

# G Cloud 14 Service Summary

# LACE Partners' expertise, holistic approach, and commitment to delivery make us the right partner in driving your journey to the cloud.

## Target Users

- Public sector departments and agencies
- HR leaders and managers
- IT teams involved in HR technology implementations
- Decision-makers seeking to improve HR efficiency and employee engagement

## Public Sector Clients



## Key Benefits

- Accelerated HR Transformation: Achieve faster, smoother transitions to new HR cloud technologies, processes, and organisational structures.
- Data-driven Insights: Uncover valuable workforce insights to guide strategic decision-making.
- Enhanced Employee Experience: Design a positive, engaging experience that attracts and retains top talent.
- Cost and Process Optimization: Streamline HR operations, reduce errors, and improve resource allocation.
- Increased Compliance: Ensure your HR practices align with regulations and best practices.

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Why choose LACE? Our driving motivation is to **be fundamentally different** to the archetypical consultancy approach.

A LACEr is not your run of the mill consultant.

Housing some of the best minds in HR transformation and people experience, we pride ourselves on our expertise. Using our in-depth knowledge and LACE Way mindset, we will guide you through the process, and support you every step of the way.

Together, we will pave the way to ensure that you meet your company goals.

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### **We're committed to driving value for your business**

We create a partnership to drive business value and make experiences at work amazing!

### **We're practical and tailored in our approach**

We don't use a 'one size fits all', rather we create bespoke, pragmatic, solutions for our organisations' needs.



### **We're with you every step of the way**

Whatever stage of the journey you're on, we can work with you to build capability and pave the way.

### **We get it**

We know HR, the challenges and what great looks like. Our capability is drawn from world-class consultancies and people who have held senior leadership positions at major corporates.

### **We're independent**

We are independent so are quick to adapt, but also are agnostic when it comes to technology recommendations



**We're your fundamentally different experts!**

# The LACE Way

Our ethos, people, experience and insights drive our unique mindset and approach – the LACE Way.

It is our approach and methodology across our range of end-to-end solutions, supported by tools and assets that accelerate your transformation.

We take a holistic approach, focusing on insights, and measurement, never taking our eyes off the value case

**We get it done.**

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Our range of services draws upon our strong HR and People experience insights. Our **Fundamentally Different** approach provides a fresh lens to guide you through your people and culture transformation journey.

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## 1. WE UNDERSTAND YOU

We begin by getting to know you and your business goals. We actively listen to learn what drives you and uncover potential areas for growth, and remove barriers to success.

## 2. WE CO-CREATE

We believe in working with you to co-create a solution that's right for your business. We will guide, experiment, validate and encourage at each turn.

## 3. WE DELIVER

Implementation is key. We don't just create plans we help you deliver them. We help prepare you and your business for change, supporting deployment and ensuring adoption.

## 4. WE SUSTAIN

We take pride in helping you build your internal capabilities along the way. Our goal is your independence. Success to us means you no longer need us, because your outcomes are sustainable and measurable.

# How can we help you?

## Preparing for the Cloud

We help clients identify, quantify and secure approval for HR technology.

### We identify new opportunities

- Networking and events
- Client introductions
- Industry thought leadership

### We make the case for change

- CPO health-check and org. diagnostic
- Strategy, ambition setting and planning
- Value case development
- Leadership coaching and readiness assessments

### We support vendor selection

- RfI preparation, criteria and scene-setting
- RfP development and support
- Client vendor selection / shortlisting advisory

### We set the right foundations

- Establish key design decisions on foundational elements e.g. Job Arch, Role of LM, Data Strategy and Principles

### We enhance the employee experience

- Employee insights and personas
- Employee journeys

## Transforming in the Cloud

We are on the ground supporting clients throughout the programme

### We build the end-to-end solution and plan

- Employee experience sprints
- Functional and process design
- Op model and organisation design
- Job architecture

### We provide expert support

- Critical friends and advisors to HR leaders
- Experienced HRT professionals
- Programme management
- Quality assurance

### We manage change & adoption

- Comms and engagement
- Training design & delivery
- Readiness and adoption tracking
- Change and adoption analytics

### We advise on service delivery models, tools and transition

- Service catalogue, OD and channels design
- Enablement tools design and deployment – e.g. case and doc management etc.

## Operating in the Cloud

We stay close to clients and help them think ahead to future improvements.

### We help you navigate through optimisation

- Technology and integration health check
- Process optimisation
- Operating model and service delivery optimisation
- Data and insights
- Case for change and roadmap

### We maximise client ROI

- Adoption booster campaigns
- Continuous improvement sprints
- Value case realisation
- Success stories and testimonials

### We advise on future phases

- People analytics
- Phase 2 sales and selection

### We focus on employee experience

- Feedback and insights
- End to end experience design sprints
- Functional optimisation





# Preparing for the Cloud

## Service overview

While moving to the Cloud is advantageous, we understand that navigating the vast and complex HR technology landscape can be challenging. We provide practical assistance in building a digital roadmap and offer unbiased advice to help you select the right vendors and build a robust value case to get the investment you need to achieve your objectives.

We help you prepare for your cloud journey by understanding your unique business and people strategies to articulate your vision for the cloud and guide you through the intricate web of the technology vendor landscape. We cover your journey to the cloud across HR, including Workday, Oracle, SAP SuccessFactors, Dayforce and other cloud providers covering: Core HR, Talent (incl. Talent Acquisition, Learning, Talent Management), Payroll and People Analytics

Our approach includes your selection of solutions that range from specialised to comprehensive, ensuring they are in harmony with your overarching cloud IT strategy for enduring viability. We collaborate with you to establish a sensible plan for your investments and the practical steps needed for effective implementation, setting the stage for your long-term digital success. Our experienced HR team help you avoid common pitfalls, make key decisions early and gain buy-in from key stakeholders, to ensure the success of your transformation.

