G-Cloud 14

Service Definition

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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 procurement 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.

Our services and service definition

Virtual Project Management Office (VPMO)

Utilising our expertise in projects, consultancy and technology our team will work with you to plan, develop and set up a centralised cloud based VPMO encompassing a range of tools, systems and resources to provide a solution that is right for your organisation whether it be to deliver a specific project or implement a framework across your organisation.

Our VPMO provides you and your stakeholders with confidence, visibility and assurance, whilst reducing the administrative burden allowing you to focus on delivery, innovation and business as usual knowing that your projects are in safe hands. With a simple user interface via a range of options, our systems reduce the day-to-day resource required to maintain, manage and report on projects by utilising appropriate process automation. Reporting templates and forms improve consistency and compliance with organisational standards, whilst providing accurate and timely visibility of key milestones for effective planning and management of changes, interdependencies and resources.

We work in partnership with you to deliver effective, efficient solutions and support that are appropriate to the demands, scale and size of your projects. Our solutions improve governance, accountability and control to aid key decision making, with improved forecasting and robust change control and scope management.

Project and Programme Management

We work with our clients to plan, develop and set up a standard cloud-based framework which drives consistency and saves time creating new programme and project schedules. These can be tailored to the requirements of individual projects whilst ensuring consistency of information being captured through a project suite, helping teams become familiar with a standard format and reducing error.

Project intake can be streamlined using simple electronic forms, easily accessed by users and designed to capture key information required for approval. Ensuring consistency of data capture, speed and ease of completion. Automation of approval workflows help streamline the process, reducing the need for multiple emails or calls.

Automated workflows can be developed to notify individuals when they have been assigned tasks or request regular updates on current tasks enabling project leads to focus on exceptions and delivery. Automation can be used to flag and escalate overdue tasks and with automation of RAG status against set criteria you are able to maintain consistency across the programme, reduce subjectivity and provide timely escalations if something is going off track.

Real time project data automatically rolls up into reports and dashboards, keeping progress visible and minimising the project staff resources required to work on day-to-day management and reporting of projects, freeing up resources to focus on delivery and innovation.

Current or future workloads can be analysed at an individual level or for example at a team or department level, as well as at a project, multiple project or programme level helping easily forecast pinch points, where resources are potentially overcommitted or where there may be a potential impact on timelines.

Reports configured to provide content applicable to the end user, providing a more responsive, interactive and focussed experience.

Enterprise Risk Management & Project Risk Management Solutions

In today's rapidly changing environment it is essential to manage risk effectively; we work with our clients to plan, develop and set up a system to capture and manage operational and strategic risks collectively across the organisation. Our cloud-based systems support the recording of risks and issues via simple electronic forms, ensuring the key details are captured in a consistent manner. Risk rating visuals based on for such factors as impact, likelihood, trend or status can be automatically generated within the system and automated escalations and calls to action can save staff time on day-to-day risk and issue management.

Automated alerts can be configured for example to inform specific users when new items are added, when a score or trend deteriorates or when a critical date is reached. Regular electronic update requests can also be incorporated which prompt the owner to review and update open risks and issues at the desired frequency with access available via various methodologies including cloud-based portal, email and mobile app. creating a framework for proactively managing RAID in real time. Escalation processes can be automated ensuring real time visibility and streamlined decision making.

Reports and dashboards focussing on specific aspects can be configured, displaying real time key information, with the functionality to drill down for further details and ensure visibility and aid accountability.

Action Tracking and Management Solutions

A solution to effectively track and manage actions within an organisation can significantly improve efficiency and accountability whilst ensuring actions and deadlines are not overlooked and overstretched resources and bottlenecks can be swiftly identified and dealt with. We work with our clients to plan, develop, set up and migrate them to cloud-based solutions providing visibility, control and a collaborative environment.

The recording of actions is supported via simple electronic forms, ensuring the key details are captured in a consistent manner, with straightforward assignment and scheduling to ensure clearly defined responsibilities and deadlines.

