

# G-Cloud 14 Service Definition

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Delivery Assurance Service

May 2024

## ABOUT US

**We are a leading and independent digital business transformation partner, helping businesses to define their tomorrow, today.**

With a focus on customer experience (CX) excellence and enterprise technology, we help organisations across various industries and public services to drive growth, efficiency, and innovation for the future.



## ABOUT US

# Key Foundations

## Expertise

We boast a team of seasoned professionals with extensive experience in digital transformation, CX strategy, enterprise technology implementation, and change management.

## Approach

We are committed to delivering exceptional value to our clients. By taking a client-centric approach, we collaborate closely with organizations to understand their goals, challenges, and opportunities, ensuring that the solutions provided align with their business objectives and exceed their customer's expectations.

## Services

Our services are designed to guide organisations through every stage of their digital transformation journey. From strategy and planning to technology implementation and ongoing support, we provide tailored solutions to meet the unique needs of each client.

## Outcomes

We are dedicated to delivering measurable results. Whether it's improving operational efficiency, enhancing customer satisfaction, or driving revenue growth, we work tirelessly to help clients achieve their desired outcomes and realise the full potential of their digital investments.



## OUR VISION

*Be the catalyst for **transformative change**, pioneering the way forward for businesses, citizens and society by leveraging cutting-edge technology and innovative strategies to define **future business models, drive growth and create lasting impact.***

# Core values

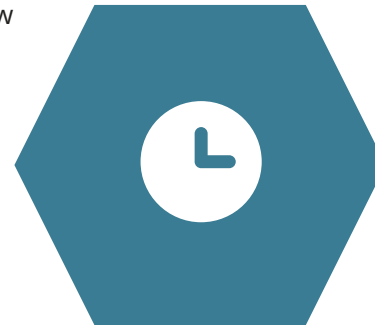
## Innovation

We embrace creativity, curiosity, and continuous learning, fostering a culture of innovation where new ideas are encouraged, and bold solutions are embraced.



## Collaboration

We believe in the power of collaboration and teamwork, recognizing that diverse perspectives and collective effort drive innovation and success.



## Integrity

We conduct ourselves with honesty, transparency, and ethical integrity in all aspects of our work, building trust and credibility with our clients, partners, and colleagues.



## Accountability

We hold ourselves accountable for our actions and outcomes, taking responsibility for our decisions and commitments and delivering on our promises.

