transform **CX**

G-Cloud 14 Service Definition

Agile Based Transformation 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.

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.

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.

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***.*
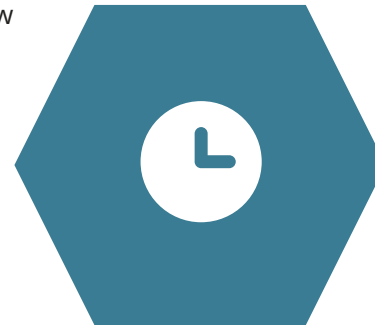
Core values

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.
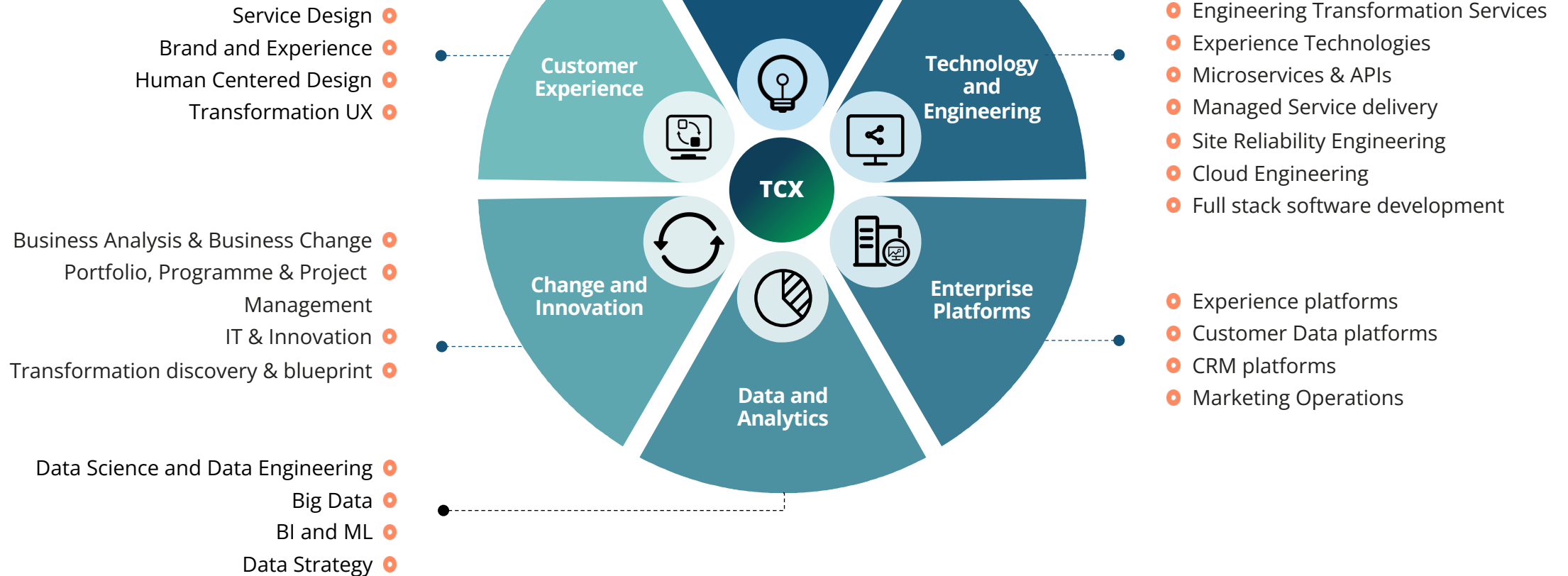
Customer centricity

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

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.

ABOUT US

What we do

Management Consulting
- Management Consulting
- Transformation strategy
- Technology strategy
- Customer experience strategy
- Data and AI strategy

Service Design
Brand and Experience
Human Centered Design
Transformation UX

Engineering Transformation Services
- Engineering Transformation Services
- Experience Technologies
- Microservices & APIs
- Managed Service delivery
- Site Reliability Engineering
- Cloud Engineering
- Full stack software development

Strategy and Consulting

Technology and Engineering

Customer Experience

TCX

Change and Innovation

Enterprise Platforms

Data and Analytics

Business Analysis & Business Change
Portfolio, Programme & Project Management
IT & Innovation
Transformation discovery & blueprint

- Experience platforms
- Customer Data platforms
- CRM platforms
- Marketing Operations

Data Science and Data Engineering
Big Data
BI and ML
Data Strategy

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

transform CX

Agile Based Transformation Service

SERVICE DEFINITION

Service Description

Our Agile-Based Transformation Services encompass a holistic approach to organizational change, leveraging Agile methodologies to facilitate strategic initiatives and cultivate a culture of adaptability and innovation.

We partner with public sector organizations in the UK to navigate intricate transformations, streamline processes, and achieve sustainable growth in a dynamic environment.

By integrating Agile principles into transformation efforts, we enable organizations to optimize operations, foster collaboration, and deliver value iteratively and efficiently.

transform CX

SERVICE DEFINITION

What can it do for you?

1. **Transformation Strategy and Roadmap**: Collaboratively, we develop a robust transformation strategy and roadmap tailored to the unique needs and goals of public sector organizations in the UK. Through strategic planning workshops and stakeholder consultations, we establish clear objectives, milestones, and success metrics to guide the transformation journey.

2. **Agile Coaching and Training**: Our seasoned Agile coaches provide bespoke coaching and training programs designed to equip individuals and teams with the knowledge and skills needed to embrace Agile methodologies effectively. From executive leadership to frontline staff, we foster a culture of continuous learning and improvement, driving organizational agility and resilience.

