

# Service Definition

## GCloud 14

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## Why PMC

*Providing Outstanding Delivery Capability & Innovative Consulting Services since 1997*

**PMC** are a trusted Programme and Project Delivery Partner to clients within the UK and around the world.

We are specialists in delivering complex, challenging, business and technology programmes, often in rapidly changing, culturally diverse, highly regulated and politically sensitive environments - in the private sector as well as public service and government.

Successful delivery is THE core skill at PMC. We are experts at delivering complex, challenging, business and technology programmes, often in rapidly changing, culturally diverse, highly regulated and politically sensitive environments. Our team have vast experience of delivering:

- Business Analysis
- Legacy to Cloud Rationalization
- Design/Consultation
- Transition Management
- DMaaS - Delivery Management as a Service
- Cloud Strategy
  - determination
  - assurance
  - benefit analysis
  - delivery
- Cloud Services Launch
  - planning
  - governance
  - supplier management
- SaaS implementation
  - leadership
  - programme management
  - delivery
  - subject matter expertise to manage implementation to aggressive deadlines
- Managing transformation and change
  - incorporating people
  - processes
  - technology
- Procurement support and assistance
- Supplier management.

*“Change is the law of life. And those who look only to the past or present are certain to miss the future”.*

John F. Kennedy



## Delivery Services

We are highly experienced in the markets we serve, intimately involved in their evolution, often with a global insight. In particular we support design, implementation and transformation of and to cloud services.

Based on our insight we provide high value, high impact services that are focused on specific outcomes.

These include:

- ability to identify and analyse organisational need
- cloud strategy development
- investment proposals for cloud services
- cloud services competitor analysis
- creation of cloud based new business models
- identify efficiencies and savings
- planning workshops
- delivery assurance reviews
- project and transformation recovery workshops

We have an in depth knowledge of the supplier community that provide services to our Clients, and we are always up to date with the regulatory environments that must be observed.

We specialise in guiding businesses through supplier and outsourcing selection and subsequent implementation.



## **Main benefits and features of our proposed services**

### **We take time to understand our clients**

Not only are we experts in our field; but crucially we also ensure that we are completely in tune with our clients business, their products & services, their marketplace, their culture, the capabilities of their people and the political landscape they operate in.

### **We are clear about the value we will add**

The reason for using our services is always clear, we never do things our clients can do for themselves.

### **We focus on benefits and outcomes**

The clarity we ensure at the start of any assignment is maintained throughout the lifecycle, this ensures that the achievement of desired outcomes and the realisation of benefits is the key measure of success.

### **We are proven**

We have vast experience and a proven, demonstrable track record of success. We recognise the commitment our clients make when they use our services and we expect to have to demonstrate our worth.

### **We are truly independent**

Everything we do is driven by what is right for our clients.

### **Our Team**

We have exceptional talent within our company; people who have proven themselves to be amongst the most trusted and valued in their chosen field. We blend them with our clients resources and those of their other suppliers, to create highly effective teams that deliver the most efficient, sustainable outcomes possible.

### **We are compliant**

We understand our client's procurement and finance processes, along with any regulatory obligations and ensure we comply.



## Performance Monitoring

PMC is committed to an approach of self-regulation and we ensure our processes are fully compliant, transparent, and make life easier for our clients.

### *At the start...*

PMC has been delivering highly successful assignment outcomes for over 25 years. The basis for all our assignments is clear, solid foundations from the start and we will not commence work on any assignment prior to written confirmation. This ensures efficiency and effectiveness as well as compliance from the start.

At the point of engagement we agree a Terms of Reference for the assignment and if appropriate run a Project Definition Workshop to ensure clarity of roles and responsibility. We also provide details of all personnel, make them available for interview, if required, and only change them upon written agreement.

### *Throughout...*

During all assignments the appointed PMC Engagement Partner has regular meetings with the Sponsor (and any steering entity) on a basis that meets the Client's needs.

We hold regular meetings with our assignment teams to ensure they have the right support to meet deliverables and bring real/added value. In addition to assignment-based performance monitoring processes PMC have ongoing personal/professional development programmes for all personnel including annual review processes, 'on the job' development (for sharing of knowledge, skills and best practice), internal training and formal external training.

Throughout the assignment, Governance components (plans, budgets, risks, issues etc.) are reviewed in detail and we also continually assess and monitor the assignment environment (stakeholders, suppliers, cultural, political landscape etc.) and ensure our team (and our clients) are supported and equipped to remain productive throughout.

The PMC Engagement Partner and Commercial Partner meet weekly for purposes of general PMC operational management across assignments, and monthly to formally review all current assignments, outlook & planning.

### *Reporting and Management information...*

At the start of an engagement the PMC Commercial Partner would agree with the Client's procurement any requirements over and above our standard process. These would then be met during the assignment.



This is supported and enhanced by our standard process where we gather and maintain critical assignment information and share this with the client at review meetings and/or as required. This includes project register, RAG status, key milestones and financial status (spend, benefits, cost savings). This information is kept available to the client during and after all our assignments and is available on request.

We attend meetings as required and review performance levels, assignment deliverables and assess the impact our deliverables have had. We also keep the clients updated on our services, our activity within the market place and any innovation we feel the clients may want/need to be aware of.

### *Afterwards...*

We pride ourselves on delivering sustainable outcomes. After each assignment our Engagement Partner (and team members) meet the client sponsor, client teams and stakeholders to review outcomes and ensure deliverables are met and embedded.

Our Commercial Partner (Contract Manager) also ensures compliance with all Procurement and Finance processes.

