o transform CX

G-Cloud 14 Service Definition

Agile 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.
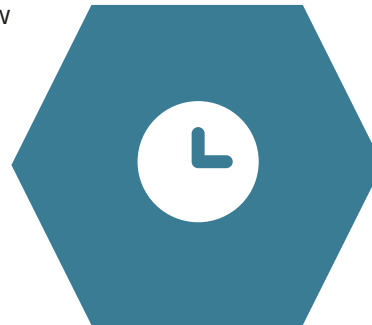
Customer centricity

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.
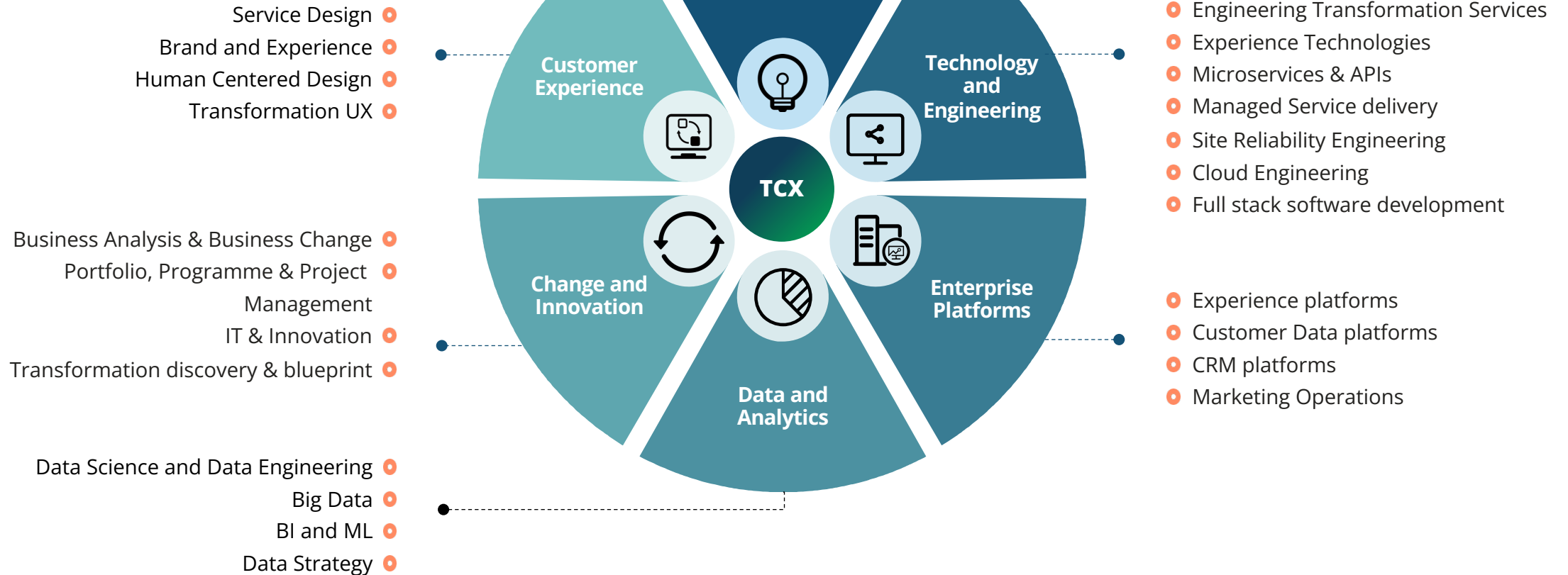
Accountability

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

What we do

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

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

Experience platforms
Customer Data platforms
CRM platforms
Marketing Operations

Service Design
Brand and Experience
Human Centered Design
Transformation UX

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

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

Strategy and Consulting

Technology and Engineering

Customer Experience

TCX

Enterprise Platforms

Change and Innovation

Data and Analytics

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

Agile Transformation Service

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SERVICE DEFINITION

Service Description

Our Agile Transformation Service is a comprehensive initiative aimed at helping organizations in the public sector and beyond embrace Agile methodologies and principles to drive cultural change, enhance agility, and achieve strategic objectives.

We provide tailored solutions to enable organizations to adapt, innovate, and thrive in today's dynamic and competitive landscape.

By fostering collaboration, transparency, and continuous improvement, we empower organizations to respond effectively to market changes, deliver value iteratively, and enhance customer satisfaction.

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SERVICE DEFINITION

What can it do for you?

1. **Strategic Alignment:** We collaborate with organizational leaders to define a clear vision, strategy, and roadmap for Agile transformation aligned with business goals and objectives. By establishing a shared understanding of the benefits and outcomes of Agile adoption, we ensure alignment across all levels of the organization.

2. **Cultural Change:** We focus on fostering a culture of trust, collaboration, and innovation conducive to Agile transformation. Through leadership coaching, cultural assessments, and change management initiatives, we empower employees to embrace Agile values and principles, take ownership of their work, and drive continuous improvement.

3. **Agile Framework Implementation:** We assist organizations in selecting and implementing Agile frameworks and practices tailored to their specific context and needs. Whether it's Scrum, Kanban, SAFe (Scaled Agile Framework), or a custom hybrid approach, we provide guidance and support to ensure successful adoption and integration into existing processes.

4. **Capability Building:** We offer training, coaching, and mentoring programs to equip individuals and teams with the knowledge, skills, and tools needed to thrive in an Agile environment. From Agile essentials for beginners to advanced topics such as Agile scaling and leadership, we provide a comprehensive learning journey to support Agile maturity and competence development.

