SWIFT | STRATEGIES

G-Cloud 14

Service Definition

Technology, Service and Application Transformation
-
Strategy, Consultancy, and Delivery Services

Lot 3 - Cloud Support

1. Introduction

Company Overview

We are experts in Technology, Service and Application Transformation and have, for the last 10 years, been central to Technology and Digital Transformation programmes in both the Public and Private Sector.

We have performed major transformation and complex large-scale programmes end-to-end from inception strategy definition and discovery, through business case development to sourcing, procurement and delivery.

We are equally comfortable working with the Private Sector or Government and have delivered in line with both the Technology Code of Practice and GDS Service Standard. Past Government customers include The Cabinet Office, The Department for Culture, Media, and Sport (DCMS), The Department for Business, Energy, and Industrial Strategy (BEIS), The Department for Education (DfE), Ministry of Justice (MoJ), the Government Property Agency (GPA), the Foreign and Commonwealth Development Office (FCDO) and the Home Office.

We champion and promote cloud migration and service transformation best practice, leveraging the leading edge of the software and technology landscape as it evolves. We implement cloud-based technology infrastructure and services to meet user need, deliver outcomes and provide Return on Investment (ROI), all in the context of where your organisation is now, its contractual and commercial commitments and its strategic ambitions.

Swift Strategies is regularly engaged to provide:

- Technology and Cloud Strategy services (vision, leadership, and strategy development).
- Transitional and Target Operating Model definition and implementation.
- Capability, capacity and maturity reviews and planning.
- Roll-out, Deployment and Training services for cloud-based Common Technology implementations.
- Business Analysis – Line of Business Applications, Assistive Technology, As-Is discovery, ways of working review.
- Agile project and programme delivery in Waterfall, PRINCE2, MSP environments.
- Architectural vision and strategy aligned to business objective and ambitions.
- 5-case Business case development.
- Contract rationalisation and exit.
- Data migration strategy and planning.
- Turnarounds and end to end delivery of complex delivery programmes.
- ERP Advisory services
- Communications, Engagement, Training and Business Change expertise

We have used our delivery experience to develop a catalogue of offerings and capabilities to migrate, modernise and transform technology, service, and application landscapes, to advise on changes to processes, ways of working and operating models, ensuring delivery in line with Clients strategic objectives and transformation roadmap both swiftly and safely.

Value Proposition

Swift Strategies are experts in Public Sector Technology, Service and Application Transformation and have been central to Service Transformation in Government for the last decade. We have led the inception, discovery, strategy, business case development, sourcing and procurement, and delivery of major Transformations in Government aligned to both the Technology Code of Practice, GDS Service Standard for the Cabinet Office, the Department for Culture, Media, and Sport (DCMS). Additionally, Swift Strategies has been asked to re-set several struggling technology programmes across Central Government including for the Department for Business, Energy and Industrial Strategy (BEIS), Department for Education (DfE), Ministry of Justice (MoJ), the Government Property Agency (GPA), the Foreign and Commonwealth Development Office (FCDO) and the Home Office, ensuring robust mandate, governance, executive sponsorship, appropriate capabilities and operating environments in which to deliver to time and to budget.

We champion and promote cross-government Common Technology Services Patterns, as approved by the Cross-Government Technology and Digital Leaders Network. Swift Strategies leverages an always evolving commodity hardware technology landscape and implements cloud-based technology infrastructure and services to meet user need and provide Return on Investment (ROI), in the context of where your organisation is now and its contractual and commercial commitments.

Having spent over a decade transforming legacy technology, service and application estates and exiting large, out-sourced Systems Integrators (SIs) into new Cloud based systems, Swift Strategies have built a catalogue of services that can help you migrate, modernise, and transform your technology, service, your data, and application landscape as well as your ways of working operating model based on user need, value for money, risk and need for legacy interoperability.

