o transform **CX**

G-Cloud 14 Service Definition

Programme Management 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.

*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**.*

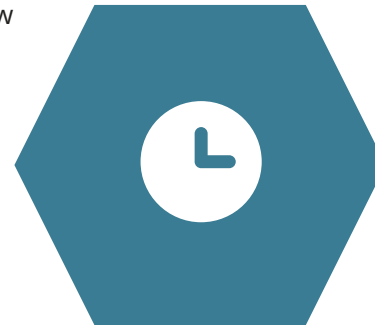transform CX

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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.
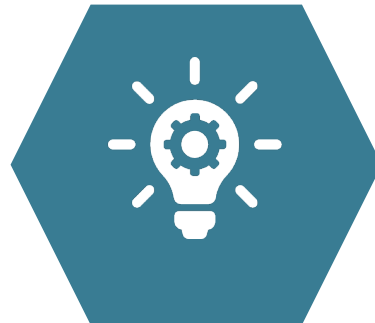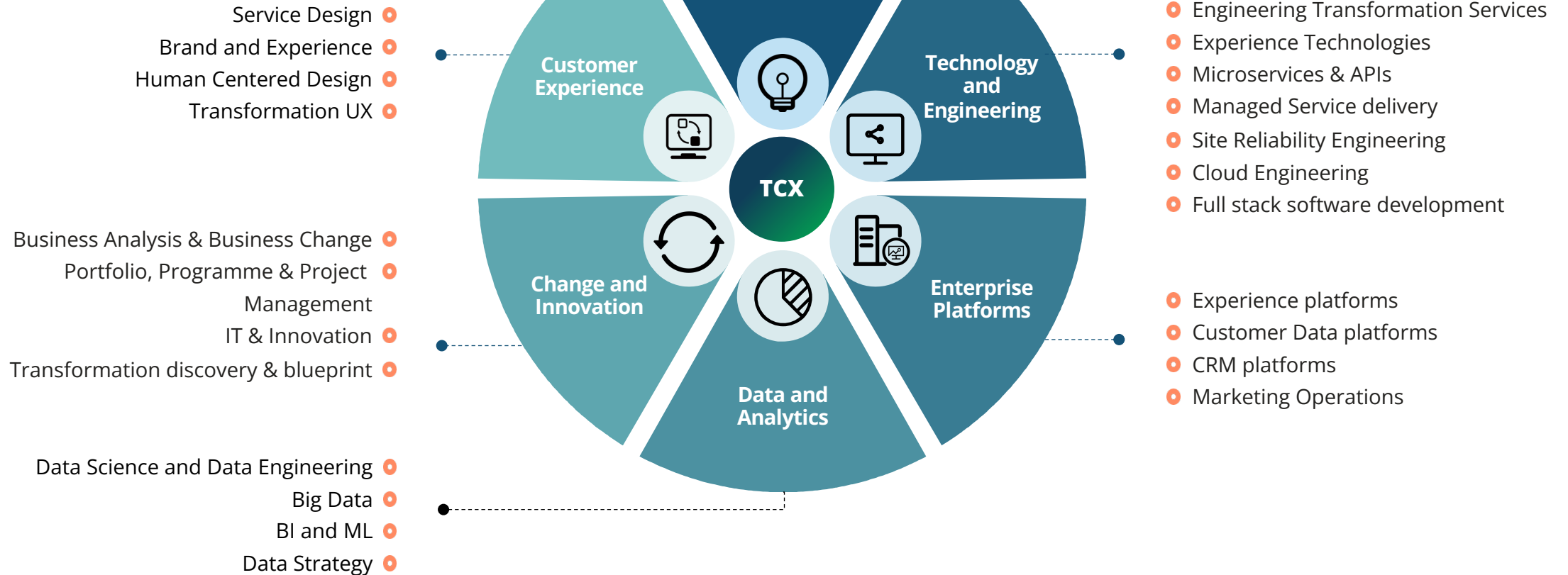
Accountability

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

TCX

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

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

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

Customer Experience
- Service Design
- Brand and Experience
- Human Centered Design
- Transformation UX

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

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

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

SERVICE DEFINITION

Service Description

Programme Management Services involve the coordination, oversight, and governance of a portfolio of related projects and initiatives to achieve strategic objectives and deliver transformational change within an organization.

