

G-Cloud 14 Service Definition

May 2024

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• FUTURE ARC°

Who we are



Future Arc is an **innovation** and venturing studio, with 6+ years of experience working with large corporates, governments and scaling start-ups to transform and deliver **new services** in rapid, innovative ways.

What we do

With our expertise in creating tech platforms for large businesses and small start-ups, we bring a broad depth of experience enabling us to empathise with and understand your mission.

We follow a human-centred approach to research, design and build. This means we develop user-focused products and services that we tailor for each client, aligning with their unique problems and challenges.



User Research

Digital Development

Embed change

- Organisational Design
- Change Delivery

- New Business Strategy
- Commercial Strategy

Why Future Arc

Our Multidisciplinary teams deliver through







You'll never see us take the easy road. We will challenge clients and partners to do the right thing, in the right way, to deliver true value. We believe in our solutions and deliver them with integrity.

Deliver With Impact

We pride ourselves on the impact we have with our clients and how we support them in meeting their objectives. If we feel that we need to find clients different partners or people to deliver the best outcomes for them, we will.



We are driven by making a real difference to society in the work that we do. We want to work with clients, partners and people that inspire us and that we feel we can work with the really change things for the better.

How we work



We Transfer Knowledge

To us, sharing knowledge is key to continuously improving. We embed knowledge transfer into all of our service offerings making sure our clients can continue to deliver after we have gone. Learning from our clients is paramount as it helps us better understand their needs..



The quality of being honest and having strong moral principles is very important to us, When delivering our work, we establish a strongly held commitment to openness, honesty, inclusiveness and high standards.



We Like to Innovate

You can't innovate if you don't step outside your comfort zone. We are always encouraging our team and clients to try new things, provoke new conversations and question current processes with the goal of continuously improving the way we do things.

The Challenge

Our client, a Large Government Body that services the entirety of the Public Sector, wanted to understand the impact of building a interface required to offer its products and services to customers digitally. It launched a Test Phase to do this in 2017 focussing on setting the strategy for the solution, how it would be delivered and the businesses capability to digitally enable its service offering through some pilot solutions.

Our role

Future Arc Projects were brought in as one of the key Delivery Partners to support in the overall Strategy work for the project but also some of the key Digital Delivery. Our role involved helping to set the overall Strategy, the Commercial Strategy and Delivery Options associated with that, Business Case Development (in line with HMT Green Book), senior stakeholder engagement across Whitehall and with the potential Supplier base and the Digital Delivery of a product within a portfolio being delivered in line with GDS Service Design Principles.

The Impact

Our team lead on the development of the Commercial Strategy and Business Case Development engaging extensively with Cabinet Office and HMT. We ran supplier and broader market engagement sessions to understand how the solution could be delivered through 3rd Parties. We supported the development of the Solution Blueprint providing key expertise into the Solution Lead and also providing a link with the Supplier market. We were requested to support a broken digital solution that was live helping to iterate the product to a point of resolution (the impact of this was that it then transacted £8m in its first 12 months). Finally, we led the development of one of the test digital solutions as the Delivery Manager/Product Manager working closely with a development partner taking the service through Alpha, Private Beta and into a live service launched to 50,000 organisations.

Date

2017 - 2018

Client

Large Government Body

Role

Digital Transformation Delivery Partner. Transformation Strategy Commercial Strategy Digital Delivery

The Challenge

This large government organisation has a large challenge in that its models and methods of Cyber Assurance and Cyber Risk Management were no longer sustainable in threat detection and prevention in the modern digital age. They were challenged with not only changing the approach, but also embedding a new culture of managing Cyber Risk across more than four thousand capabilities.

Our role

Alongside a Cyber Security consulting organisation, Future Arc were asked to support the Secure by Design programme, our role over a number of years included:

- Providing Cyber Risk Management strategic advice to the programme
- Business Analysis to enable the programme to deliver effective business and cultural change
- Conducting User Research across the end users/impacted stakeholders of the new approach to understand their needs
- Providing UX Design expertise to design new user experiences for how users of Cyber Risk Management conduct activity and digest information

The Impact

The solution Future Arc supported on embedding is based on continuous risk management (frameworks such as NIST). Future Arc created guidance, training and tools to project teams themselves to change their culture into one that continuously assesses their cyber risk management, and improves/reports continuously to senior leaders in the organisation. The impact of this, already being felt, is the earlier detection and prevention of cyber risk across the government organisation. Ultimately this could result in saving lives.

Date

2021 - 2024

Client

Large Government Body

Role

User Research

UX Design

Cyber Assurance/Risk Management Strategy Digital Business Analysis

The Challenge

To deliver a digital service which adds value for users by allowing them to effectively and efficiently access and analyse the attendance data of pupils and improve attendance. Since COVID-19, pupil attendance dropped significantly, making it difficult to track pupils on a daily basis without any additional burden on schools. External stakeholders were interested in identifying local and regional trends.