3. **Organizational Culture and Change** Management: We focus on nurturing an Agile culture and facilitating change management within public sector organizations in the UK. Through tailored change management strategies, communication plans, and cultural assessments, we help mitigate resistance to change and promote collaboration, transparency, and innovation across all levels of the organization.

4. **Agile Framework Implementation**: We support organizations in implementing Agile frameworks such as Scrum, Kanban, SAFe (Scaled Agile Framework), or Lean, tailored to the specific context of the UK public sector. By introducing Agile practices and methodologies, we enable teams to enhance productivity, accelerate delivery, and adapt to evolving requirements more effectively.

5. **Continuous Improvement and Measurement:** We emphasize the importance of continuous improvement and performance measurement throughout the transformation journey. By establishing relevant key performance indicators (KPIs), conducting regular retrospectives, and leveraging feedback loops, we enable organizations to monitor progress, identify opportunities for optimization, and refine strategies for sustained success.

6. **Experience in Public Sector:** Drawing from our extensive experience in partnering with public sector organizations in the UK, we have demonstrated our ability to navigate regulatory frameworks, address complex challenges, and deliver tangible results that positively impact communities. Our portfolio includes successful engagements across various domains within the public sector, including healthcare, education, social services, and government administration, providing valuable insights and tailored solutions to meet the unique needs of governmental entities in the UK.

SERVICE DEFINITION

Key Features

1. **Iterative Evolution**: Agile-Based Transformation embraces iterative development, allowing for continuous evolution and improvement of processes, products, and services over time.
2. **Customer Collaboration**: This approach encourages close collaboration with customers, stakeholders, and end-users throughout the transformation journey, ensuring their needs and feedback are actively incorporated into decision-making.
3. **Adaptive Planning**: Plans are dynamic and adaptable, responding to changing requirements, market conditions, and organizational needs. Agile Transformation embraces flexibility and agility in planning and execution.
4. **Cross-Functional Teams**: Agile Transformation involves forming cross-functional teams with diverse skills and expertise. These teams collaborate seamlessly across departments and disciplines to deliver value efficiently.
5. **Continuous Improvement**: Agile-Based Transformation fosters a culture of continuous improvement, where teams reflect on their processes, learn from successes and failures, and adapt their approaches accordingly.
6. **Empowered Leadership**: Leadership in Agile Transformation is characterized by empowerment and support. Leaders provide vision, direction, and resources while empowering teams to make decisions and take ownership of their work.

7. **Transparent Communication**: Open and transparent communication is essential in Agile Transformation, ensuring that information flows freely across all levels of the organization. This transparency fosters trust, collaboration, and alignment.
8. **Experimentation and Innovation**: Agile Transformation encourages experimentation and innovation, enabling teams to explore new ideas, technologies, and approaches to solving problems.
9. **Focus on Value Delivery**: Agile Transformation prioritizes delivering value to customers and stakeholders quickly and consistently. This focus on value drives decision-making and ensures that efforts are aligned with business objectives.
10. **Scaled Agile Frameworks (SAFe)**: For larger organizations, Agile Transformation may involve adopting scaled agile frameworks such as SAFe. These frameworks provide guidance and structure for scaling agile practices across multiple teams and departments.
11. **Continuous Learning and Development**: Agile-Based Transformation emphasizes learning and development at both the individual and organizational levels.

SERVICE DEFINITION

Key Benefits

1. **Increased Efficiency and Productivity**: Agile Based Transformation streamlines workflows and eliminates bureaucratic bottlenecks, allowing our company to deliver value to public sector clients more quickly and efficiently.
2. **Cost Savings**: By embracing Agile principles, our company can reduce wastage and optimize resource allocation, resulting in significant cost savings for both our organization and our public sector clients.
3. **Improved Service Delivery**: Agile methodologies enable us to prioritize features based on their impact and value to end-users, resulting in enhanced service delivery and customer satisfaction within the public sector.
4. **Enhanced Transparency and Accountability**: Agile practices promote transparency and accountability at all levels of the organization, ensuring that public sector stakeholders have visibility into project progress, budget allocation, and decision-making processes.
5. **Better Risk Management**: Agile Based Transformation allows us to identify and mitigate risks early in the development process, minimizing the likelihood of project delays or failures and providing greater assurance to our public sector clients.
6. **Alignment with Government Priorities**: By adopting Agile principles, our company can rapidly respond to shifting government priorities and policy directives, ensuring that our solutions remain aligned with the evolving needs of the public sector.

7. **Continuous Innovation**: Agile methodologies foster a culture of innovation and experimentation, empowering our team to explore new ideas and technologies that can drive positive change within the public sector.
8. **Improved Employee Engagement**: Agile transformation encourages cross-functional collaboration and empowers employees to take ownership of their work, resulting in higher levels of engagement, job satisfaction, and retention within our organization.
9. **Adaptability to Regulatory Changes**: Agile frameworks enable us to adapt quickly to regulatory changes and compliance requirements within the public sector, ensuring that our solutions always remain compliant with relevant laws and regulations.
10. **Futureproofing**: Agile Based Transformation equips our company with the tools and methodologies needed to navigate uncertainty and complexity in the public sector landscape, future-proofing our organization against emerging challenges and opportunities.

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.

Selection of our clients _____

Department for Work & Pensions

DIAGEO

HSBC

Johnnie Walker

VISA

GUINNESS

ZING

aetna

Batteries Plus+
Power it. Light it. Fix it.

Experience of our core team

THANK YOU

Contact Details

For this service, please contact our Public Services team on gov@transformcx.co.uk

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