We will propose and implement cost effective interoperable commodity and cloud-based technologies, whether it's your on-premises Infrastructure, End User Compute provision, or Line of Business Application estate and work with you to identify significant efficiency savings, enabling both the platforms, services, structure, and capabilities required to deliver new, future proof commodity technology solutions.

What the Service Provides

Swift Strategies offers an end-to-end technology, service, and application transformation service and whilst we work closely with many vendors and technologies, we are agnostic to both the vendors chosen and the technology solutions as long as they are commodity cloud-based solutions and enable the integration of loosely coupled, interoperable services. This provides you with independent, vendor agnostic and unbiased advice to ensure you have portability and flexibility, meet user need, are appropriately secure, fit relevant architecture patterns and achieve best value for money.

Overview of the G-Cloud Service

Components services available as part of the Technology, Service and Application Transformation, Consultancy and Implementation service are as follows:

- Technology and Cloud Strategy services (vision, leadership, and strategy development)
- Best practice implementation of the Technology Code of Practice
- Sensible Security advice based on NSCS guidelines for OFFICIAL
- User Research and User Needs Evaluation
- Service Transformation for User Support
- Programme, Delivery and Project Management
- Transitional and Target Operating Model definition and implementation
- Commercial sourcing strategies for Common Technology
- Capability, capacity and maturity reviews and planning
- ITIL Service Management in an Agile environment
- Roll-out, Deployment and Training services for cloud-based Common Technology implementations
- Business Analysis – Line of Business Applications, Assistive Technology, As Is discovery, ways of working review
- Agile project and programme delivery in Waterfall, PRINCE2, MSP environments
- High-level architectural vision and strategy aligned to cross-government Common Technology Services patterns
- 5 Case business case development (HMG Greenbook)
- Contract rationalisation and exit
- Capability assessment and development
- Data migration strategy and planning
- Cloud Platforms, Infrastructure and DevOps tools, culture and capability building

2. Data Protection

Information Assurance

Ensuring your information assets are appropriately handled to maintain data integrity, reliability and accessibility is central how we work. Swift Strategies has over 10 years' experience supplying services to the Public Sector and complying to various security and Information Assurance standards, including ISO 27001, GDPR and ICO guidance. We will work with you to ensure that we understand the data to which we have access while supporting you, and handle all data appropriately based on the policies you have in place to do so. Additionally, we will ensure that Information Assurance requirements inform and underpin any of the service components offered in this Technology Transformation Service. Swift Strategies has significant experience with Government data classifications, working at OFFICIAL (and all protective marking therein such as -SENSITIVE, -COMMERCIAL, and -PERSONNEL) and SECRET.

Swift Strategies hold certifications in both Cyber Essentials and Cyber Essentials Plus as well as ISO 9001 / 27001 Integrated Management Systems.

Data Back-Up, Data Restoration and Disaster Recovery

Resilience, Redundancy, Business Continuity and Disaster Recovery factor heavily into Technology Services for both Civil Servants and end-users of the Digital Services they operate. Swift Strategies will work with you to ensure that your needs are understood, and the appropriate plans put in place with new, hybrid and/or legacy environments to help you successfully manage your risk and ensure the business continuity required by your organisation.

Swift Strategies can advise on the principles, standards that underpin good Back-up, Data Restoration, Disaster Recovery and Business Continuity strategies as well as articulate the advantages of Cloud solutions in managing this risk and decrease the manual intervention required to provide core services to your organisation and users.

Privacy by Design

We work with our clients to help them ensure new, migrated and/or transformed systems, technology and solutions are sensibly and proportionately secure, aligned to NSCS and CESG standards and principles. Each client has a unique set of circumstances, risk appetite and Information Assurance requirements and this is factored into the Information Assurance governance process which underpins design and implementation.