### Features

#### *What we deliver*

- Cloud strategy
- HR & Payroll diagnostic
- Case for change incl. business case
- Vendor selection
- Foundation design
- Cloud data, analytics and reporting approach
- Employee experience design

### Benefits

#### *How we are fundamentally different*

- Unrivalled knowledge of the HR, Talent Payroll & Analytics technology market
- Clear ambition and view of opportunities with cloud
- Holistic view of cloud benefits across cost, efficiency effectiveness
- LACE are technology independent advisors
- Guided by experts to accelerate design decisions
- Clear data strategy to power the cloud technology and drive data-driven decision-making
- User-centred design to drive adoption and benefits realisation



Service	Service overview	Features	Benefits
<div>Cloud strategy</div>	<p>Making the move to the cloud is inevitable – a road that many companies and organisations have already started. The HR technology landscape is vast and complex and there are many key decisions organisations and HR teams need to make to ensure they are making the right investments to deliver their organisation and people strategy. For your people function to add significant value to the organisation, you need to make decisions about where to invest time, money and effort.</p>	<ul style="list-style-type: none"><li>Cloud HR strategy</li><li>Cloud design principles</li></ul>	<ul style="list-style-type: none"><li>Alignment with government cloud design principles and taxonomy</li><li>Leading practice to guide your cloud strategy</li><li>Tailored digital strategy in line with government design principles</li><li>Clear view of how cloud can benefit your organisation and other areas of improvement</li></ul>
<div>HR diagnostic</div>	<p>Assessment of the current HR function across people, process, technology, governance and operating / service delivery model. Understanding of current cost of HR and identification of future service improvement opportunities through a series of data analysis, both interviews and focus groups with the HR function as well as key users and stakeholders of HR. Our team of deep experts will translate government priorities to your people strategy and use this as the thread to build a sustainable HR operating model. We work with your HR leadership to set the ambition for HR in line with government priorities, providing input into key design decisions through cloud design.</p>	<ul style="list-style-type: none"><li>HR assessment (people, process, technology, governance)</li><li>Pain point identification</li><li>Cost of HR</li><li>Future HR ambition</li><li>Cloud HR opportunities for change</li><li>Cloud HR recommendations</li></ul>	<ul style="list-style-type: none"><li>Tried-and-tested HR diagnostic</li><li>HR benchmark data to understand areas of improvement</li><li>Financial case for change</li><li>Voice of the business feedback to identify areas of improvement</li><li>Alignment of government priorities to set the future HR ambition</li><li>Recommendations of where cloud will benefit the function</li><li>Ideas feeding into the future HR function to accelerate design decisions</li></ul>
<div>Payroll diagnostic</div>	<p>Deep dive into your payroll processes, people, and systems.</p> <ul style="list-style-type: none"><li>We identify areas for improvement, focusing on functional components:</li><li>Data, reporting and insights: Ensure data accuracy and seamless system integrations.</li><li>System Functionality: Optimize your payroll software to its full potential.</li><li>Risk &amp; Compliance: Reduce risk of potential compliance breaches</li></ul>	<ul style="list-style-type: none"><li>Payroll assessment (people, process, technology, governance)</li><li>Cloud payroll case for change</li><li>Cloud payroll considerations</li><li>Payroll optimisation recommendations</li></ul>	<ul style="list-style-type: none"><li>Gain insights to guide your new cloud payroll system implementation.</li><li>Holistic View across all aspects of your payroll operation, from people through to technology.</li><li>Improved Efficiency &amp; Reduced Costs: Streamline processes and save money on payroll administration.</li><li>Reduced risk of non-compliance</li><li>Improved data and payroll accuracy leading to an enhanced employee experience</li></ul>
<div>People analytics diagnostic</div>	<p>Assessment of the current People Analytics tools, processes, organisation and capability. We work with your HR Leadership and other departments to drive a data led decision making mindset and enable this through cloud people analytics technology, capability and organisation.</p>	<ul style="list-style-type: none"><li>People analytics assessment (people, process, technology, governance, capability)</li><li>Cloud People Analytics case for change</li><li>Cloud people analytics considerations</li><li>People analytics recommendations</li></ul>	<ul style="list-style-type: none"><li>Tried and tested people</li><li>Improved data and insights</li><li>Ability to make data led decisions regarding people initiatives</li></ul>
<div>Case for change and value case</div>	<p>A case for change combining a comprehensive business case outlining financial and efficiency benefits to move to cloud combined with a compelling story (change narrative). The case for change provides a holistic view of investment requirements from the transformation approach and resource requirements to transform to the cloud. We work with you to build a compelling story (change narrative) explaining why change is necessary, what it entails, and how it will benefit the organisation and its people. It goes beyond simply listing facts, to get hearts and minds behind the cloud transformation. help to build a change vision that paints a positive picture of what's possible and motivates people to embrace change.</p>	<ul style="list-style-type: none"><li>Value case development (financial business case)</li><li>Cloud transformation approach</li><li>Investment requirements (resources)</li><li>Change Strategy</li><li>Change Narrative</li><li>Case for Change</li><li>Programme Brand and Identity</li><li>Stakeholder Engagement</li><li>Roadmap to cloud</li><li>Leadership coaching and stakeholder alignment</li></ul>	<ul style="list-style-type: none"><li>Robust value case with ROI with clear outcomes and value drivers (efficiency, effectiveness etc.)</li><li>Clear and meaningful case for change articulating the value to users</li><li>Experienced, senior HR practitioners to align stakeholders</li><li>Practical roadmap for investment and implementation</li><li>Win over key stakeholders and recruit them as key ambassadors</li><li>Support the securing of budget and resources to run your project</li><li>Outline in simple terms the “what’s in it for me” to help win people over</li><li>Provide a vision to underpin the project and measure success against</li></ul>