### *Delivery tracking*

The progress and completion of Deliverables is embedded within our Performance Monitoring process as the achievement of deliverables is at the core of any successful high performing assignment.

As well as providing high value, high impact services we are experts at Programme and Project Delivery so our approach to tracking and meeting our deliverables is based on proven, robust and scalable governance processes as well as strong communication with all key parties. One recent assignment for the BBC was held up as an example of best practice.

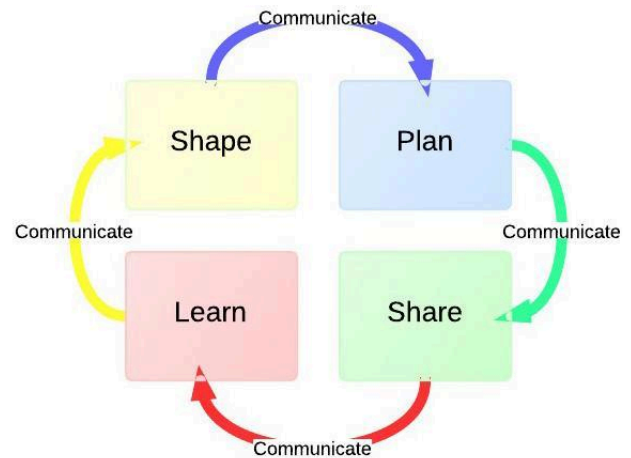
Deliverables are broken down into milestones that are agreed with the sponsor. Our work-breakdown-structure process and detailed planning then produces a plan that can be 'rolled up' to milestone level, this allows executive level dashboard/roadmap tracking as well as detailed management of the assignment and deliverables, and easy production of management information. These planning tools are used as part of our on-going assignment reviews both internally with our assignment leads and team members, and also with our client reviews (sponsor, steering, procurement).

Our approach to deliverables is that they must be met on time, within budget, to the right scope and quality, and crucially that they are embedded, sustainable and deliver the benefits required

## *Knowledge Transfer*

This is a core component of both our proposal and the way we work with all our clients. We have a proven track record of client resources who have worked with our teams going on to take more influential and/or specialist roles. This has been at technical expert level, through to senior management.

On every assignment we undertake, a key part of our approach is to always include as many client resources as possible and to embrace working with other suppliers and partners. During assignments we seek to transfer skills and knowledge to client resources and embed best practice.



The PMC **‘Always Inclusive’** approach promotes a way of working which is beneficial to all:

- Client staff are included and mentored
- Knowledge is developed, shared, transferred and recycled
- Handover & transition of best practice into Business as Usual is standard
- Lessons learned are understood and carried forward to other assignments



## Clients and Examples

### *Digital Print Media*

We are working with an International Digital Print Media client to implement an ambitious new Cloud based 'Order to Cash' supply chain capability. At the heart of this is a new operating model and streamlined, automated processes across a multi country, currency and language environment.

The new technology solution provides End to End order management via the integration of mainstream ERP and order management systems with bespoke, in house, IPR to provide capability that puts our client at the head of the field in the markets they operate.

We are providing complete Digital Transformation Support, Programme Management, Technology Delivery, PMO, Business Transformation and specialist domain expertise.

### *Cloud Services Launch*

An international Telecommunications company has embarked on a major programme of work to launch their Cloud Services globally.

In order to support these new Services, we are leading a programme to replace and enhance certain parts of their current BSS/OSS technology stack in order to support their new service offerings.

We are also responsible for all aspects of programme planning, corporate governance and the management of key technology and business partners.

### *Call Centre Telephony Transformation – Programme Assessment*

A Government department is undergoing a Customer Engagement optimisation strategy which includes a programme to replace the core telephony (including the carrier) platform that supports over 50 million calls per annum.

This complex Telephony Project is replacing the current telephony infrastructure with best of breed cloud-based Contact Centre as a Service (CCaaS) platform.

Our highly experienced team carried out a detailed programme maturity assessment identifying key risks and areas of improvement. They also worked collaboratively with the project team to build and implement the necessary mitigation plans to ensure the project was a success.

### *Data Centre Consolidation*

Managing a programme of consolidation and virtualisation for a major UK broadcaster to consolidate multiple UK data centres into 2 hosted facilities housing 700 servers and 400 individual applications.

This decouples the technology strategy from the property portfolio and delivers enterprise class hosting and cloud facilities. In addition this provides Business Continuity and DR capability for





business critical applications and 'active-active' serving for Web content as well as reducing support costs, increased scalability and lower provisioning times/costs for new services.

### ***SaaS Implementation***

A Global Pharmaceutical manufacturer is transforming the technology of its business units onto a consistent ITIL services platform across 20 countries supporting +110k employees and suppliers.

The platform is based on the latest BMC software package, is designed to support true high availability and supports eight different language sets.

Our team is working with their global outsourcing partner to provide leadership, programme management, delivery and subject matter expertise in managing this very complex programme to a very aggressive deadline.

### ***Technology migration of National Child Benefit scheme – Programme Assessment***

A central Government department underwent a programme to completely renew their technology systems that support the national child benefit system. This complex programme ran for several years and had to be implemented with zero impact to the public.

The programme involved many public sector departments and private sector suppliers in the creation of a shared service solution that was integrated with the national tax platforms.

Our team of experts carried out a detailed assessment of the plans, the technology, the data and migration strategy, as well as reviewing all the testing stages. They worked collaboratively with the project team to ensure all risks were mitigated and the programme was delivered successfully.



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