

## **About Cadence**



Cadence Innova are the go-to SME for public services transformation that Discover, Design, and Deliver Positive Change to create a sustainable impact on communities and individuals.

Our mission is to inspire and enable our customers to deliver services that make peoples' lives better, communities more connected, and enterprises more sustainable.

Cadence Innova began in 2007 when three experienced, like-minded consultants joined forces to build a company with the kind of ethos that was hard to find elsewhere.

Today, we are B-Corp certified, have an employee share ownership programme, and have kept true to our principles to have social value at the heart of what we do.

Our work has put us, and our customers, in a position of winning multiple awards. We are particularly proud to have been named by The Financial Times as one of the UK's Leading Management Consultancies in the Public and Social Sector and Digital Transformation categories, for 5 years in a row. We have an established, growing team with many years of lived experience in private and public services. We draw these teams together to create a unique approach of working with, not doing to when solving our customers' challenges. We are different by design, collaborating with you to truly unpack your problems and stay with you to deliver meaningful impact and outcomes, change and transformation.

We **discover** what challenges your organisation by drawing on our diverse pool of skills and backgrounds. Our team comes from a wide range of social, ethnic, educational, and professional backgrounds which help us collaborate and unpack your issues and offer innovative solutions.

We **design** the approach to overcoming your challenges by working with you to shape the transformation journey. No one knows your organisation better than you do, so we combine our independent thinking with your inside knowledge and experience to find the best way to solve your challenges.

Deliver Positive Change

Discover

Design

We **deliver positive change** by staying with you throughout the journey to produce meaningful outcomes that make peoples' lives better, communities more connected, and enterprises more sustainable. We are committed to – and motivated by – working for good, so our passion drives us to keep going until we're successful.

Customer feedback is important to us, we judge our success by their responses. Our customer voice programme helps us to continually improve, and when asked, 95% of our customers said they would recommend us.

# **DevOps**



We offer a range of digital services to support the vision for your services. We package our services so you can choose how best to use us, delivering end-to-end digital implementations or in stages. We work with you to deliver and streamline DevOps using our experts in agile delivery.

#### **Features**

- ➤ Agile based DevOps cloud solutions including Azure and AWS
- Recommendations for optimal development frameworks, code repositories and container strategies
- > Uses experienced digital, cloud, delivery, and product resource
- Development and management of integrated backlog
- > Full integrated Delivery Lifecycle and Service Management processes
- Continuous integration, continuous delivery, monitoring, reporting and feedback loops
- ➤ Aligns to ITIL processes (incident, problem, change, availability, capacity)
- ➤ Aligned to Service Manual / Standards
- Cloud native approach

#### **Benefits**

- Increased reliability and stability of services
- Reduced cost to serve
- Accelerated delivery
- > Continued and incremental delivery of value
- Improved scalability and flexibility
- > Improved responses to live service issues
- > Improved collaboration and ownership through the delivery cycle
- Aligned to ITIL
- > GDS / CDDO compliant approach

# **Aligned services**



### **Business Analysis Services**

Effective analysis plays a pivotal role in maximising the value that cloud systems and digital services provide to the organisation. Our service supports you in aligning technology with business goals and activities, ensuring your systems and processes are optimised, so you can ensure value-for-money while operating efficiently and effectively.

#### **Service Design**

Integration of cloud products within the broader service ecosystem is essential for creating an excellent user experience. Our service helps you design the full service, including end-to-end processes, cross-platform integration, online/offline user journeys, and the necessary support for users. We ensure commercially viable, accessible, and easy-to-use services.

### **Digital Content Development**

Digital content is about the alignment of messaging across multiple channels in support of realising your digital strategy. Our service assesses your existing content across applicable channels and content strategy to provide a baseline to develop a new strategy to improve or deliver against strategic cloud-based goals.

#### **Architecture Services**

Ensuring that cloud systems and digital infrastructure are robust, reliable, and interoperable is essential for modern organisations. Our multifaceted service helps you assess and optimise your existing architecture, design the architecture for new systems, and/or build internal architectural maturity. We aim to empower you to efficiently harness digital technologies.

## **User Centred Design**

Intuitive user experiences and seamless user journeys are essential for unlocking the full potential of cloud-based solutions. Our service helps you ensure usability for your digital products/ services/tools by engaging with users and iteratively designing systems, features, and interactions. Throughout the design, we gather feedback and focus on accessibility and inclusion.

#### **Product Management Services**

Effective product management/ownership is crucial for ensuring digital products and services align with policy objectives, meet user needs, and provide value for money throughout the product lifecycle. Our service helps you build product management maturity, so you can leverage cloud technologies to meet the evolving needs of your users and stakeholders.

## **Process Design Service**

When planning a new service or product, we support from conception to help teams define what this service/product will bring to the organisation in terms of value and benefits. We align the design with existing/new business processes, and we can help to implement across teams, departments, or the whole organisation.

## **Assisted Digital and Accessibility Service**

Ensuring your digital services meet the right accessibility standards is key to delivering services that meet all your customers' needs. Our service can support you end-to-end through your digital, technology, and cloud implementation to ensure your user-facing services meet accessibility standards through accessibility audits and assisted digital strategies.

## Selection of customers we have worked with



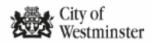


Department for Work & Pensions



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**UK Health** Security Agency



Department for Environment Food & Rural Affairs













Department for Education





**Brighton & Hove** 

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Test Valley

**Borough Council** 









Department of Health & Social Care













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# **Delivering customer success**