This service encompasses strategic planning, stakeholder management, risk management, and performance monitoring to ensure the successful delivery of programmes.

We provide centralized leadership, direction, and support to ensure the effective management and delivery of complex programmes. By aligning projects and activities with strategic goals, optimizing resources, and managing interdependencies, programme management helps organizations achieve desired outcomes and realize benefits.

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SERVICE DEFINITION

What can it do for you?

1. **Strategic Planning and Alignment:** We align programmes with organizational goals, objectives, and priorities to ensure that they contribute to strategic objectives and deliver tangible benefits. Our programme managers develop programme strategies, roadmaps, and governance structures to guide programme execution and ensure alignment with organizational priorities.

2. **Stakeholder Management:** We engage with key stakeholders, including senior leadership, sponsors, and project teams, to build consensus, manage expectations, and foster collaboration. Our programme managers facilitate communication, address concerns, and ensure that stakeholders are informed and engaged throughout the programme lifecycle.

3. **Risk Management:** We identify, assess, and mitigate risks associated with programme delivery to minimize their impact on programme outcomes. Our programme managers develop risk management strategies, monitor risk triggers, and implement contingency plans to address potential obstacles and ensure programme success.

4. **Performance Monitoring and Reporting:** We monitor programme performance against key performance indicators (KPIs) and milestones to track progress and identify areas for improvement. Our programme managers provide regular updates and reports to stakeholders, highlighting achievements, issues, and recommended actions to keep stakeholders informed and enable data-driven decision-making.

5. **Benefits Realization:** We focus on benefits realization throughout the programme lifecycle to ensure that intended outcomes are achieved and value is delivered to the organization. Our programme managers define, track, and measure programme benefits, working closely with stakeholders to identify opportunities for optimization and continuous improvement.

6. **Experience in Public Sector:** With extensive experience in delivering programmes for public sector organizations in the UK, we understand the unique requirements, governance frameworks, and regulatory constraints involved. Our team has successfully managed a variety of programmes, including government transformation initiatives, infrastructure projects, and service delivery improvements, helping government agencies achieve their strategic objectives and deliver value to citizens.

SERVICE DEFINITION

Key Features

1. **Strategic Alignment**: Ensure that programme objectives are aligned with organizational goals and strategic priorities to drive business value and achieve desired outcomes.

2. **Expert Guidance**: Benefit from the expertise of seasoned programme managers who have extensive experience across various industries and domains.

3. **Comprehensive Planning**: Receive comprehensive programme plans that outline scope, objectives, deliverables, timelines, milestones, and resource requirements to guide programme execution.

4. **Effective Governance**: Access a robust governance framework with clear roles, responsibilities, decision-making structures, and escalation procedures to ensure effective oversight and management of the programme.

5. **Stakeholder Engagement**: Engage in open communication and collaboration with stakeholders, including executives, sponsors, project teams, and external partners, to ensure alignment and support throughout the programme lifecycle.

6. **Resource Optimization**: Efficiently allocate and manage programme resources, including people, budget, technology, and facilities, to maximize productivity and minimize risks.

7. **Risk Management**: Identify, assess, and mitigate programme risks proactively to minimize disruptions and ensure successful programme delivery.

8. **Quality Assurance**: Implement rigorous quality assurance processes and controls to maintain programme quality standards, deliverables, and outcomes, ensuring client satisfaction and stakeholder confidence.

9. **Change Management**: Execute change management strategies to manage programme-related changes effectively, minimize resistance, and ensure smooth transition and adoption by stakeholders.

10. **Performance Monitoring**: Monitor programme performance against key performance indicators (KPIs), milestones, and targets, and receive regular progress updates, status reports, and dashboards.

SERVICE DEFINITION

Key Features contd..

11. **Vendor Management**: Coordinate and collaborate with vendors, subcontractors, and external partners to ensure alignment with programme goals, specifications, and timelines.