Service	Service Overview	Features	Benefits
<div>Vendor selection</div>	<p>Our vendor selection process is designed to align with the government strategy, enhancing value with strategic digital investments. We employ an Accelerated Vendor Selection model to guide you towards choosing the most suitable vendor. Our RFP in a Box proposition is designed to provide your public sector organisation with a comprehensive and cost-effective solution for your HR vendor selection needs. We understand that you have unique requirements and challenges, which is why we tailor our RFP in a Box solution to meet your specific needs.</p> <p>Our solution includes a range of tools and resources, such as expert consulting services, a comprehensive RFP template, vendor evaluation criteria, and vendor comparison matrices. Our team of experienced HR professionals will guide your organisation through the procurement process from start to finish, ensuring that you receive the best value for your investment.</p>	<ul style="list-style-type: none"><li>• Market analysis</li><li>• Vendor shortlist</li><li>• RfI preparation, criteria and scene-setting</li><li>• RfP development and support</li><li>• Client vendor selection / shortlisting advisory</li><li>• Due diligence report (incl. customer reference checklist)</li></ul>	<ul style="list-style-type: none"><li>• LACE are independent technology advisors and will help select the best vendor to suit your specific requirements</li><li>• Advisory support throughout selection and contracting</li><li>• Streamlined RFI/RFP process to save time and cost</li><li>• RFP tools and templates to accelerate your RFI/RFP process</li><li>• Focus on key scenarios beyond functional / technical requirements</li></ul>
<div>Foundation design</div>	<p>There are a number of key design work and decisions that accelerate the design process. Based on the cloud HR strategy and government priorities, we can provide expert advice to guide you on:</p> <ul style="list-style-type: none"><li>• Future cloud support model across HR and IT (incl. sourcing / vendor requirements)</li><li>• Future role of the line manager and changes required as a result of the cloud</li><li>• Job architecture design</li></ul> <p>At the same time we will work with you and the SI / vendor to determine the optimum implementation approach and plan with key dependencies outlined. We help you to stand up governance early, enabling fast decision making and taking stakeholders on the journey. Aligned to the government cloud strategy and your HR ambition, we will determine the right change strategy and approach that considers how you work today, and behavioural shifts required to transform. To hit-the-ground-running we support the onboarding of resources.</p>	<ul style="list-style-type: none"><li>• Establish key design decisions on foundational elements e.g. job architecture</li><li>• Cloud support model</li><li>• Sourcing considerations</li><li>• Cloud HR programme plan and governance</li><li>• Cloud HR change strategy</li></ul>	<ul style="list-style-type: none"><li>• Accelerating your implementation by making key design decisions early</li><li>• Clear articulation of the future cloud support model including how vendors will be used and any further technology requirements (case management, knowledge management, document management)</li><li>• Establishing principles for cloud technology management (release processes, integration principles)</li><li>• A clear approach and plan for the programme to onboard resources</li><li>• Robust change management early in the programme to align stakeholders</li><li>• Governance in place to drive accountability and improved decision-making</li></ul>
<div>Cloud data migration, analytics and reporting approach</div>	<p>Design a comprehensive data strategy for cloud and requisite data migration approach to move to cloud. Assess compliance and regulatory requirements for people data and provide recommendations for simplification and automation using cloud-based technologies. Standardisation of data definitions and create a data dictionary to enable transformation to the cloud. We will also determine data access principles to inform security model design.</p>	<ul style="list-style-type: none"><li>• Data strategy</li><li>• Assess data compliance</li><li>• Requirements gathering for data</li><li>• Data migration approach</li><li>• Data access principles</li><li>• Data definition</li></ul>	<ul style="list-style-type: none"><li>• Improved data quality and data informed decisions</li><li>• robust data compliance and governance structure means data is handled consistently and in line with legal regulations, mitigating organisational risk</li><li>• Data strategy that is aligned to the business objectives means that people analytics can directly impact and inform business success</li></ul>
<div>User research and employee experience design</div>	<p>Through your transformation to cloud, organisations have the unique opportunity to enable organisational culture and experience through designing, user-centric, automated and simplified people processes.</p> <p>We carry out user research through a range of research methods (interviews, focus groups, observation) to understand where employee experience can be improved and where cloud technology can improve that experience.</p> <p>We provide leading practice experiences to inspire you and set your experience ambition and identify the cloud design decisions, including inclusive design requirements to bring this to life in design.</p>	<ul style="list-style-type: none"><li>• User research and employee insights</li><li>• User segmentation</li><li>• Employee journeys</li><li>• Identifying digital inclusion strategies</li></ul>	<ul style="list-style-type: none"><li>• User research in line with GDS requirements</li><li>• Understanding of user needs and how they will be enabled by cloud</li><li>• Identification of users and workforce segments to enable early engagement</li><li>• Understanding of inclusion requirements for the cloud</li><li>• Clear perspective on employee journeys to design in cloud</li></ul>





# Transforming in the Cloud

## Service overview

We act as strategic advisors throughout your cloud transformation. We collaborate with your systems integrator (SI) to design and implement impactful solutions across core HR, Talent, Payroll and Analytics platforms that align with your value case and create a positive experience for your users.

We take a holistic, employee experience-led approach, considering the full solution (processes and experience, service design and cloud technology design). We take a user-centric approach to design to deliver a design that can be easily adopted. Using design sprints to bring together the full process, experience, service and technology design, iteratively so that your stakeholders can see progress quickly. Our practical implementation approach puts the right governance in place to manage risks in line with government cloud policies.

Realise the benefits you planned for by ensuring users sustainably adopt and embrace new tools, processes and ways of working. From creative communications campaigns to change behaviours around cloud technology, hands-on process training, we can help prepare your people and drive real adoption. Our focus is building the muscle to continue to innovate in the cloud and enable service delivery.

### Features

#### *What we deliver*

- Solution design (operating model, process, experience)
- Cloud programme management
- Change and adoption
- Cloud service enablement

### Benefits

#### *How we are fundamentally different*

- Operate as 'one integrated team' across tech, process & people to develop an integrated solution that delivers a quality user experience
- We bring both consulting and in-house transformation experience. We know the pitfalls and can steer you away from them
- Design human / digital experiences across the entire employee lifecycle
- Practical implementation plan, governance and robust risk management enables a focus on benefits realisation
- Analytics-based change approach to increase adoption
- Maximised adoption of cloud, through comprehensive upskilling and an optimised operating model



Service	Service Overview	Features	Benefits
<div>Solution design (operating model, process, experience)</div> <div>→</div>	<div>Our passion is to design a cloud solution that enables the delivery of government priorities. We understand there is no single blueprint and no 'one size fits all' – using our accelerators we help process, experience, operating model and cloud technology design.</div> <div>Designing your future HR operating model and how services will be delivered in the future is firstly, related to your cloud and HR strategy, developed in the 'Preparing for cloud' phase. We bring best practice HR operating models that are enabled by cloud and co-create the ideal model; doing this early, accelerates experience and process design. Ensuring sustainability of the model, we design how cloud HR services will be delivered.</div> <div>To enable your design we will collaboratively create your job architecture which acts as a foundation to design, including key data structures, security and data access principles.</div> <div>Alongside your SI and vendor we facilitate solution design sprints, which involve experience-led workshops to design cloud-processes. Through designing your end-to-end HR, talent, analytics processes, we design how users will interact with the system in the future, design future roles and capture impacts to your HR operating model. We recognise that cloud and specific technical skills for Workday, SAP SuccessFactors, Oracle, Dayforce and other cloud-based tools can be challenging. We create a talent strategy to enable you to identify key skills, re-skill, upskill and acquire key talent to resource your teams sustainably.</div> <div>We design the reporting and analytics for cloud HR, designing based on user requirements (HR, senior leadership, employees and managers).</div>	<div>• Employee experience design</div> <div>• Process design</div> <div>• Job architecture</div> <div>• HR operating model design</div> <div>• HR service delivery model (service catalogue, tiered delivery model)</div> <div>• Detailed cloud HR model design</div> <div>• Cloud skills approach (incl. upskilling, reskilling, talent attraction)</div> <div>• Reporting and analytics design</div>	<div>• Alignment with government cloud design principles and taxonomy</div> <div>• Aligned with public sector goals</div> <div>• Leading practice HR operating models for cloud</div> <div>• A suite of leading practice cloud-enabled processes</div> <div>• Simplified, automated cloud processes</div> <div>• Leading practice experiences to drive better user experience through the design</div> <div>• Common consistent language and data model to underpin the solution design</div> <div>• Clear view of data access principles to enable the future HR operating model</div> <div>• Clear HR operating model with future roles and how they will use the future cloud technology</div> <div>• Clear articulation of the interactions and channels for employees, line managers and business leadership to access HR</div> <div>• A suite of leading practice analytics tools and report design to drive data-led HR decision-making to support of overall government objectives</div>
<div>Cloud programme management</div> <div>→</div>	<div>Providing programme management throughout the cloud transformation; delivering strategic advisory to quality assure the plan and approach to ensure benefits realisation.</div> <div>Our experienced HR, Payroll and Analytics programme leaders are equipped with our tried-and-tested programme toolkit which includes leading practice plans, templates to track benefits realisation, risk and issue trackers.</div> <div>We know how good governance ensures that decision-making is quick and robust, so we stand up the right forums bringing user groups together as well as establishing design authorities to govern the design, not just the programme.</div>	<div>• Programme management and best practice</div> <div>• Programme advisory services</div> <div>• Governance approach</div> <div>• Benefits realisation approach</div> <div>• Benefits realisation tracking</div> <div>• Quality assurance</div>	<div>• Robust programme plan for cloud</div> <div>• Improved decision-making: Leverages diverse perspectives for better solutions</div> <div>• Enhances overall project success: Helps ensure the project aligns with expectations and delivers on its intended outcomes</div> <div>• Clear accountability for benefits realisation</div> <div>• Benefits realisation is built into the programme plan and beyond</div> <div>• Clear governance structures to enable progress and budget tracking</div> <div>• Tools to track risk and issue management</div> <div>• Expedient resolution of risks and issues identified with clear mitigation plans in place</div> <div>• Experienced cloud technology experts to assist in driving a quality programme plan</div>