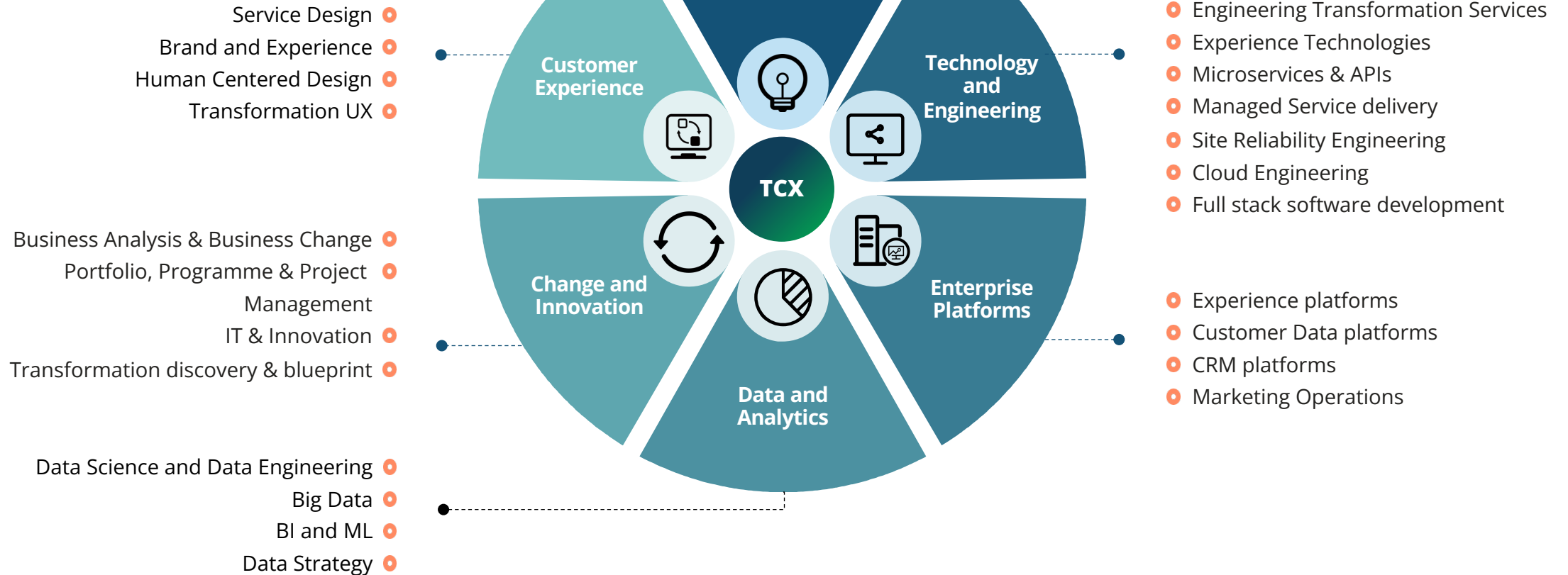


## Customer centricity

We prioritize the needs and preferences of our customers above all else, striving to deliver exceptional value and exceed expectations in every interaction

ABOUT US

# What we do



ABOUT US

# Our Locations

## Europe

167-169 Great Portland Street  
5th Floor, London  
W1W 5PF

Unit 6, Capital Business Park  
Manor Way, Borehamwood  
WD6 1GW

## India

Block K, Building No. 10  
Malviya Nagar  
New Delhi - 110017

## United States

Coming in 2024



# Delivery Assurance Service





## SERVICE DEFINITION

# Service Description

Delivery Assurance Service involves the independent assessment, oversight, and monitoring of projects, programmes, or portfolios to ensure that they are delivered successfully, in line with organizational objectives, and with minimal risk.

This service provides assurance to stakeholders that projects are on track, risks are being managed effectively, and quality standards are being met.

By identifying potential issues early, providing actionable recommendations, and ensuring alignment with organizational objectives, delivery assurance helps mitigate risks and improve project outcomes.

## SERVICE DEFINITION

# What can it do for you?

- 1. Independent Assessment:** We conduct independent assessments of project, programme, or portfolio performance, governance, and controls to identify strengths, weaknesses, and areas for improvement. Our delivery assurance experts offer unbiased insights and recommendations to enhance delivery effectiveness and mitigate risks.
- 2. Risk Management:** We assess and manage risks associated with project delivery to ensure that potential obstacles are identified and addressed proactively. Our delivery assurance specialists help organizations develop risk management strategies, monitor risk triggers, and implement mitigation measures to minimize the impact of risks on project success.
- 3. Quality Assurance:** We ensure that projects adhere to quality standards, best practices, and regulatory requirements throughout the delivery lifecycle. Our delivery assurance professionals conduct quality reviews, audits, and inspections to identify deviations from standards and recommend corrective actions to maintain quality and compliance.
- 4. Stakeholder Confidence:** We provide stakeholders, including senior leadership, sponsors, and project teams, with confidence in the successful delivery of projects by offering independent assurance and transparency. Our delivery assurance reports and recommendations enable stakeholders to make informed decisions and take corrective actions as needed to keep projects on track.
- 5. Performance Monitoring and Reporting:** We monitor project performance against key performance indicators (KPIs), milestones, and objectives to track progress and identify potential issues. Our delivery assurance reports provide stakeholders with regular updates on project status, achievements, challenges, and recommended actions to drive accountability and decision-making.
- 6. Experience in Public Sector:** With extensive experience in providing delivery assurance services to public sector organizations in the UK, we understand the unique requirements, governance frameworks, and regulatory constraints involved. Our team has successfully delivered assurance for a variety of government projects, programmes, and initiatives, helping government agencies mitigate risks, improve delivery effectiveness, and achieve desired outcomes.

