

G-Cloud 14 Service Definition

Delivery Manager 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.



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

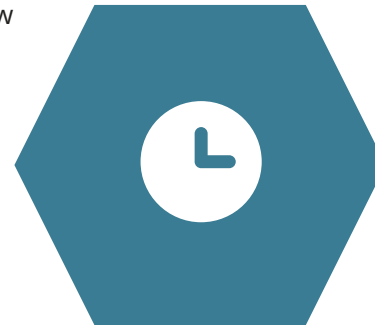
Innovation

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.

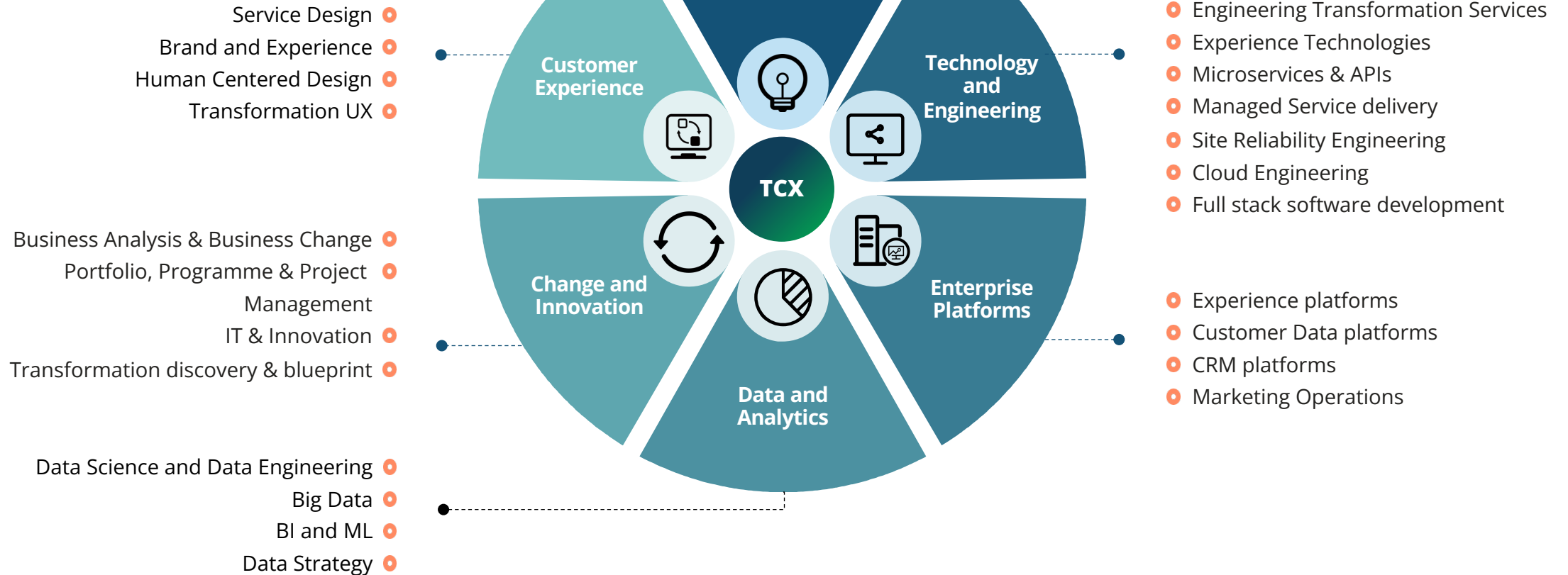


Customer centricity

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 Manager Service



SERVICE DEFINITION

Service Description

A Delivery Manager Service involves the appointment of a skilled professional responsible for overseeing the successful delivery of projects or programmes within an organization.

This service encompasses leadership, coordination, and communication to ensure that projects are delivered on time, within budget, and to the satisfaction of stakeholders.

The Delivery Manager acts as a central point of contact, facilitating collaboration between project teams, stakeholders, and senior leadership to drive project success and achieve desired outcomes.

SERVICE DEFINITION

What can it do for you?

1. **Project Leadership:** Our Delivery Managers provide strong leadership and direction to project teams, setting clear goals, objectives, and expectations. They inspire and motivate team members, foster collaboration, and drive accountability to ensure project success.
2. **Stakeholder Management:** We manage relationships with stakeholders, including senior leadership, sponsors, and project teams, to ensure alignment, transparency, and engagement throughout the project lifecycle. Our Delivery Managers communicate effectively, address concerns, and manage expectations to maintain stakeholder satisfaction.
3. **Project Planning and Execution:** We develop comprehensive project plans and execute strategies to deliver projects on time and within budget. Our Delivery Managers monitor progress, identify risks and issues, and implement mitigation measures to keep projects on track and minimize disruptions.
4. **Risk Management:** We assess, prioritize, and manage project risks to minimize their impact on project outcomes. Our Delivery Managers develop risk management plans, monitor risk triggers, and implement contingency measures to mitigate risks and ensure project success.
5. **Quality Assurance:** We implement quality assurance processes to ensure that project deliverables meet quality standards and requirements. Our Delivery Managers conduct reviews, inspections, and audits to identify areas for improvement and ensure that project outputs meet stakeholder expectations.
6. **Experience in Public Sector:** With extensive experience in delivering projects and programmes for public sector organizations in the UK, our Delivery Managers understand the unique requirements, regulations, and challenges involved. They have successfully managed a variety of projects, including IT implementations, infrastructure upgrades, and service delivery improvements, helping government agencies achieve their objectives and deliver value to citizens.

