



G-Cloud 14

Service Definition

Contents

| | |
|--|----|
| Background..... | 3 |
| Services Overview..... | 5 |
| Don't take our word for it | 6 |
| Our Delivery..... | 10 |
| Pricing..... | 11 |
| Application and Licence costs..... | 11 |
| Change Control / Development Work..... | 11 |
| Ongoing support..... | 11 |

Background

Founded in 2011, Business Reform Limited is a well-established and growing UK based Business providing experienced Consultancy, Project, and Technology solutions in both the private and public sectors. As a modern operating business, our team take pride in our work and will only engage with clients when we feel we can add real value and provide great delivery.

We provide consultancy and advice together with a range of cloud-based tools, systems and resources to provide effective and efficient business solutions for your organisation.

The partner of choice for a number of medium to large regional and national public sector organisations, we are subject matter experts in the establishment, transformation and delivery of a number of collaboratives, organisational merger, managed services and delivery projects and can call on our breadth of experience, credibility and impartiality for your project.

We take the time needed to understand your culture, organisation, aims and objectives, together with your operations and challenges. Enabling your requirements to be met in both strategic and operational terms.

With our wealth of experience, we work with clients not only in developing solutions but in providing recommendations to ensure longevity, fit for purpose and governance, whilst considering cultural change and best practice to drive adoption.

Our solutions are tailored to client requirements, to ensure that they align to governance structures and reporting regimes whilst being user friendly, intuitive and reducing resource requirements by using innovative automation and reporting.

Business Consultancy – our focus is on equipping businesses with the tools to succeed, we are adept at listening to customer challenges, objectives, and culture and recommending the right solutions to achieve their goals. From the development of strategy, business cases and commercial models through to mobilisation we can support, guide and advise you every step of the way on your transformation journey.

Project Services – We have delivered all manner of projects including complex start-up, mergers and co-ordinated simultaneous TUPE transfers and have developed robust project management methodologies, documentation, and systems for clients. We also provide advisory services to large scale projects to secure the most appropriate governance and project delivery. As well as external and outsourced project management services, our Head of Project Services oversees all internal projects so you can rest assured that they are planned, delivered, and managed effectively.

Technology Solutions – With the expertise to deliver fully managed IT outsourced services, networks, application development, and SharePoint and Intranet design, build and deployment our solutions architects have built a wide range of mainstream and bespoke applications for clients that integrate seamlessly with the Microsoft environment and capitalise on all of the interoperability that Microsoft has to offer, delivering a seamless, efficient solution for end-users, saving time, money and effort and allowing them to focus on the day job.

With our three areas of expertise –consultancy, projects and technology, we are fully equipped and ready to help you achieve your organisational goals. When you allow Business Reform Limited to become a partner of choice, we will be with you at each step to advise, guide and assist you with every aspect of your organisation, procurement, project and technology demands.

Whether you need us for the long haul on a full-scale project or just to develop the strategy or implement a solution, our teams will always provide you with a great service you can rely on.

Services Overview


Business Reform Limited is a certified Microsoft cloud solution provider (CSP) providing support services for both cloud and on premises solutions. In addition to Microsoft products and services, our team provide technical services for additional providers such as ShortPoint and Infowise solutions.


As a responsible I.T. company, we continually adapt to market environments and trends. Here are some of the great services we provide:


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|--------------------------------|--|
| MSP | Fully Managed Service Provider (Act as your I.T. dept) |
| Microsoft 365 Migration | migrate to the cloud specialists scope, configure, deploy and support |
| CSP | Cloud Solution Provider Microsoft 365 certified |
| Networks | design, deploy and support |
| Leased lines | market comparison, scope and source |
| Data | Storage, management, reporting (power bi) & security design, deploy and support |
| Automation | Flow / Power automate design, deploy and support |
| Azure | design, deploy and support |
| Intranet | design, deploy and support |
| Cyber Security | design, deploy and support |
| Security Health checks | Routine tenant security posture health checks design, deploy and support |
| BCDR | Business continuity disaster recovery design, deploy and support |
| Backups | design, deploy and support |
| Custom apps | design, deploy and support |
| Hardware | scope, configure, deploy and support |
| Endpoints | design, enrolment, deploy and manage |
| BYOD | bring your own device scope, configure, deploy and support |
| Licenses | reseller for Microsoft products and 3 rd party products and services |
| SME | subject matter experts in Microsoft and 3 rd products and services |
| Training | end user training, cultural change in a cloud environment |
| Intranet | design, deploy and support |







The fact that Business Reform Limited have a wealth of experience in delivering outsourced project management services using our own solutions and having managed a large number of public sector organisational change projects, we have benefitted our clients by using our knowledge of the sector and our first-hand project experience to inform and support our clients to develop user friendly, compliant project solutions that meet the needs of their organisation.