Service	Service Overview	Features	Benefits
<div>Change and adoption</div>	<div><div></div><p>LACE's delivers an end-to-end, technology enabled change approach from initial vision setting to post-launch support, led by experienced change management experts, accredited leadership coaches and creative graphic design specialists.</p><p>We bring decades of direct experience implementing HR and ERP technology including Workday, SAP Success Factors, Dayforce and Oracle across multiple industries and geographies. We help reduce resistance to change, increase leadership buy-in, establish a compelling case for change, engage people and establish new, lasting behaviours.</p><p>We care about long-term, sustainable change, not simply go-live launch readiness. From tactical communications to leadership development, system training to cultural and behavioural change, we can help prepare your people and drive real adoption.</p><p>Leveraging change analytics, we provide evidence-based results, proving and measuring our impact to help you achieve as much strategic value from your transformation as possible.</p><p>We coach leaders to build their change skills and role model behavioural change. With tools and templates based on past lessons learned, we offer a head start on your transformation journey.</p><p>To enhance your transformation, we collaborate with graphic design experts to produce high-quality, high-impact material. Trust us to be your catalyst for lasting change, unlocking the full potential of your organisation.</p></div>	<div><div></div><ul style="list-style-type: none"><li>• Change Impact Assessment</li><li>• Comms, Engagement &amp; Stakeholder Management</li><li>• Cloud learning Strategy, Learning Approach &amp; Training Design</li><li>• Cloud training design and delivery</li><li>• Culture, Behaviours &amp; Mindsets</li><li>• Change Capability Building &amp; Leadership Coaching</li><li>• Change Champions &amp; Change Networks</li><li>• Change Analytics</li><li>• Cloud Readiness &amp; Adoption Measurement</li><li>• Creative Design &amp; Programme Brand / Identity</li><li>• Leading through change</li></ul></div>	<div><div></div><ul style="list-style-type: none"><li>• Experienced HR technology change expertise</li><li>• Instilling an innovation mindset to leverage cloud beyond go-live</li><li>• Learning tools and templates to accelerate training design and delivery</li><li>• Tools to track change impact and readiness for the change</li><li>• Engagement and adoption analytics used to identify new initiatives to drive adoption</li><li>• Sustainable Change: Facilitate sustainable change by addressing underlying behaviours and mindset shifts.</li><li>• Employee Engagement: Increase employee engagement and buy-in through proactive involvement in defining and shaping the cultural and behavioural aspects of the transformation</li><li>• Minimizes resistance: Allows you to proactively address concerns and prevent potential roadblocks.</li><li>• Increase the effectiveness of your change capability and likelihood of success</li><li>• Enhance buy-in for any in-flight change initiatives</li><li>• Win over and reassure leaders that change is manageable and desirable</li><li>• Embed a lasting openness to change in your corporate culture</li><li>• Make future change initiatives easier and less disruptive</li></ul></div>
<div>Cloud service enablement</div>	<div><div></div><p>Enabled by the clear HR operating model and cloud support model, we will enable your teams to deliver the cloud services required. This combines knowledge transfer throughout design to designing the right tools and metrics to manage and report on service delivery.</p><p>We collaboratively design your tiered service delivery model, triage and escalation process alongside HR services and IT services to ensure queries are routed in line with service level requirements.</p><p>Where additional cloud-based case, document or knowledge management tools are required, we guide you through selection to implementation.</p></div>	<div><div></div><ul style="list-style-type: none"><li>• Service delivery model design</li><li>• Service delivery process design</li><li>• Service delivery model implementation</li><li>• Service delivery metrics, analytics and insights</li><li>• Service enablement tools design for case management, document management, knowledge management tools (ServiceNow, Salesforce, Workday Help, Oracle and SAP case management tools)</li></ul></div>	<div><div></div><ul style="list-style-type: none"><li>• Clear understanding of how all cloud tools will deliver the HR service</li><li>• One-stop-shop for all HR cloud policy, process and training document management aligned to relevant document and knowledge management tools</li><li>• Tool design integrated with your technology</li></ul></div>



# Operating in the Cloud

## *Service overview*

Operating in the cloud begins with a smooth go-live. We start by developing a robust approach to hyper care, monitoring adoption and supplementing with communication and engagement activities.

Our commitments extend beyond implementation, as we aim to foster your team's capabilities and continuous improvement to ensure long-term success. Our cloud optimisation approach uses data to understand adoption challenges and looks holistically across technology, skills, process, and ways of working to identify the right 'adoption booster'. Our optimisation support covers change management and creative communications initiatives to drive behaviour change, to market analysis of future apps / functionality or further process and operating model design to clarify roles and responsibilities.

We know that taking a data-led approach to HR is a critical objective to move to the cloud. Once live, we can support analytics design and delivery to make the most out of your data and answer business specific questions.