Our role

We worked within a large, high profile programme which aimed to improve data quality, usage and sharing across the education sector in order to improve outcomes for school pupils, in particular for disadvantaged and vulnerable children. We worked to deliver a digital tool for schools, academy trusts, local authorities and internal analysts to use to understand and analyse the attendance data of school pupils. This tool facilitates easier access to and analysis of attendance data for its users, aiding them in improving attendance or maintaining good attendance in schools.

The Impact

We conducted discovery user research with potential users to understand their needs in relation to the service. We worked to design the dashboards for viewing the data, whilst conducting continuous usability testing with users, working iteratively to continuously improve the service. As a result, external stakeholders such as schools, local authorities and trusts can use the dashboards to make informed decisions about safeguarding of young people and school funding across the country,

Date

2021 - 2023

Client

Large Government Body

Role

Digital Transformation Delivery Partner Transformation Strategy Research and Digital Design.

The Challenge

Through 2021, we worked with a public sector organisation in supporting the delivery of better digital services in Wales. We worked with the Organisation to lead a discovery with Sport Wales looking at how to increase the reach and impact of their community investments and grants particularly to address inequalities within society.

Our role

We managed a 8 week discovery establishing the team, bringing in members of Sport Wales to the core team so that they could develop the skills needed to conduct this type of work in future without a reliance upon other organisations or external skill sets. In agreement with our Sponsors, we defined the problem statement and the goals for the discovery phase. We conducted both qualitative and quantitative methods of research over next 6 weeks to gain a holistic understanding of the digital needs of our user groups.

The Impact

Using the needs of Sport Wales and outcomes they wanted to see we mapped out the existing process, showing pain points and ascertaining the extent to which the process met the needs of the organisation, whilst also working with divisions across the organisation to learn what was really needed in order to allocate grant funding appropriately and how they measure the impact that is made. Findings were presented back in a discovery report and recommendations for an Alpha phase were made to our Sponsors from Sport Wales and the Organisation. All recommendations were accepted and the Alpha phase kicked off in October of 2021.

Date

2021

Client

Public Sector Organisation

Role

Digital Transformation Delivery Partner Transformation Strategy Research Digital Design

The Challenge

UPL, the outpatient pharmacy at the University Hospital Southampton Trust (UHS) is under severe pressure due to overtrading. The sheer volume of prescriptions that UPL has to deal with requires a digital approach that will enable UPL to improve patient experience and employee capacity.

Our role

Future Arc's role was to be the pharmacies digital partner to;

- Conduct qualitative and quantitative research to inform the analysis of the UPL business;
- Form business mapping and issue identification;
- Create an as-is business architecture and high-level capability mapping to create a clear business view;
- Opportunity assessment using a designed assessment framework

The Impact

Through conducting the work above Future Arc were able to provide UPL with a clear business strategy and digital strategy to achieve an optimum commercial and operational model. This was reviewed and approved for execution by the Trust board.

The impact of the strategy is already being felt with a change in approach and the appetite to move forward with a build of a Pharmacy operating platform that can deliver the efficiencies required.

Date

2023 - 2024

Client

NHS Trust Pharmacy

Role

Digital Transformation Delivery Partner Transformation Strategy Research Digital Design and Build

The Challenge

The client, a health and social care committee has digital capacity that is constrained and a budgetary envelope that is limited and fluctuating. Across the committee's network there is a substantial variation of digital and data capacity and capability.

What the committee required was an external provider to help them define what the goals of the digital and data strategy should be, based on the actual needs and opportunities presented by the committee network.

Our role

Future Arc's role in this work was to provide research services to the committee. This involved our researchers conducting quantitative and qualitative research activity across participants from, the committee itself, the committee network, national policy makers, national healthcare practitioners and the public.

Our role was then to also analyse the research to uncover and present opportunities and recommendations that could support the formation of a digital and data strategy.

The Impact

Future Arc rapidly gathered valuable insight using industry leading research and presentation techniques that have had an immediate impact on strategic considerations for the committee leadership team. Insight from the research is already being moved to the next stage of prioritisation to contribute to the overall strategy.

Date

2024

Client

Care Quality Commission Committee

Role

Digital Research Digital Strategy

Strategic Services - Help clients to set their strategy

Digital Transformation

Our consultants work alongside your organisation's leaders to help assess, challenge and aid your digital transformation. With deep digital expertise, we enjoy leveraging our in-house talent to successfully deliver complex programme delivery, strategy development, technology implementation, digital design and change management.

Digital Strategy

At Future Arc we bring leading digital expertise from working with some of the largest organisations and some of the smallest to help define the strategy that will lead the digital change in your business, or to supercharge your existing strategy. We consider your target operating model and accessible market and help define a strategy that can facilitate a competitive advantage.

Enterprise Architecture

The technologists that we have at Future Arc will be able to help define your Enterprise Architecture aligned to the Business Architecture of your organisation. We work with you to understand and reimagine your architecture, roadmap the future of your Enterprise and set a vision for the future.

Customer Experience Strategy

Our Customer Experience consultants work to gather both qualitative and quantitative information on the customer experience you deliver. We work with you to segment your customer base, understand the current experience you offer them, understand the future experience that they desire and how you can deliver that experience.