12. **Financial Management**: Manage programme budgets, track expenditure, and control costs to optimize resource allocation and deliver programmes within budget constraints.

13. **Benefits Realization**: Define, track, and measure programme benefits and outcomes against predefined business objectives and targets to maximize benefits realization and value creation.

14. **Continuous Improvement**: Benefit from a culture of continuous improvement that captures lessons learned, identifies opportunities for process optimization, and implements best practices to enhance programme delivery effectiveness and efficiency.

15. **Technology Integration**: Leverage cutting-edge programme management tools, technologies, and methodologies to streamline workflows, enhance collaboration, and improve programme performance and outcomes.

16. **Regulatory Compliance**: Ensure compliance with relevant regulatory requirements, industry standards, and organizational policies to mitigate risks and maintain programme integrity.

17. **Post-Programme Evaluation**: Conduct comprehensive post-programme evaluations to assess programme outcomes, identify successes and areas for improvement, and capture insights and lessons learned for future programmes.

18. **Scalable Solutions**: Access scalable and customizable programme management solutions tailored to meet the unique needs, objectives, and complexities of each programme and client.

19. **Data-driven Decision Making**: Utilize data analytics, metrics, and insights to inform decision-making, drive programme performance optimization, and facilitate evidence-based planning and execution.

20. **Customer-Centric Approach**: Experience a customer-centric focus throughout the programme lifecycle, with a priority on meeting client needs, preferences, and satisfaction to build enduring partnerships and drive business success.

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SERVICE DEFINITION

Key Benefits

1. **Strategic Alignment**: TransformCX's Programme Management services ensure alignment of programmes with the strategic objectives and priorities of public sector organizations, maximizing value delivery and organizational success.

2. **Comprehensive Planning**: We develop comprehensive programme plans that encompass multiple projects and initiatives, ensuring coordination, integration, and alignment with overarching goals and objectives.

3. **Effective Governance**: TransformCX establishes robust governance structures and processes to oversee programme delivery, ensuring accountability, transparency, and compliance with regulatory requirements within the public sector.

4. **Resource Optimization**: We optimize resource allocation and utilization across programmes, ensuring that public sector organizations effectively leverage their human and financial resources to achieve desired outcomes.

5. **Risk Management**: TransformCX employs proactive risk management practices to identify, assess, and mitigate risks across programmes, minimizing disruptions and ensuring the successful delivery of programme objectives.

6. **Stakeholder Engagement**: We prioritize stakeholder involvement and communication throughout the programme lifecycle, ensuring alignment of objectives and fostering collaboration among key stakeholders within the public sector.

7. **Agile Programme Management**: TransformCX embraces agile programme management methodologies, enabling flexibility and adaptability to changing requirements, priorities, and stakeholder needs throughout the programme lifecycle.

8. **Financial Management**: We provide robust financial management services to track programme budgets, expenditures, and resource allocations, ensuring fiscal responsibility and accountability in programme delivery.

SERVICE DEFINITION

Key Benefits contd..

9. **Change Management**: TransformCX supports change management efforts associated with programmes, helping public sector organizations manage transitions, mitigate resistance, and ensure successful adoption of new processes and technologies.

10. **Benefits Realization**: We focus on benefits realization throughout the programme lifecycle, ensuring that intended outcomes are achieved, measured, and reported, ultimately delivering value to citizens and stakeholders.

11. **Performance Measurement and Reporting**: TransformCX establishes performance measurement frameworks and reporting mechanisms to track programme progress, milestones, and outcomes, providing transparency and accountability to stakeholders.

12. **Vendor and Contract Management**: We oversee vendor relationships and contracts associated with programmes, ensuring that external suppliers deliver on their commitments and meet programme requirements within agreed-upon timelines and budgets.

13. **Continuous Improvement**: TransformCX promotes a culture of continuous improvement within public sector organizations by capturing lessons learned from programme delivery, refining processes, and driving innovation for future programmes.

14. **Regulatory Compliance**: We ensure that programmes 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 programmes, 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.

Selection of our clients ——————

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Experience of our core team

THANK YOU

Contact Details

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

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