### **Features**

#### *What we deliver*

- Post-go live support
- Cloud optimisation
- Cloud analytics design & delivery

### **Benefits**

#### *How we are fundamentally different*

- High engagement from go live creative communications campaigns
- Successful go-live with high-adoption rates
- Increased cloud adoption
- More reliable people data
- Data-driven people decisions
- Reporting automation and streamlined processes



Service	Service Overview	Features	Benefits
<div>Post-go live support</div> <div></div>	<div>A successful go live requires a comprehensive approach to hypercare, monitoring adoption through cloud analytics, deploy comms and engagement and advise on any fixes required from feedback. Our experts embed within your team to support high volumes of activity supporting go-live queries and changes, prioritising knowledge transfer and skill development to ensure your team are established for long term success.</div> <div>We provide advice and guidance to drive adoption</div>	<div></div> <div><ul style="list-style-type: none"><li>Hypercare support for BAU team</li><li>Hypercare project management</li><li>Knowledge transfer</li><li>Post-go live communications to drive adoption</li><li>Project close-out and offboarding</li><li>Change networks and change champions</li><li>Employee Feedback Forums</li></ul></div>	<div></div> <div><ul style="list-style-type: none"><li>Demonstrating quick wins and the immediate value of HR investments</li><li>Stand-up of hyper-care support team with clear roles and responsibilities</li><li>Daily view of adoption, queries and any fixes required</li><li>Coaching of BAU team from HR cloud technology experts</li><li>Engaging communications campaigns alongside change champions</li><li>Engaged support network</li><li>Increased adoption of the new cloud technology</li></ul></div>
<div>Cloud optimisation</div> <div></div>	<div>HR optimisation is the strategic enhancement of the HR function to improve workforce experiences, streamline processes, and leverage technology effectively. By diagnosing and addressing pain points within the HR ecosystem, LACE Partner's collaborates with organisations to rapidly collect actionable insights, evaluate employee and management feedback, and identify underlying issues. This sprint-based process aims to co-develop solutions that refine service delivery models, build internal capacity, and foster trust in HR services. Challenging conventional approaches and working closely with vendors, we create impactful experiences and workflows that cater to evolving needs. To secure stakeholder buy-in, especially from those hesitant to change, we continuously reassess the business case and articulate the advantages of the optimisation strategy, ensuring a compelling and clear narrative for all involved.</div>	<div></div> <div><ul style="list-style-type: none"><li>Cloud release management advisory services</li><li>Further cloud product selection (apps, future tools and functionality)</li><li>Cloud technology and integration health check</li><li>Adoption booster campaigns</li><li>Reinvigoration of change network</li><li>Process optimisation</li><li>Operating model and service delivery optimisation</li><li>Data and insights</li><li>Continuous improvement</li><li>Digital adoption platforms</li></ul></div>	<div></div> <div><ul style="list-style-type: none"><li>Clarity on new release functionality and how this enables government objectives</li><li>Identification of additional tools / apps required to meet government objectives</li><li>Clarity on how to enable new releases and testing processes</li><li>Smooth testing and integration approach for all future releases</li><li>Greater adoption of cloud technology and functionality</li><li>Refined dashboards and reports to enable decision-making</li><li>Streamlined processes leveraging new release functionality</li><li>Clear initiatives to boost adoption through communications campaigns, learning initiatives etc.</li><li>Improved employee and manager self-service</li><li>Increased utilisation of cloud technology from the HR team to improve service delivery including HR shared services, Business Partners and CoEs</li></ul></div>
<div>Cloud analytics design and delivery</div> <div></div>	<div>Clients need assistance in assessing future People cloud analytics application decisions. LACE can assist by reviewing the existing client cloud technology landscape, establishing the value case for people analytics systems investment and selection criteria and identifying options including build vs buy and supporting the client selection process.</div>	<div></div> <div><ul style="list-style-type: none"><li>Hypothesis design</li><li>Data analysis using cloud technology</li><li>Additional insights</li><li>Dashboard / report design</li><li>Analytics delivery</li><li>Change and adoption</li><li>Driving value</li></ul></div>	<div></div> <div><ul style="list-style-type: none"><li>Data-led approach to solving business challenges</li><li>Identification of additional reporting / analytics requirements</li><li>User-centred design approach to data</li><li>Greater utilisation of reporting and analytics</li><li>Data-led decisions for HR and management teams</li></ul></div>





# Complementary services

Change and Adoption



People and Workforce  
Analytics



Payroll Excellence



Service overview		Features	Benefits
<div>HR Cloud Change Strategy, Narrative and Case for Change</div> <div></div>	<p>We facilitate your vision and strategy for transformation through targeted workshops, crafting key change narratives, design-driven storytelling, comprehensive stakeholder insights, and bespoke, experience-focused change strategies, available from project initiation to completion.</p>	<div></div> <ul style="list-style-type: none"><li>• Vision-setting workshops</li><li>• Change value case development with key KPIs</li><li>• High-impact storytelling by a creative design team</li><li>• Comprehensive change discovery analysis</li><li>• Customised, experience-driven change strategy development</li><li>• Engaging workstream kick-off and strategic planning activities</li></ul>	<div></div> <div>★★★★</div> <ul style="list-style-type: none"><li>• Win over stakeholders and recruit them as key ambassadors.</li><li>• Support the securing of budget and resources to run your project.</li><li>• Outline in simple terms the “whats in it for me?” to help win people over.</li><li>• Provide a vision to underpin the project and measures against success.</li></ul>
<div>Comms, Engagement and Stakeholder Management</div> <div></div>	<p>Our transformation strategy operates on effective communication, ensuring stakeholder buy-in through clear channels. We conduct thorough stakeholder analyses, devise tailored engagement plans, maintain transparency in progress, empower teams for relationship-building, and continually adapt based on feedback for successful outcomes.</p>	<ul style="list-style-type: none"><li>• Tailored stakeholder analysis for targeted communication.</li><li>• Strategic communication and engagement planning.</li><li>• Transparent sharing of programme progress and setbacks.</li><li>• Training for teams on effective stakeholder communication.</li><li>• Ongoing feedback collection and programme adjustment.</li></ul>	<ul style="list-style-type: none"><li>• Builds trust: Fosters transparency and creates an open environment.</li><li>• Increases buy-in and adoption: Helps people understand the reasons for change and feel included.</li><li>• Minimises resistance: Allows you to proactively address concerns and prevent potential roadblocks.</li><li>• Improves decision-making: Leverages diverse perspectives for better solutions.</li><li>• Enhances overall project success: Helps ensure the project aligns with expectations and delivers on its intended outcomes.</li></ul>
<div>Learning Strategy, Learning Approach and Training Design</div> <div></div>	<p>Our effective learning strategy ensures employees are well-trained for new technologies and workflows, maximising potential and optimising processes. It involves analysing training needs, developing a detailed learning plan with appropriate materials and methodologies, delivering tailored training through various modalities, and measuring effectiveness for continuous improvement. This approach facilitates a smooth transition and reduces resistance to change.</p>	<ul style="list-style-type: none"><li>• Comprehensive Training Needs Analysis to identify specific gaps.</li><li>• Customised Learning Plan development with an emphasis on effective methodologies.</li><li>• A rich suite of learning materials tailored to various styles and preferences.</li><li>• Diverse delivery of training through a blend of modalities.</li><li>• Ongoing measurement of learning effectiveness for continual enhancement.</li></ul>	<ul style="list-style-type: none"><li>• Aligned with public sector goals: A strong strategy ensures training investments directly support the organisation’s success.</li><li>• Enhanced Employee Skills: Focused development provides employees with the knowledge and skills they need to excel.</li><li>• Improved Performance: A skilled workforce contributes to better decision-making, increased productivity, and overall organisational agility.</li><li>• Adaptability: A learning strategy helps the organisation respond effectively to changing market conditions and stay ahead of the curve.</li></ul>
<div>Culture, Behaviours and Mindsets</div> <div></div>	<p>At LACE Partners, we guide the cultural and mindset shift essential for digital transformation success. We work alongside you to shape and reinforce key cultural elements and behaviours from the ground up, ensuring your transition aligns with core values and principles, embedding these into training and communications, and tracking progress with precise analytics.</p>	<ul style="list-style-type: none"><li>• Tailored Training Needs Analysis.</li><li>• Custom Learning Plan with goal-oriented strategies.</li><li>• Diverse, engaging learning materials creation.</li><li>• Multimodal training delivery.</li><li>• Continuous learning effectiveness measurement.</li></ul>	<ul style="list-style-type: none"><li>• Cultural Alignment: Ensure alignment of organisational culture with the goals and objectives of the digital transformation.</li><li>• Sustainable Change: Facilitate sustainable change by addressing underlying behaviours and mindset shifts.</li><li>• Employee Engagement: Increase employee engagement and buy-in through proactive involvement in defining and shaping the cultural and behavioural aspects of the transformation.</li></ul>



