intelligence (AI) where appropriate. All in the cloud.

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Features & Benefits

Features

- User-centric service design approach aligned with GDS standards
- End-to-end digital journey evaluation and transformation
- Digital customer channels and user journey mapping
- Cloud-deployed virtualisation and optimisation solutions
- Transform processes to be more effective and efficient
- Reduce process waste, deploy lean processes
- Data and customer analytics, driving Management Information and insight
- Robotics Process Automation (RPA) using cutting-edge technologies. Webchat, chatbots
- Off-the-shelf capability accelerators available to streamline processes
- Uses the principles of Lean, Six Sigma, Agile and Systems Thinking

Benefits

- Increased operational efficiency and effectiveness
- Increase people engagement, improve motivation and enhance vision alignment
- Increase productivity and improve outcomes
- Improved user experience
- Significant time savings and cost reductions
- Challenge and partnership approach to improve your outcomes
- Rapid mobilisation, flexible approach
- Experience, expertise and proven methods
- Proven approach, methodologies and techniques
- Greater staff engagement and satisfaction

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02

About Us

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We exist to help clients to be the best they can be.

Our ecosystem was established to unleash the power of data, digital and technology to help transform the public sector.

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Introductions
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Our consulting engagements are all about outcomes.

You may need to improve, transform, digitalise, rationalise, maximise, grow, save, re-design, increase efficiency, become more effective, optimise, reduce risk, re-imagine the business or a function, increase security, improve organisational resilience, leverage cloud or reset your vision, mission, roadmap and/or strategy.

Whatever your outcome, we tailor our approach, using proven techniques and specialist experts to deliver real and lasting solutions to business issues and challenges, helping good clients to become even better.

2006
Over 15 years
Transforming public sector clients

GDS
User-Centric
We use GDS-aligned techniques

Social Value
Making a real difference to clients and the community

DD&T P&P
End to End Transformation
Covering People, Process, Technology, Data & Digital

Knowledge Transfer
Additional value through coaching & upskilling

Collaborative
Highly transparent, engaging and collaborative approach

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Cloud Transformation
User-centric, agile delivery

Our services are aligned with:
- GDS Service Manual
- Technology Code of Practice
- HMG Cyber Security Principles
- Gov.uk
- NCSC Cloud Security Principles
- WCAG 2.1AA Accessibility Standards

CCS supplier: find us on GCloud, DOS and Digital Programmes frameworks.

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