Automated alerts can be configured to inform specific users when a new action is added, or when an action becomes overdue. Regular electronic update requests can also be incorporated which prompt the action owner to review and update open actions at the desired frequency with access available via various methodologies including cloud-based portal, email and mobile app. creating a framework for proactively managing actions in real time.

Automated workflows can be developed to notify individuals when they have been assigned actions or request regular updates on current tasks which can be submitted via a simple form link. Automation can be used to flag and escalate overdue tasks to provide timely warning if something is going off track.

Reports and dashboards focussing on specific aspects can be configured, displaying real time key information to support data-driven decision making, with the functionality to drill down for further details and ensure visibility and aid accountability.

Smartsheet Solution Planning, Configuration and Training

We work with our clients to plan, develop and set up Smartsheet solutions suitable for their organisational needs which improve productivity, visibility, accountability, collaboration and outcomes. With its in built versatility Smartsheet can be used in a multitude of ways including but not limited to project and programme management, risk management, change management, task tracking, collaboration, resource management, data management, workflow automation and reporting and analytics.

Real time reporting is configured to client requirements to provide assurance, aid decision making and to facilitate focus on priorities and exceptions with visibility at the required level and the ability to drill down into further detail as required. Improved accountability with clear visibility of requirements, responsibility, priority and timelines together with automated update request, approvals and escalations.

Automated escalation and approval workflows are all configurable to support streamlined decision making and approval processes that can align to your internal governance and processes. Interactions and automated notifications including update and approval requests can be received and responded to via a range of methods including cloud-based platform, email and mobile device applications to provide ease of use, anytime, anywhere and efficient management of updates and approvals. The systems also provide audit capability that captures interactions such as dates of decisions and approvals and outstanding decisions or approvals can be displayed in reports and dashboards providing visibility and accountability.

Taking data within your systems and bringing it to life in customisable reports and dashboards to provide real-time visualisation of your key data, trends and metrics to aid effective and efficient data

driven decision making. Providing a single source of the truth with resources on one platform to support collaboration, stakeholder engagement and focus your team on KPI delivery.

As a cloud based system with easy interaction via various means including mobile app and Teams, Smartsheet supports flexible working and geographically remote teams.

Process and Workflow Automation with Smartsheet

We work with our clients to plan, develop and set up the automation of repetitive and manual processes to streamline time consuming tasks within the organisation. Amongst the benefits automation can deliver are a reduction in repetitive tasks, increased accountability, minimisation of errors, consistency of data, improved workload management, removal of bottlenecks, reduction in costs and freeing up resource to focus on delivery. We will work with you to identify processes which are suitable for automation and configure the workflows to meet your business objectives.

Processes may include but are not limited to:

- Task management
- Holiday trackers
- Change management
- Requests relating to new projects
- Management of approvals
- Escalation of risks and issues
- Risk, action, issue and decision management
- Regular team updates

Migration to Cloud Based Solutions

Business Reform Limited works with organisations to understand their specific requirements and knowledge, to configure the approach to provide a smooth migration to Cloud solutions. We support our clients not only in planning, developing and configuring systems and applications but also in providing recommendations from our wealth of project and programme management experience and expertise to ensure longevity, best impact, delivery, cultural change, effective implementation and best practice.

Existing workflows and recurrent tasks are mapped, together with the location, source and format of existing data to assess the appropriate options for migrating data, the best method for future data capture, presentation and analysis and the opportunities to automate workflows to save time and free up resources.