Service overview		Features	Benefits
<div>Change Capability Building and Leadership Coaching</div>	<p>Navigating change is challenging, yet it can be managed to foster adaptable, resilient teams. At LACE Partners, we facilitate this through targeted workshops, readiness assessments, strategic change initiatives, and by supporting the selection of pivotal partners. We also bolster your change team's capability with our specialised expertise to lead effectively through transition.</p>	<ul style="list-style-type: none"><li>• Change resilience workshops and coaching sessions.</li><li>• Business readiness and capability assessments.</li><li>• Strategic planning for change workstreams.</li><li>• Assistance in selecting key transformation partners.</li><li>• Expert advisory for internal change teams.</li></ul>	<ul style="list-style-type: none"><li>• Increase the effectiveness of your change capability and likelihood of success.</li><li>• Enhance buy-in for any in-flight change initiatives.</li><li>• Win over and reassure leaders that change is manageable and desirable.</li><li>• Embed a lasting openness to change in your corporate culture</li><li>• Make future change initiatives easier and less disruptive.</li><li>• Provide personal and professional growth for your people.</li></ul>
<div>Change Champions and Change Networks</div>	<p>At LACE, we craft and empower change networks, pivotal in driving and embedding organisational transformation. Our strategy mobilises diverse internal champions to navigate and sustain change, ensuring successful adaptation across your company.</p>	<ul style="list-style-type: none"><li>• Strategic selection and empowerment of a diverse change network within the organisation.</li><li>• Role as change champions, advocates, and agents to facilitate and sustain change.</li><li>• Regular sessions to maintain engagement and momentum.</li><li>• Support for colleagues during the transition.</li></ul>	<ul style="list-style-type: none"><li>• Influencing and engaging stakeholders, providing expertise and resources, facilitating communication and collaboration, and supporting the implementation of change initiatives.</li><li>• Helps sustain momentum and reinforce the transformation over time. They champion the change, celebrate successes, and share best practices, ensuring long-term sustainability and success.</li><li>• The diverse perspectives and experiences represented within the change network provide valuable insights into the needs, concerns, and challenges of different stakeholder groups.</li></ul>
<div>Change Analytics, Readiness and Adoption Measurement</div>	<p>We leverage analytics to monitor and enhance the readiness and adoption of digital transformations. Our approach defines criteria, involves key stakeholders, assesses readiness levels, and sets clear metrics, ensuring strategic alignment and driving successful digital change.</p>	<ul style="list-style-type: none"><li>• Analytics tools to assess programme readiness and adoption rates.</li><li>• Inform strategic decisions and adjust change management strategies.</li><li>• Track progress and identify improvement areas for digital transformation.</li></ul>	<ul style="list-style-type: none"><li>• Measuring readiness and adoption in a digital transformation programme enables organisations to make informed decisions, mitigate risks, optimize resources, engage stakeholders and drive continuous improvement.</li><li>• Involving stakeholders in the assessment process and sharing insights on progress, organisations cultivate a sense of ownership and commitment among key stakeholders, increasing their support for the transformation</li></ul>
<div>Creative Design and Programme Brand / Identity</div>	<p>At LACE, we utilise creative services to forge a compelling programme brand that resonates with stakeholders, aligns with your vision, and boosts engagement, thereby facilitating the adoption of new working practices.</p>	<ul style="list-style-type: none"><li>• Enhancement of programme communications with creative services.</li><li>• Development of a strong, resonant programme brand and identity.</li><li>• Tailored to align stakeholders with the programme's vision.</li><li>• Assessment of the current organisational brand requirements.</li></ul>	<ul style="list-style-type: none"><li>• Tailor your programme to your overall company brand to ensure it is relevant to your organisation objectives.</li><li>• Increase engagement and help employees feel connected and relate to the programme.</li><li>• Utilising a one-stop shop that both understands your HR requirements and elevates your messaging with visuals and multimedia.</li></ul>