## SERVICE DEFINITION

# Key Features

- 1. Project Health Check:** Conduct regular project health checks to assess the status, progress, and overall health of projects, identifying any issues or risks that may impact delivery.
- 2. Quality Assurance Reviews:** Perform comprehensive quality assurance reviews to ensure that project deliverables meet predefined quality standards and client requirements.
- 3. Risk Identification and Mitigation:** Identify potential risks and issues early in the project lifecycle and develop mitigation strategies to minimize their impact on project delivery.
- 4. Compliance Assurance:** Ensure that projects adhere to relevant regulatory requirements, industry standards, and organizational policies throughout the project lifecycle.
- 5. Stakeholder Communication:** Facilitate transparent and open communication with stakeholders, providing regular updates on project status, issues, and risks.
- 6. Resource Optimization:** Assess resource allocation and utilization to ensure that project resources, including personnel, budget, and technology, are optimized for maximum efficiency and effectiveness.
- 7. Change Management Support:** Provide support for change management activities, helping project teams navigate changes to project scope, requirements, or deliverables effectively.
- 8. Escalation Management:** Establish clear escalation pathways and procedures for addressing issues and concerns that may arise during project delivery, ensuring timely resolution and escalation as necessary.
- 9. Project Recovery Services:** Offer project recovery services for projects that are off track or at risk of failure, providing expert guidance and support to get projects back on course.
- 10. Performance Monitoring and Reporting:** Monitor project performance against key performance indicators (KPIs) and provide regular performance reports and dashboards to stakeholders.
- 11. Vendor and Partner Oversight:** Provide oversight and management of vendors, subcontractors, and external partners to ensure alignment with project goals, specifications, and timelines.
- 12. Continuous Improvement Initiatives:** Identify opportunities for process improvement and optimization based on lessons learned and best practices, driving continuous improvement in project delivery practices.

## SERVICE DEFINITION

## Key Features contd..

- 13. Client Satisfaction Assurance:** Ensure client satisfaction by actively seeking feedback, addressing concerns, and taking corrective actions as needed to meet or exceed client expectations.
- 14. Documentation and Compliance Tracking:** Maintain accurate project documentation and track compliance with regulatory requirements, contractual obligations, and organizational policies.
- 15. Post-Project Evaluation:** Conduct post-project evaluations to assess project outcomes, identify successes and areas for improvement, and capture insights and lessons learned for future projects.
- 16. Technology Utilization:** Leverage technology tools and platforms to streamline delivery assurance processes, enhance collaboration, and improve efficiency and effectiveness.
- 17. Training and Development Support:** Offer training and development support for project teams to enhance skills, capabilities, and performance in project delivery and assurance activities.
- 18. Data-driven Decision Making:** Utilize data analytics and insights to inform decision-making and drive improvements in project delivery and assurance practices.
- 19. Scalable Solutions:** Provide scalable delivery assurance solutions tailored to meet the unique needs and requirements of each project and client.
- 20. Customer-Centric Approach:** Maintain a customer-centric focus, prioritizing client needs, preferences, and satisfaction throughout the delivery assurance process.