Strategic Services - Cont



Service Strategy

The core of any business is the service that it offers its customers. Our Service Strategy work helps you to qualitatively and quantitatively assess the service that you offer your customers, what disruptors are focussing on and how technology is developing to set a new strategy for your Service Offering.

Al & Machine Learning Strategy

At Future Arc we have market-leading consultants around the various emerging technologies that will radically change our world and the organisations/ecosystems within it. We apply the best of digital expertise to support clients understand how some of these technologies can be leveraged to enhance their existing organisation. An example of this is how Al/ML models can enable business to successfully deliver strategic objectives with ease.

Partner & Commercial Strategy solution

More often than not, any digital or technology change cannot be delivered alone. A core proposition offered by Future Arc centres around commercial strategy, procurement delivery and partnership models that allow for organisations to put in place some of the best supplier relationships they possible can to provide the critical infrastructure of your business.

Complex Programme Management

We bring leading complex programme management capability to clients to either lead complex changes or work hand in hand with change leaders in the business to deliver complex and interlinked change activities. We have a strong portfolio and programme management capability.

Delivery Services - Helping clients to deliver with impact

Digital Ways of Working & Culture

At Future Arc, we find that one of the greatest challenges to digital change is the ways of working and culture within an organisation. We have worked in some challenging environments to understand, assess and support an organisation in redefining their culture and ways of working.

Experience Design

At Future Arc, Experience Design is at the core of what we offer to clients. We love working with organisations to reimagine experiences they offer either external customers or internal stakeholders. We improve those experiences by undertaken user-centred design and options appraisals to find the best Experience that user could receive.



Service Design

Our consultants offer leading service design experiences in order to radically improve the service you offer customers and users. A mix of research, strategy and innovation help to improve or design completely new services, balancing both user-centred design of digital services with the people and process support required to succeed.



Change Management

One aspect of any digital change that often gets overlooked is the change of that actual organisation and its stakeholders. Future Arc's Change Management service delivered by highly experienced practitioners assist an organisation to share those changes to a broad range of stakeholders using a multitude of techniques and mediums.

Delivery Services - Cont



Operating Model Assessment

Part of any large change is an understanding of your existing operating model and structures. Our team of experts and analysts will work with you to assess your existing organisations operating model so that a strong baseline for change can be established. An assessment of the operating model can be a useful method to shine a light on every part of an operating model for visibility of clients teams.



We work with you to architect a new organisation design focussed on driving growth of your business either financially or the impact that you have on your customers. No organisation is the same and the design we create will be specifically tailored to you and your current environment. A new design will include targets to reach the optimum model that can feed into an organisations strategy.



Depending on your situation, we will assess the capability needs of your employees and then define a suitable digital training programme that fits your needs. We can then either run the training, lead facilitate or provide support to you rolling out the training. The impact, a more digital capability workforce.



Rapid Sprint & Prototyping

We run rapid sprints and prototyping for clients to see, and be able to feedback on something tangible as soon as possible. An example is our intense one-week programme of rapid digital design and prototyping that is tested with customers by the end of the 5 days. We leverage our multi-functional capabilities to design and deliver a new prototype that is tested with real users, all within Monday to Friday!

Further Services - Helping clients deliver emerging technologies



Internet of Things

Everything connected to everything is a world that we are rapidly careering towards. We at Future Arc have been working with clients on understanding the impact IoT will have on their business, and how it can be harnessed and used to reimagine their business entirely.

Distributed Ledger Technology & Blockchain solutions

We have market-leading knowledge on the application of Distributed Ledger Technology/Blockchain, tokenized marketplaces and incentives mechanisms/consensus. Whether it's implementing your own Private solution using Hyperledger, Corda etc or building something atop of a Public infrastructure such as Ethereum, Future Arc will be able to support you on this journey.



One of the more mature emerging technologies is that of Robotic Process Automation and it is already having a radical effect on organisations, their employees and the markets they operate in. Our consultants work with you to understand the technology and its potential application to your organisation.

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Artificial Intelligence & Machine Learning

At Future Arc we have market-leading consultants and technologists round the various emerging technologies that will radically change our world and the organisations/ecosystems within it. We apply our leading expertise to support clients create and deliver Al and Machine Learning solutions to help to transform their existing operations. This includes a specific focus on the responsible and ethical use of Al.

Organisations we have supported



A message from *Future* Arc

From one of our leaders

"Future Arc is all about our people and delivering impactful work. We fully embrace your challenges as a client and will invest immensely in supporting you in every way we can.

You will find our teams passionate about you and willing to throw everything they have at the work you give them. Above all, they will be a lot of fun to work with."

From one of our analysts

"At Future Arc, it's always been about developing as an individual, challenging yourself and continuously learning.

It is an amazing experience working within an Future Arc team, as its flat structure enables you to easily voice your opinion, suggest solutions and challenge ideas. Working in such an open environment has been incredibly rewarding as it has presented creative and innovative solutions to some of the hardest challenges I have faced.

It is very much the people who make Future Arc, and the culture they create. I have seen first hand the impact on the client and to all those involved."