Service overview		Features	Benefits
<b>Change and Programme Management</b>	People analytics programmes often struggle with a lack of buy-in and sponsorship from HR and the business. People analytics teams may not have the awareness of the skillsets to deliver change and programme management. LACE can provide bespoke change and programme management expertise.	<ul style="list-style-type: none"><li>Understand the current situation, change portfolio and case for change</li><li>Review the system personas and prepare an impact analysis</li><li>Prepare a coherent change plan including training and messaging</li><li>Measure impact and iterate</li></ul>	<ul style="list-style-type: none"><li>Enhanced adoption: we help you to facilitate adoption and promote a data-driven culture</li><li>Minimised resistance and increased engagement</li><li>Aligned objectives and optimised resources</li></ul>
<b>Analytics Delivery</b>	People Analytics teams deliver projects to test opportunities to drive business value, improve employee experience and improve HR performance. These projects act as proof points to gain engagement and investment in scalable people analytics solutions. LACE can provide expertise to support these projects.	<ul style="list-style-type: none"><li>Define the business problem, scope and approach</li><li>Generate hypotheses</li><li>Collect and prepare data for analysis</li><li>Analysis of data, test initial results</li><li>Presentation of findings and recommendations</li></ul>	<ul style="list-style-type: none"><li>Actionable findings derived from analytics projects can be used to inform people and organisational strategy</li><li>Evidence-based interventions ensure that organisational investments are focused on areas with the highest impact</li><li>The ability to address issues effectively with tailored solutions enhances organisational agility</li></ul>
<b>Strategic People Analytics</b>	Strategic People Analytics investigates strategic business transformation challenges and opportunities, for example location strategies or talent intelligence. Workforce transformation is typically a key component of business transformation and that is now business as usual for many clients. We can help ensure your People Analytics capability has the right skillset, sponsorship and permission to support business transformation activities and play a leading role in organisation design and other key activities	<ul style="list-style-type: none"><li>Defining the strategic outcomes</li><li>Identify which roles drive the greatest value or risk</li><li>Conduct market and internal analytics, model and design options using OrgVue, Beamible and other specialist software</li><li>Develop transition plan and identify system and process dependencies</li></ul>	<ul style="list-style-type: none"><li>Optimised workforce planning through predicting future talent trends and requirements and enhanced team dynamics.</li><li>Increased competitive advantage through informed strategic decision making</li></ul>
<b>Strategic Workforce Planning</b>	Strategic workforce planning is the process of aligning an organisation's human capital with its long-term business objectives. It involves identifying future workforce requirements, analysing current workforce capabilities, and implementing targeted strategies to bridge gaps in skills, roles, and numbers.	<ul style="list-style-type: none"><li>Agree a vision and ambition for SWP</li><li>Build a roadmap for a sustainable SWP model</li><li>Develop a talent strategy to deliver on SWP (build, buy, borrow, bot)</li><li>Design and delivery of each of the following elements: Approach, Data, Modelling, Technology, Processes, SWP roles and skills, Governance, stakeholder engagement and change management</li></ul>	<ul style="list-style-type: none"><li>Through predictive analytics and forecasting, Strategic Workforce Planning prepares organisations for future talent needs</li><li>Organisations with a strategic approach to workforce planning can quickly adapt to market changes</li><li>SWP helps organisations avoid inefficient use of human capital and financial resources</li></ul>
<b>People Analytics Navigator</b>	People analytics teams often face challenges understanding where to focus and what to develop. Their existing work may not be having the desired impact on business outcomes or there could be a need to align with a shifting people strategy. LACE's Navigator diagnostic provides a comprehensive external perspective and a holistic evaluation of the service, offering actionable insight and identifying strengths & opportunities	<ul style="list-style-type: none"><li>Review relevant documentation and analyse questionnaires</li><li>Facilitate discussion on the persona-based questionnaire results</li><li>Identify strengths and opportunities and create a roadmap</li></ul>	<ul style="list-style-type: none"><li>A health check can identify inaccuracies, inconsistencies and gaps in current data leading to cleaner more reliable data</li><li>Able to highlight where analytical processes, tools or skills may be lacking</li><li>Ensures HR activities are aligning with the organisations overall strategic goals</li></ul>



Service overview		Features	Benefits
<b>Data and Reporting</b>	Clients struggle to manage data quality, data governance and data security. LACE can provide expertise to help strengthen the associated processes and policies and identify opportunities to automate and reduce the associated administrative burden, leveraging HR Cloud and other enabling systems.	<ul style="list-style-type: none"><li>Review current reporting and measure consumption</li><li>Review current data quality and process efficiency</li><li>Identify opportunities to simplify, automate and to add value through optimisation of a client's cloud-based technology</li><li>Prepare a roadmap for improvements</li></ul>	<ul style="list-style-type: none"><li>Automation of reporting tasks means reduced manual labour and faster reporting cycles, allowing data to be available on demand</li><li>Enhanced data accuracy and reliability leading to increased functional credibility</li><li>Improved decision-making capabilities: Timely access to relevant data and accurate reports lead to a strong foundation for data driven strategies and decision-making</li><li>Our experience with Oracle, Workday and SuccessFactors from both an in-house and advisory perspective</li></ul>
<b>Data Quality</b>	Many organisations struggle to maintain accurate and reliable people data beyond basic data cleansing. LACE recognises that effective data quality management involves establishing a framework, implementing monitoring processes and fostering accountability. Our comprehensive approach ensures that your organisation not only addresses current data issues but establishes practices that support evidence-based decision making and increase trust in your HR function	<ul style="list-style-type: none"><li>Assess compliance across the employee lifecycle, identifying opportunities for improvement</li><li>Recommend options for simplification and automation using cloud-based technologies</li><li>Review roles and responsibilities and build capability</li><li>Standardise data definitions and create a data dictionary</li></ul>	<ul style="list-style-type: none"><li>Organisations are empowered with data-driven insights to make well informed decisions.</li><li>Companies can streamline processes and automate routine tasks, improving operational efficiency</li><li>Organisations can quickly respond to market trends and consumer needs, giving them a competitive advantage</li></ul>
<b>Value Case and Technology</b>	Clients need assistance in assessing future People Analytics cloud analytics application decisions. LACE can assist by reviewing the existing client cloud technology landscape, establishing the value case for PAI systems investment and selection criteria and identifying options including build vs buy and supporting the client selection process.	<ul style="list-style-type: none"><li>Understand the current technology landscape across HR and the business</li><li>Align technology requirements to the ambition, scope and overall delivery model</li><li>Build a value / investment case</li></ul>	<ul style="list-style-type: none"><li>Organisations are empowered with data-driven insights to make well informed decisions.</li><li>Companies can streamline processes and automate routine tasks, improving operational efficiency</li><li>Organisations can quickly respond to market trends and consumer needs, giving them a competitive advantage</li></ul>
<b>Engaged Stakeholders</b>	Many business and HR leaders do not have a good grounding in understanding the workforce in today's business context. LACE can help educate and engage leaders and cloud stakeholders who can and should realise value from people analytics so they can act as allies, customers and sponsors for cloud-based technology initiatives and analytics delivery	<ul style="list-style-type: none"><li>Conduct interviews and review metrics around current engagement</li><li>Address/Reframe pain points</li><li>Prepare engagement campaign based around education and success stories</li></ul>	<ul style="list-style-type: none"><li>Leadership buy-in allows for that critical push in growing resources and prioritisation of projects</li><li>Improved adoption of cloud technologies</li><li>Informed leaders can show the benefits of PWA to their team creating a deeper impact and data-driven culture</li><li>Leaders who recognise the benefit are more likely to commit to sustained investment in the organisation's analytical capabilities</li></ul>
<b>Capability and Governance</b>	Organisations tend to have pockets of reporting, analytics and modelling roles across HR and the rest of the business. Without a coherent delivery model, these teams can lack scale and capability and struggle to deliver the impact and scale that the business needs. As many workforces deal with cross HR and cross functional issues, they also need a robust governance model.	<ul style="list-style-type: none"><li>Agree design principles</li><li>Identify the key analytics team capabilities, roles and skills</li><li>Design the operating model, options and governance model</li><li>Best fit the model against current and future cloud technology landscape and functionality</li><li>Build an investment case and roadmap</li></ul>	<ul style="list-style-type: none"><li>Governance structures provide clear guidance on data management and compliant with relevant laws and regulations</li><li>Enhanced capabilities allows for HR leaders to derive meaning from data and making well informed decisions.</li><li>The establishment of a strong governance structure and capabilities framework fosters a sustainable analytics culture, where data driven decisions becomes the norm</li></ul>





