Encordia

All our consultants have delivered large, complex, and difficult projects. We are trusted advisors with the experience and track record to match. We are client focused and conscientious with deep integrity.

We setup transformation programmes to deliver successfully right from the start. We create the best solution for you, and we always deliver on our promises.

Similar projects can have different objectives. We find out what your success looks like, and we use our experience, pragmatism, and flexibility to tailor our approach and style to your specific needs.

Service Design

Company Overview

At Encordia Consulting, we specialise in making complex transformations a reality. Through a clear approach, we simplify the delivery process and adapt to your particular needs. We understand that large transformation programmes are truly about business change backed by IT automation. We focus on clearly identifying the true business need and translate that into intelligently architected processes and systems that are deliverable, scale effectively, don't cost the earth and above all, meet your business objectives. We believe in right-first-time delivery and put significant energy into architecting the best solution across business process, infrastructure, data and software.

We have off-shore delivery teams that are able to quickly provide proof-of-concepts through to full-scale solutions across the breadth of the digital enterprise. Our teams are experts at smoothly delivering modern-day services using Cloud technology in complex environments.

Over our years of transformation delivery, we have created a series of methods and tools to accelerate and simplify digital front-office and back-office programmes. We have accelerators in the form of tried and tested delivery templates, proven methodologies and approaches which we adapt to your needs, structured health-check and assurance tools for business and technical assurance and migration tooling with templates to simplify and speed up the end-to-end delivery.

We are passionate about delivery and we deliver on our promises.

Service Design

Encordia's Service Design is focused on improving the quality of interactions between an organisation and its users. Leveraging a user-centred approach to understand user needs and any pain-points, Encordia designs new ways of organising people, infrastructure, and IT to deliver great customer experiences while identifying opportunities to deliver new organisational value.

Features

- A service design approach tailored to your needs
- Aligned to GDS Service Standards and GOV.UK's UCD principles
- User research led approach
- Agile practices with deep GDS experience
- Sketching and prototyping from wireframes to high-fidelity prototypes
- User journey mapping and service blueprints ensuring seamless services
- Capability Mapping
- Highly iterative and collaborative approach, refining through user testing
- Strategic approach to multi-channel service design and definition
- Knowledge sharing and capability building for lasting change

Benefits

- Design of end-to-end services that deliver desired outcomes
- Collaborative approach to fix critical service pain-points
- Services that meet user needs and fix pain-points
- Providing experience and guidance at each GDS assessed stage
- Sustainable services that align user, organisational, and technical needs
- Well defined design principles and systems, driving development efficiency
- Realistic, deliverable UI/UX based on our technology delivery expertise
- Consistent design approach
- Joined-up delivery of multiple product and service teams

Planning

Encordia works with our clients to understand their specific requirements and the current state of their cloud capability, including the skills currently present within their business. Following an enterprise agile delivery approach aligned to the GDS framework, we work collaboratively with our clients to select a solution and provide guidance through the project lifecycle to deliver the solution.

Training

At an early stage, Encordia will engage with the client project team in order to determine if any training will be required later in the project. The Training Strategy is used to gain agreement from the client over what training is required and how it will be delivered. It is used where these have not already been covered in sufficient detail in the requirements. The scope of training can cover training for users, system administrators and technical support staff (usually when client technical staff are unfamiliar with the Cloud technologies being provided). It can be provided directly by the Encordia team or on the basis of train-the-trainer (usual for user training with a large user population). On larger projects a formal Training Needs Analysis (TNA) stage can be conducted. This consists of:

- Issuing questionnaires to the future trainees to understand existing skills and needs
- Analysis of the results
- Leading to decisions on most appropriate training methods

Alternatively, a more concise TNA stage can be conducted by meeting with client representatives and using their understanding of the likely skills of trainees to propose the training methods.

Setup and migration

Encordia supports clients with business and digital transformations from concept through design, delivery, and migration. Throughout this transformation journey, realising delivery value against the case for change is critical, and we will work closely with you to make the necessary changes to your operating model, ways of working, partner with you to ensure successful delivery and leave a lasting capability to operate and support and to realise the business case.

We are experienced working with multi-supplier teams, integrating multiple cloud vendors and managing complex transformation programmes. As such, we can assist with the programme setup, embedding appropriate governance by design and creating an approach to enable you to deliver-at-pace, within governance controls in a safe manner.

Encordia will work closely with you to establish an effective case for change, pragmatically evaluate the key options available, determine a suitable and efficient delivery approach and manage the transformation delivery.

Quality assurance and performance testing

Our assurance activities can be undertaken at any stage of the lifecycle of a programme to provide sponsors and stakeholders with independent, honest feedback, supplying pragmatic recommendations for improvement where necessary.

Encordia can assist with the development of testing strategies or test management:

- Test strategy and approach – development of an end-to-end testing strategy, including full requirement traceability, appropriate test framework, setup and use of test harnesses, test phasing, test data management, tooling and execution management
- Development of a test harness – determination and setup of tooling and processes required to drive repeatable, production-like, and efficient test execution
- High volume test management with execution performance, bottleneck management and performance tuning
- Test Execution and management – Encordia can lead or assist your team, contractors or other suppliers through the preparation and execution of all test phases, ultimately leading to a successful cutover and go live.

Our commitment to you

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