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
Getting It Right First time (GIRFT) We developed the project methodology for delivery of the GIRFT programme including development and hosting of the systems to aid its delivery. We drafted the Department of Health business case to secure £2.5m funding to roll out the pilot to 10 further specialities. We then further developed a business case to secure a further £60m funding from Secretary of State. 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.	**Voice of the Client** business reform limited We've worked with Andy and the team and Business Reform since 2012 and found them endlessly supportive and innovative. It's enabled us to roll out big national clinical improvement programmes underpinned by intuitive digital solutions and management advice. They've been instrumental in our success ❝❝ **Rachel Yates, Director GIRFT Programme NHS England** CYBER ESSENTIALS Crown Commercial Service Supplier Microsoft Partner

Key project	Client feedback
Collaborative Procurement Partnership We were commissioned by four NHS Trusts to lead their bid for what was Future Operating Model (FOM). We worked with each Trusts commercial team to progress their respective business cases and developed the optimum operating model and commercial agreement. 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.	**Voice of the Client** I have worked with BusinessReform Limited over the last five to six years. Their consultancy and project management team helped us to secure national procurement contracts and to establish a corporate vehicle between four NHS partners to deliver the contracts. They have been very professional throughout the period and worked alongside our management team providing systems support to underpin Board governance of the venture. They are very flexible in their approach and provide high quality support when needed'. **Martin Shaw, CPP LLP Board Member** *Former* **Guy's & St Thomas' CFO**

Key project	Client feedback
Workforce Alliance 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. 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 to for delivery of Workforce Alliance frameworks and services. 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.	**Voice of the Client** business reform limited **I would like to particularly thank you for helping us navigate through some of the inevitable differences of 5 parties coming together and smoothing the sometimes bumpy road. I believe this is a project we should all be proud of.** Helen MacCarthy , Deputy Director CCS Health **Crown Commercial Service** CYBER ESSENTIALS Crown Commercial Service Supplier Microsoft Partner

Key project	Client feedback
Procurement service transformation programme 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.	**Voice of the Client** — business reform limited 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. **Alyson Brett, Managing Director** **NHS Commercial Solutions** CYBER ESSENTIALS · Crown Commercial Service Supplier · Microsoft Partner

Our Delivery Approach

We deliver our solutions in key milestones as below. Whilst we support several project methodologies, we are always happy to work within your agreed project approach.

As well as Project services, we leverage our in-house Consultancy and Technology solutions teams to design the right solution, taking into consideration your culture, environment, staff experience and knowledge. We manage the project through to delivery, in budget and to agreed specifications.

1 – Scoping, design and planning	A workshop to understand the client specific requirements and agree, - Objectives, scope and deliverables - Determine resources & project approach - Develop plan - Agree key milestones with target dates - Agree test approach - Agree tracking and reporting format
2 – Set up and configuration	- Set up client environment - Configure structure, workflows, automation and reporting - Configure access permissions
3 – Implementation	- User Acceptance Testing - Refinements - Agree roll out schedule All snags and minor adjustments are made with the opportunity for the client to identify any additional minor changes.
4 - Formal sign off and roll out	- Training - Access provision - Licence provision - Comms - Launch

On-boarding and Off-boarding

We work closely with our clients to ensure the smooth and efficient entry and exit to any service provided, delivering knowledge transfer.

As part of the on-boarding, we will work with you to develop the requirements and understand the key deliverables, we will detail the service scope and delivery detail and agree this with you in advance of the work being undertaken and proactively keep you routinely updated on progress. We will tailor our approach and delivery to work alongside you to achieve your key objectives and timelines.

As part of the deployment, super users and / or general users will be provided with web-based training from our team. As part of this training, we will demonstrate the solution and the functionality that we have configured. You can also choose to purchase further training with our range of additional training packages as and when you wish, this can include webinars and online guidance documents. Onsite training is also available where our team will travel to client premises to provide one to one / group training sessions.

We perform extraction of data via different methods, these are agreed on an individual contract basis with the client. End of line support is discussed and costs agreed on an individual client basis.

Pricing

Our pricing document 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 pricing document rates. All rates, charges and prices shown in the pricing document 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 rate card applies to all engagements contracted under G-Cloud 14.

Application and Licence costs

Annual licences are required to enable the full functionality deployed within our solutions and are subject to annual renewal. Licence costs are payable directly to the third party software provider and must be maintained throughout the lifecycle of the solution.

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 system 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 support services to our clients through our project 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.