Service overview		Features	Benefits
<div>Payroll Health Check</div>	<p>At LACE Partners, our Payroll Health Check service delves into your processes to enhance data accuracy, optimise functionality, and ensure compliance, providing actionable insights for efficient public sector payroll management.</p>	<ul style="list-style-type: none"><li>Comprehensive analysis of payroll processes, people, and systems.</li><li>Identification of improvement areas in data management, reporting, and system integration.</li><li>Optimisation strategies for payroll software functionality.</li><li>Risk and compliance assessment to mitigate breach risks.</li><li>Collaborative approach with stakeholders for an in-depth understanding of the payroll landscape.</li><li>Options for a quick 4-week review or an extensive 6–8-week detailed review.</li><li>Delivery of a clear report with actionable insights and a success roadmap.</li></ul>	<ul style="list-style-type: none"><li><b>Solid Foundation</b> for your case for Change: Gain insights to guide your new cloud payroll system implementation.</li><li><b>Holistic View:</b> We assess all aspects of your payroll operation, from people through to technology.</li><li><b>Improved Efficiency and Reduced Costs:</b> Streamline processes and save money on payroll administration.</li><li><b>Reduced risk of non-compliance.</b></li><li><b>Improved data and payroll accuracy</b> leading to an enhanced employee experience.</li></ul>
<div>Payroll Strategy</div>	<p>We specialise in transitioning public sector payroll operations to the cloud, offering a strategic vision and plan that encompasses your goals and optimises efficiency. Our approach includes needs assessment, objective setting, criteria for vendor selection and a detailed implementation roadmap.</p>	<ul style="list-style-type: none"><li>In-depth needs assessment to identify your current system's challenges.</li><li>Strategic goal setting tailored to your organisation's requirements.</li><li>Criteria development for selecting the right cloud payroll vendor.</li><li>A comprehensive implementation roadmap for transition.</li><li>System landscape analysis for both current and future states.</li></ul>	<ul style="list-style-type: none"><li><b>Planning for Success:</b> A comprehensive strategy increases the chances of success and mitigates risks involved in a major technology shift.</li><li><b>Alignment with Business Goals:</b> Ensures the chosen cloud payroll solution supports your overall business objectives, not just HR-specific ones.</li></ul>
<div>Payroll Vendor Selection</div>	<p>LACE Partners expertly steers public sector organisations towards optimal cloud-based payroll solutions, prioritising accuracy, efficiency, and scalability. We empower your workforce with robust, secure systems, delivering a seamless payroll experience that ensures compliance and operational tranquillity.</p>	<ul style="list-style-type: none"><li>Tailored payroll solution selection for public sector specifics.</li><li>Assurance of payroll accuracy and regulatory compliance.</li><li>Streamlining and automation to enhance efficiency and savings.</li><li>Scalable solutions to grow with organizational changes.</li><li>Employee empowerment through easy-to-use self-service portals.</li><li>Protection of sensitive data with advanced security measures.</li><li>In-depth needs assessment and feature requirement analysis.</li><li>Methodical vendor research and shortlisting based on public sector expertise.</li><li>Assistance with RFP creation and vendor demonstrations.</li><li>Insightful reference checks for potential vendors.</li><li>Diligent due diligence covering vendor stability and customer support.</li><li>Negotiation and implementation support for a smooth system rollout.</li></ul>	<ul style="list-style-type: none"><li><b>Accuracy and Compliance:</b> The service guarantees that payroll processing is conducted with precision, significantly reducing the risk of costly errors. By choosing the right payroll system, organisations can rest assured that they're in full compliance with ever-evolving regulatory requirements, avoiding potential fines and legal complications.</li><li><b>Efficiency and Savings:</b> By automating payroll functions, LACE Partners' chosen solutions streamline complex processes, which leads to a considerable reduction in administrative workload. This efficiency not only saves time but also allows the reallocation of resources to more strategic tasks, ultimately leading to cost savings and improved operational productivity.</li><li><b>Scalability:</b> As public sector organisations grow and evolve, their payroll needs can become more complex. The service ensures that the selected payroll solution can effortlessly scale to meet these changing demands without the need for constant system upgrades or replacements, ensuring a future-proof investment and seamless adaptation to new requirements.</li></ul>



Payroll Implementation



Service overview

LACE Partners is committed to your payroll transformation success. From resource support to complete project management, we provide tailored guidance and on-site SME resources, ensuring changes are made with full awareness of their impact on your people and operations.



Features

- Active Partnership: Engages as dedicated partners to ensure smooth transitions.
- Strategic Oversight: Bridges gaps between all internal and external stakeholders during program execution.
- Mobilisation Support: Acts as the client's eyes and ears, especially for those lacking in-house expertise in payroll transformation, vendor, or stakeholder management.
- Tailored Project Management: Leverages experience and industry insights to manage projects in alignment with the client's specific industry and company.
- On-Site SME Resources: Provides comprehensive on-site support covering all phases of implementation, from requirements to go-live.
- Informed Change Management: Facilitates changes with a full understanding of their impacts, integrated within the project or as a standalone task.



Benefits



- Strategic Oversight and Proactive Engagement: The service includes hands-on oversight of the program's execution, managing suppliers and key stakeholders while keeping a vigilant eye on the desired outcomes. LACE's role as an active partner means we do not only oversee the process but engage proactively with all parties involved, guaranteeing that every decision aligns with the organisation's objectives and the business case, thereby ensuring a seamless transition.
- Comprehensive Project Management with Industry Insight: LACE provides a detailed management service, assigning dedicated project managers or PMO teams to handle all aspects of the project, from tracking to maintaining risk registers and facilitating governance forums. Our approach is informed by a deep understanding of different industries, ensuring that the project is steered effectively toward success, with continuous updates and a focus on the client's specific needs.

Change Management



Payroll programmes often struggle with a lack of buy-in and sponsorship from HR and the business. LACE can provide bespoke change and programme management expertise.

- See change and adoption section

- See change and adoption section



## For further information

Please send your query to [tenders@lacepartners.co.uk](mailto:tenders@lacepartners.co.uk)

If you would like to discuss your requirements with us, please send the following information and we will be happy to contact you:

1. Your organisation name
2. Name of this service
3. Your name and contact details including email and phone contacts
4. A brief description of your business context
5. Your preferred timescales for starting the work

