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# 3C Digital Transformation Support Service Definition Document

April 2024



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# Introduction

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## Why 3C?

3C is an independent information and technology consultancy, working primarily in the UK and Ireland social housing and care sectors. It is fully owned by its three founding shareholders, Colin Sales, Claire Bayliss and Charles Brooks. Our team of experienced consultants has a track record of working in the social housing sector, with most of the team having worked as practitioners in the sector.

## Supporting your transformation

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### Strategic direction

We can support the development of strategic vision and objectives for improvement in services and service delivery. Working with you, we will develop your vision with you and an achievable plan for delivery.

### Business case

Investing in new applications such as Finance applications, Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP) as well as the procurement of new technology is an important and expensive decision for an organisation to make. We will review your existing applications, understanding whether they should be replaced, developed or retained,

It is important that there is a joined-up approach to overcome the challenges presented by disparate software, systems and spreadsheets that provide a barrier to business agility and data quality management. 3C has the skills, knowledge and experience to develop unbiased business cases to make the case for change, considering and comparing potential options which can form an essential part of the decision governance process.

### Procurement management and support

High value and complex procurements are carried out rarely by organisations. Getting it right is of critical importance as it forms part of the foundation on which the implementation of change will be built. Due to the speed of technological advancement, expert support is required to understand the options and business case for the solutions available. 3C has strong sector knowledge, including marketplace analysis; and detailed knowledge of procurement regulations applying to the public sector, which are hugely beneficial at the start of what can be a very daunting process.

## Implementation support

The implementation of any technology solution requires process change and cultural acceptance of the solution. The process of integrating a technology solution into a business is likely to impact on culture, structural changes, service and product change as well as the working environment. These have wide-reaching implications; and if not properly considered, can cause technology projects to fail. 3C can minimise this risk through its significant experience and can lead or support the project team in introducing and embedding change.

Our support for implementation includes:

- Project management
- Project assurance
- Data migration
- Cultural change

## Maximising the return on investment

### Fractional Executive

Where C-Level or board level support is required, our consultants will provide the senior level expertise and advice to organisations that need interim senior strategic support. This is generally provided one day a month but can be provided more frequently if required. The fractional executive will develop the strategy and support the customer in implementing it, this may also include restructuring teams, recruitment and development of training programmes.

### Data assurance

3C offers a variety of assurance solutions to provide leaders within an organisation confidence in the quality of project deliverables and business outcomes. 3C provides assurance on data quality including rents data, TSM data and compliance data, we also support collation of data for DSARs and provide annual data audits.