## SERVICE DEFINITION

# Key Benefits

1. **Risk Identification and Mitigation:** TransformCX's Delivery Assurance services identify potential risks and issues early in the project lifecycle, allowing for proactive mitigation strategies to be implemented, ensuring project success, and minimizing disruptions.
2. **Quality Assurance:** We ensure that project deliverables meet the highest quality standards through rigorous quality assurance processes, resulting in high-quality outcomes that meet stakeholder expectations and requirements.
3. **Timely Delivery:** TransformCX's Delivery Assurance services monitor project timelines and milestones, providing timely intervention and support to address any delays or bottlenecks, ensuring projects are delivered on schedule.
4. **Compliance Management:** We ensure that projects comply with regulatory requirements, industry standards, and organizational policies, minimizing legal risks and ensuring adherence to governance frameworks within the public sector.
5. **Stakeholder Engagement:** TransformCX prioritizes stakeholder engagement and communication, ensuring alignment of project objectives with stakeholder expectations and fostering collaboration for successful project outcomes.
6. **Transparency and Accountability:** We provide transparent reporting and accountability mechanisms, giving stakeholders visibility into project progress, expenditures, and outcomes, fostering trust and confidence in project delivery.
7. **Vendor Management:** TransformCX oversees vendor relationships and contracts, ensuring that external suppliers meet their commitments and deliverables, minimizing risks and ensuring project success within agreed-upon timelines and budgets.
8. **Change Management:** We support change management efforts associated with projects, helping public sector organizations manage transitions and ensure smooth adoption of new processes, technologies, and ways of working.
9. **Continuous Improvement:** TransformCX promotes a culture of continuous improvement within public sector organizations, capturing lessons learned from project delivery and refining processes to drive efficiency and effectiveness in future projects.

## SERVICE DEFINITION

## Key Benefits contd..

10. **Agile Project Management:** We embrace agile project management methodologies, enabling flexibility and adaptability to changing requirements, priorities, and stakeholder needs, ensuring projects remain responsive to evolving circumstances.
11. **Resource Optimization:** We optimize resource allocation and utilization across projects, ensuring that public sector organizations effectively leverage their human capital, budget allocations, and technology infrastructure to achieve desired outcomes.
12. **Knowledge Transfer:** TransformCX facilitates knowledge transfer and capacity building within public sector organizations, empowering teams to independently manage projects effectively and sustainably.
13. **Benefits Realization:** We focus on benefits realization throughout the project lifecycle, ensuring that intended outcomes are achieved, measured, and reported, ultimately delivering value to citizens and stakeholders.
14. **Regulatory Compliance:** We ensure that projects comply with relevant regulations, policies, and standards governing public sector initiatives, minimizing legal risks, and ensuring organizational integrity.
15. **Public Sector Expertise:** Leveraging our extensive experience in the public sector, TransformCX understands the unique challenges and requirements of government projects, providing tailored solutions to address their specific needs and objectives.

# Social Value

## Social Responsibility

We recognise our responsibility to society and strive to make a positive impact through our business practices, philanthropic efforts, and advocacy for social causes that align with our values.

## Diversity and Inclusion

We celebrate diversity and foster an inclusive environment where individuals of all backgrounds feel valued, respected, and empowered to contribute their unique perspectives.

## Environment

We are committed to environmental stewardship and sustainability, minimizing our environmental footprint, conserving resources, and promoting eco-friendly practices in our operations.

## Health and Well-being

We prioritise the health and well-being of our employees, clients, and communities, promoting a culture of wellness, work-life balance, and mental health awareness.

## Digital Inclusion

We advocate for digital inclusion and accessibility, working to bridge the digital divide and ensure that everyone has equal access to technology, information, and opportunities in the digital age.

## Skill Development

We invest in education and skill development initiatives to empower individuals with the knowledge, tools, and opportunities they need to succeed in the digital economy and beyond.

ABOUT US

# Selection of our clients

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Department  
for Work &  
Pensions

DIAGEO



JOHNNIE WALKER.



GUINNESS

ZING



Batteries  
Plus+

Power it. Light it. Fix it.



ABOUT US

# Experience of our core team



Department  
of Health

**NHS**  
Business  
Services  
Authority

**NHS**  
Blood and Transplant

**CareQuality**  
Commission



Department  
for Work &  
Pensions

**NHS**  
Pensions

LLOYDS  
BANKING  
GROUP

**SAGA**



**BACARDÍ**

*Vitality*

**Wio**

**M&S**  
EST. 1884

# THANK YOU

## Contact Details

For this service, please contact our Public Services team on [gov@transformcx.co.uk](mailto:gov@transformcx.co.uk)

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Microsoft  
Partner

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