3. Using the service

Ordering and Invoicing

We are happy to discuss any element of your Technology, Service and Application Transformation requirements by email (digitalmarketplace@swiftstrategies.co.uk). We have a great deal of experience completing Call Off contracts and are happy to assist with this process if required.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

Swift Strategies' On-Boarding approach follows an iterative approach, evaluating your goals, user needs, business requirements and corporate objectives. Following consultation with you, we will propose an implementation plan which may comprise of any combination of the services listed above.

Service Migration will assess existing capability, capacity, maturity, and readiness to accept change. In most cases, a new operating model needs to be developed to ensure the relevant skills and capabilities are in place for both implementation and on-going operations and continuous improvement. Where there is an impact to end-users in your organisation, we will propose a Deployment, Roll-out and Early Life Support plan to ensure that change and adoption is as smooth as possible. Clients often have strong change and adoption capabilities in-house and any plans will take this into account to ensure value for money.

A central part of Service Migration is decommissioning. We will ensure that implementation plans to into account the effort, costs and risks associated with decommissioning legacy services and systems. This includes but is not limited to hardware decommission and secure destruction; data retention and archiving strategies governed by your Knowledge and Information Management policies; any contractual exits required to support decommissioning; etc.

Off-Boarding is supported by a detailed handover plan, ensuring the appropriate capability and capacity requirements highlighted along with next step recommendations. Core principles of commodity, loosely coupled and interoperable services aim to deliver portability and simplicity wherever possible, enabling any Technology change to be delivered from within your existing services landscape within minimum need to engage expensive specialist capabilities.

Training

Training services can be provided through Swift Strategies and/or Swift Strategies will help procure the relevant expertise to ensure that training is delivered to meet the needs of your users and your organisation based on the service component(s) from this Technology Transformation service. Where this is relating to Roll-out, Deployment, Early Life Support and end-user device training, we can provide, procure and/or partner

with the relevant capability to ensure training requirements are met. Often this is delivered by augmenting the current capacity within client teams to increase adoption and ownership.

Any tools, workflows, processes, and/or frameworks delivered by Swift Strategies will be fully documented and provision will be made during the exit period of Knowledge Transfer and training of in-house staff or alternate supplier(s).

Service Management and Service Levels

Help and support can be delivered during office hours, Monday to Friday 9am – 5pm via email and phone. Additional requirements can be accommodated on a project-by-project basis where discussion and agreement has been added into service provision.

4. Provision of the service

Customer Responsibilities

Swift Strategies work in partnership with you and will define and build the teams, capability and delivery partner provision and supply chain to help you transformation your technology, operating model, and services landscape, delivering better services for your users, greater efficiency and an easier-to-manage technology estate. Our request is that you work openly and collaboratively with us to enable delivery whether that is access to information, personnel, context and/or ensuring effective governance and sponsorship.

Technical Requirements and Client-Side Requirements

Discussed and agreed on a project-by-project basis.

Outcomes/Deliverables

Deliverables will be agreed with the client in advance of the provision of Swift Strategies' services based on any/all the service components list above. We follow the Digital Service Standard approach as it applies as much to Technology and Infrastructure services as it does to Digital Services and champion Agile delivery approach and ways of working. Our recommended approach is to start with Discovery and help you define the problem statement to determine the required strategy based on user need, scope, prioritisation, and funding needs to delivery against those criteria.

Termination Process

There are no additional fees for termination, but clients are advised to consider knowledge transfer and handover requirements to another supplier or the client's staff to ensure smooth transition and exit of service provision.

5. Our experience

Recent case studies and testimonials

Department for Education

The Get Help with Tech Programme at the Department for Education (DfE) was set up to provide productivity platforms to schools, and laptops, tablets, and connectivity services to disadvantaged and vulnerable children in England. The intent was to enable equal access to remote education to help reduce the education attainment gap and enable virtual social care services during the pandemic when they couldn't be provided face-to-face, and when schools closed, or class bubbles were sent home with confirmed Covid cases.