Don't take our word for it

| Key project | Client feedback |
|---|---|
| <p>Getting It Right First time (GIRFT)</p> <p>We developed the project methodology for delivery of the GIRFT programme including development and hosting of the systems to aid its delivery.</p> <p>We drafted the Department of Health business case to secure £2.5m funding to roll out the pilot to 10 further specialities.</p> <p>We then further developed a business case to secure a further £60m funding from Secretary of State.</p> <p>We then supported the upscaling of the programme to deliver in excess of 40 specialities and provided budgetary management of £60m prior to successful integration into NHSE&I as a core function.</p> |  |

| Key project | Client feedback |
|---|---|
| <p>Collaborative Procurement Partnership</p> <p>We were commissioned by four NHS Trusts to lead their bid for what was Future Operating Model (FOM).</p> <p>We worked with each Trusts commercial team to progress their respective business cases and developed the optimum operating model and commercial agreement.</p> <p>We secured three category towers and were then further commissioned to lead the establishment of the Collaborative Procurement Partnership LLP overseeing the full transition from DHL along with TUPE transfers from the respective procurement hubs and delivered go live. We operated the company for 6 months prior to handover to the appointed MD and have provided many of their systems, consultancy and project requirements throughout the contract.</p> |  |

| Key project | Client feedback |
|--|---|
| <p>Workforce Alliance</p> <p>We were commissioned by the four NHS procurement hubs and Crown Commercial Service to assist in developing the case, the commercial model and MOU for Workforce Alliance.</p> <p>We then provided an outsourced project management function to mobilise the strategy and align the five organisations' processes, systems and ways of working to develop standard operating procedures to work for delivery of Workforce Alliance frameworks and services.</p> <p>We established a robust governance and delivery model and transitioned them from transformation to business-as-usual activity, which culminated in a sustainable proposition with the subsequent appointment of a Deputy Director to whom we delivered a successful handover of business as usual.</p> |  |

| Key project | Client feedback |
|---|---|
| <p>Procurement service transformation programme</p> <p>We were commissioned to develop and oversee the delivery of a range of procurement solutions to a client's customers. The work included working with their Board and customers to make the case for change and providing them with the confidence and assurance of delivery through our robust project management, consultancy and technology services.</p> |  <p>The graphic contains the following text:</p> <p>Voice of the Client </p> <p>Business Reform Limited were engaged by my organisation to provide programme management services which they completed to an extremely high standard. The programme management work that our organisation required was very complex, requiring board level stakeholder engagement and participation, and I had complete trust in their ability to represent our organisation with our stakeholders. Their Programme Director has great insight commercially across both health and public sector, which was a huge benefit to us and fit our requirements for this work.</p> <p> Alyson Brett, Managing Director NHS Commercial Solutions</p> <p>  </p> |

Our Delivery

We deliver our solutions through clear milestones, ensuring transparency and alignment with your needs. While accommodating various project methodologies, we remain flexible to adhere to your preferred approach.

In addition to our technology solutions, we harness the expertise of our in-house Consultancy and Project Services teams to craft tailored solutions, considering your organisation's culture, environment, and staff expertise.

We oversee the project from inception to delivery, ensuring it stays within budget and meets agreed specifications.

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| 1 - Design and planning | <ul style="list-style-type: none"> • Conduct onsite workshops to grasp client-specific requirements and establish objectives, scope, and deliverables. • Determine resources and project approach. • Develop a comprehensive project plan with agreed-upon key milestones and target dates. • Define the test approach and establish tracking and reporting formats. |
| 2 - Implementation and Testing | <ul style="list-style-type: none"> • Create customer test scripts and facilitate user acceptance testing. • Deploy solutions into the client environment, addressing any identified issues promptly, with opportunities for client feedback and minor adjustments. |
| 3 - Parallel Processing | Allocate a specific timeframe for running both the new and old solutions simultaneously, ensuring a seamless transition. |
| 4 - Formal Review, sign off and go live | Conduct an onsite review of testing outcomes and parallel processing, culminating in agreement to transition to production. |

Pricing

The SFIA rate card will be used to calculate the price for specific packages of work. The cost, service scope and delivery requirements will be detailed and agreed with you in advance of the work being undertaken.

We are also able to provide fixed pricing for packages of work, calculated utilising the SFIA rates. All rates, charges and prices shown in the pricing document and the SFIA rate card are exclusive of VAT.

Travel and subsistence expenses are charged to the client at cost, and we are adept at delivering remotely to support your Net Zero policies.

For the avoidance of doubt, pricing shown in the pricing document and the rate card applies to all engagements contracted under G-Cloud 14.

Application and Licence costs

Annual licences may be required to enable the full functionality deployed within some solutions and are subject to annual renewal. As a Microsoft reseller we are able to quote and provide the required licences, or if you have an existing third party software provider you can obtain them via that route. Any required licences must be maintained throughout the lifecycle of the solution to ensure it functions effectively.

The cost will vary depending on factors including the number of users, storage, and functionality. Details of costs based upon the scope of the engagement will be provided in advance of any work commencing.

Change Control / Development Work

Following any application roll out and for a period of thirty days, we provide support of minor / non-structural refinements within the agreed proposal. Future changes or development work would be subject to agreeing any additional charges.

Ongoing support

Business Reform Limited provide a range of ongoing technical and end user support services to our clients through our UK based helpdesk services team and dedicated service desk.

Our support services are tailored to our clients' specific requirements and are subject to an annual fee, quotations for these services are available on request and are based on our pricing document rate card. Each support plan is designed to work and support end user experience and your tailored solution.