SERVICE DEFINITION

Key Features

- 1. Project Leadership:** Provide experienced project leadership and management to oversee project execution, ensuring adherence to timelines, budgets, and quality standards.
- 2. Stakeholder Management:** Engage with stakeholders at all levels, including clients, team members, vendors, and partners, to ensure alignment, manage expectations, and address concerns.
- 3. Resource Allocation:** Efficiently allocate and manage project resources, including personnel, budget, and technology, to optimize productivity and minimize risks.
- 4. 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.
- 5. Scope Management:** Define and manage project scope, ensuring clarity and alignment with client requirements and expectations throughout the project lifecycle.
- 6. Change Management:** Implement change management processes to manage changes to project scope, requirements, or deliverables effectively, minimizing disruptions and maintaining project integrity.
- 7. Communication Management:** Facilitate transparent and open communication among project stakeholders, providing regular updates, status reports, and performance metrics.
- 8. Quality Assurance and Control:** Implement rigorous quality assurance processes and controls to maintain project quality standards, deliverables, and outcomes, ensuring client satisfaction and stakeholder confidence.
- 9. Budget and Financial Management:** Manage project budgets, track expenditure, and control costs to optimize resource allocation and deliver projects within budget constraints.
- 10. Schedule Management:** Develop and maintain project schedules, tracking progress against milestones and deadlines to ensure timely delivery of project deliverables.
- 11. Vendor and Partner Management:** Coordinate and collaborate with vendors, subcontractors, and external partners to ensure alignment with project goals, specifications, and timelines.
- 12. Issue Resolution:** Identify and address project issues and conflicts promptly, facilitating resolution and maintaining project momentum and progress.

SERVICE DEFINITION

Key Features contd..

- 13. Performance Monitoring and Reporting:** Monitor project performance against key performance indicators (KPIs) and provide regular progress updates, status reports, and dashboards to stakeholders.
- 14. Continuous Improvement Initiatives:** Identify opportunities for process improvement and optimization based on lessons learned and best practices, driving continuous improvement in project delivery practices.
- 15. Client Satisfaction Management:** Prioritize client satisfaction by actively seeking feedback, addressing concerns, and taking corrective actions as needed to meet or exceed client expectations.
- 16. Technology Utilization:** Leverage technology tools and platforms to streamline project management processes, enhance collaboration, and improve project performance and outcomes.
- 17. Regulatory Compliance:** Ensure compliance with relevant regulatory requirements, industry standards, and organizational policies in project delivery activities.
- 18. Training and Development Support:** Offer training and development support for project team members to enhance skills, capabilities, and performance in project management and delivery activities.
- 19. Scalable Solutions:** Provide scalable project management solutions tailored to meet the unique needs, objectives, and constraints of each project and client, ensuring flexibility, agility, and responsiveness to changing requirements and circumstances.
- 20. Customer-Centric Approach:** Maintain a customer-centric focus throughout the project lifecycle, prioritizing client needs, preferences, and satisfaction to build enduring partnerships and drive business success.

SERVICE DEFINITION

Key Benefits

- 1. Efficient Project Delivery:** TransformCX's Delivery Manager Service ensures efficient and timely delivery of projects within public sector organizations, optimizing resources and processes to meet project objectives and deadlines.
- 2. Stakeholder Alignment:** We prioritize stakeholder alignment and engagement, ensuring that project objectives align with the needs and expectations of stakeholders within the public sector, fostering collaboration and support for project success.
- 3. Risk Management:** Our Delivery Managers proactively identify, assess, and mitigate risks associated with projects, ensuring that public sector organizations are well-prepared to address potential challenges and uncertainties throughout the project lifecycle.
- 4. Budget Control:** TransformCX's Delivery Manager Service manages project budgets effectively, ensuring that expenditures are monitored, controlled, and aligned with allocated funds, minimizing the risk of budget overruns, and ensuring fiscal responsibility.
- 5. Quality Assurance:** We uphold high standards of quality throughout the project lifecycle, implementing robust quality assurance processes to ensure that project deliverables meet the required standards and specifications, enhancing stakeholder satisfaction and trust.
- 6. Transparent Reporting:** Our Delivery Managers provide transparent and regular reporting on project progress, milestones, and key performance indicators, enabling stakeholders to stay informed and make data-driven decisions to support project success.
- 7. Agile Project Management:** TransformCX embraces agile project management methodologies, enabling flexibility and adaptability to changing requirements and stakeholder needs within the dynamic environment of the public sector.
- 8. Change Management:** We support change management efforts associated with projects, helping public sector organizations manage transitions, mitigate resistance to change, and ensure smooth adoption of new processes and technologies.
- 9. Vendor Management:** TransformCX oversees vendor relationships and contracts associated with projects, ensuring that external suppliers deliver on their commitments and meet project requirements within agreed-upon timelines and budgets.
- 10. Regulatory Compliance:** Our Delivery Managers ensure that projects comply with relevant regulations, policies, and standards governing public sector initiatives, minimizing legal risks, and ensuring organizational integrity.

SERVICE DEFINITION

Key Benefits contd..

- 11. Knowledge Transfer:** We facilitate knowledge transfer and capacity building within public sector organizations, empowering teams to independently manage projects effectively and sustainably.
- 12. 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.
- 13. 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.
- 14. 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.
- 15. Cost Savings and Efficiency Gains:** By leveraging Delivery Manager Service from TransformCX, public sector organizations can realize cost savings and efficiency gains through optimized resource utilization, improved project delivery processes, and enhanced stakeholder satisfaction.

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



Department
for Work &
Pensions

DIAGEO


HSBC



JOHNNIE WALKER.

VISA[®]



GUINNESS

ZING

 **aetna**[™]

**Batteries
Plus** 
Power it. Light it. Fix it.

ABOUT US

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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Microsoft
Partner

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