The key challenges were delivering at unprecedented pace and scale, and managing a complex supplier and commercial landscape, in a way which had never been done before, and in a time of significant global supply, travel and logistical constraint. Swift Strategies worked in partnership with the DfE from April 2020 to deliver over 1.95m laptops and tablets to these children.

We provided strategic and operational programme delivery, commercial negotiations and supplier management in a complex multi-supplier and vendor ecosystem, architecture and implementation services, and troubleshooting of complex technical and delivery issues with manufacturers, resellers, operating systems providers and global logistics companies, where we engaged at all levels to understand the challenges to appropriately respond to user need, resolving and managing technical issues with a fleet of over 400,000 safeguarded laptops and tablets provided by the Programme. This included acting as a critical friend reviewing the business case, developing the cost model and management detail, and its iterations for HM Treasury approval of over £450m of public spend.

We delivered a comprehensive knowledge transfer detailing all the ways in which we engaged and collaborated with our stakeholders, how we looked at the whole end to end process to ensure that there was a balance of delivering an optimal user experience based on user needs within the budget and capabilities and constraints of the supply chain. We continue to act as a critical friend and delivery partner to the programme, making recommendations based on our extensive commercial and delivery experience. Our approach has always been to join people together, remove silos and provide value with strong and detailed analytical, product, technical and commercial capabilities to ensure that the Programme's policy ambitions, service design intentions and user needs were deliverable and affordable in the context of an unprecedented digital service and physical logistics operation.

The DfE are now in a much stronger position to meet user needs, while understanding organisational needs and constraints of funding, market conditions for devices, and feedback from formal and informal (social media, etc) channels, to inform robust and defensible delivery, technology, commercial and spending decision making.

"The Department for Education's 'Get Help with Technology' programme was essential in delivering services to support remote education and vulnerable children across England during the coronavirus pandemic. Swift Strategies' end to end delivery, technical and commercial expertise was invaluable in ensuring our

complex multi-supplier and internal team model delivered on time and to budget and that proper relationships were established and maintained during such unprecedented times." – Rachel Hope, Deputy Director, Teacher Workforce Directorate at the Department for Education. Rachel has been recognised as one of the [World's 50 most influential people](#) navigating disruption during the Coronavirus Pandemic through Get Help with Technology Programme.

<u>Government Property Agency</u>

"Swift Strategies have been an excellent SME partner for GPA helping us to mobilise a project initiative for commercialising our product catalogue on a strategic basis. They have provided programme management and governance along with a more bespoke technical support where required. They have guided us to [techUK](#) *as a platform for establishing market engagement and drumming up supplier interest whilst promoting the GPA vision. Their attention to detail and productivity has definitely been a strong point and have integrated with the team well" -* Stephen Nelson, Head of ICT Delivery, Government Property Agency (part of the Cabinet Office)

Other case studies of our transformation and delivery services are available on request.

For other case studies and testimonials, please see our website: https://swiftstrategies.co.uk

Clients

Notable Public Sector Clients include:

- The Cabinet Office
- Government Digital Service (GDS)
- Department for Culture Media and Sport (DCMS)
- Crown Commercial Service (CCS)
- The Home Office (through GDS)
- The Department for Education and its Executive Agencies
- The Department for Business, Innovation and Skills (pre-MoG 2016)
- The Department for Business, Energy and Industrial Strategy (post-MoG 2016)
- Research Councils UK and Innovate UK (BIS)
- The Ministry of Justice (MoJ)
- NHS.UK
- Sport England
- Government Security Group (GSG)
- Foreign and Commonwealth Development Office (FCDO)
- Cardiff University
- University of Plymouth
- College of Policing
- Government Property Agency (GPA)

Notable Private Sector Clients include:

- Dr Foster Intelligence
- Dub
- Further.io
- Holding Your Hand
- Capita PLC
- eSynergy Solutions
- Ciber UK
- RM Education and RM PLC
- Pearson

Contact Details

If you would like to speak to us about your Cloud Procurement Support requirements, please contact our team.

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