5. **Continuous Improvement:** We promote a culture of continuous learning, adaptation, and improvement throughout the Agile transformation journey. Through regular retrospectives, feedback loops, and performance assessments, we enable organizations to identify areas for enhancement, address bottlenecks, and evolve their Agile practices to meet changing business needs.

6. **Experience in Public Sector:** With extensive experience in serving public sector organizations in the UK, we understand the unique challenges and regulatory requirements they face. Our Agile transformation services have been instrumental in driving successful initiatives across various domains, including healthcare, education, government services, and more. We bring valuable insights and expertise to help public sector organizations navigate complex transformations, optimize processes, and deliver value to citizens.

SERVICE DEFINITION

Key Features

1. **Vision and Strategy Alignment**: Agile Transformation begins with aligning the organisation's vision and strategy with Agile principles and practices, ensuring that all initiatives support the overarching goals of the business.
2. **Leadership Commitment**: Agile Transformation requires strong commitment and sponsorship from leadership at all levels of the organisation. Leaders set the tone, provide direction, and actively support Agile initiatives.
3. **Culture Shift**: Agile Transformation entails a cultural shift towards collaboration, transparency, and continuous improvement. It involves fostering a culture of trust, empowerment, and innovation where individuals and teams are encouraged to experiment and learn.
4. **Agile Mindset**: Agile Transformation focuses on cultivating an Agile mindset among employees, where they embrace change, value customer feedback, and strive for continuous learning and adaptation.
5. **Cross-Functional Teams**: Agile Transformation involves forming cross-functional teams that are empowered to make decisions autonomously and deliver value iteratively. These teams collaborate closely, share accountability, and collectively own the outcomes of their work.
6. **Iterative Delivery**: Agile Transformation promotes iterative and incremental delivery of products and services, allowing organisations to respond quickly to changes in market demands, customer preferences, and business priorities.
7. **Customer-Centricity**: Agile Transformation places a strong emphasis on understanding and meeting the needs of customers and stakeholders. It involves actively seeking feedback, iterating based on insights, and delivering solutions that provide tangible value to end-users.
8. **Continuous Improvement**: Agile Transformation is an ongoing journey of continuous improvement. It involves regularly reflecting on processes, practices, and outcomes, identifying areas for enhancement, and implementing changes to drive better results.
9. **Empirical Decision-Making**: Agile Transformation encourages data-driven decision-making based on empirical evidence and insights. It involves collecting and analysing relevant metrics to inform planning, prioritisation, and problem-solving.
10. **Training and Capability Building**: Agile Transformation includes training and capability-building initiatives to equip employees with the knowledge, skills, and tools needed to adopt Agile practices effectively. This may involve providing Agile training, coaching, and mentoring to individuals and teams.
11. **Change Management**: Agile Transformation incorporates change management principles and practices to facilitate smooth transitions, manage resistance, and maximise adoption. It involves engaging stakeholders, communicating effectively, and addressing concerns proactively.
12. **Scaled Agile Frameworks (SAFe)**: For larger organisations, Agile Transformation may involve adopting scaled Agile frameworks such as SAFe to coordinate multiple Agile teams, align with business objectives, and manage dependencies effectively.

SERVICE DEFINITION

Key Benefits

1. **Tailored Agile Roadmap:** Craft a customized Agile transformation roadmap aligned with public sector requirements, leveraging our expertise to ensure regulatory compliance and stakeholder alignment.
2. **Certified Agile Coaches:** Access certified Agile coaches with public sector experience, providing expert guidance and mentorship to navigate organizational challenges and drive successful Agile adoption.
3. **Scalable Agile Frameworks:** Implement scalable Agile frameworks such as Scrum, Kanban, and SAFe, tailored to the unique needs and size of public sector organizations for maximum efficiency and adaptability.
4. **Continuous Improvement Culture:** Foster a culture of continuous improvement with Agile practices, empowering teams to iterate, experiment, and innovate to deliver value more effectively and sustainably.
5. **Transparent Collaboration Tools:** Utilize Agile collaboration tools like Jira and Microsoft Teams to enhance transparency, communication, and collaboration across departments and teams, fostering synergy and alignment.
6. **Data-Driven Decision Making:** Harness the power of data analytics and visualization tools to drive informed decision-making, enabling organizations to optimize processes, allocate resources efficiently, and mitigate risks effectively.
7. **Agile Leadership Development:** Develop Agile leadership capabilities at all levels of the organization, equipping leaders with the skills and mindset needed to inspire change, foster innovation, and drive Agile transformation initiatives.
8. **Risk Management and Issue Resolution:** Mitigate risks and resolve issues proactively with Agile methodologies, enabling organizations to identify and address challenges early to minimize disruptions and ensure project success.
9. **Customer-Centric Solutions:** Embrace Agile principles to prioritize customer needs and deliver value-driven solutions, enhancing citizen satisfaction and public service delivery outcomes.
10. **Regulatory Compliance and Governance:** Ensure compliance with regulatory requirements and governance standards throughout the Agile transformation journey, mitigating legal risks and maintaining public trust and confidence.
11. **Proven Track Record of Success:** Benefit from our proven track record of successful Agile transformations in the public sector, supported by our extensive experience, expertise, and commitment to delivering measurable results.
12. **Empowered and Engaged Teams:** Empower teams with Agile methodologies, tools, and training, fostering engagement, ownership, and accountability to drive collaboration and innovation across the organization.
13. **Adaptability and Flexibility:** Embrace Agile principles to adapt quickly to changing market dynamics, stakeholder priorities, and technological advancements, enabling organizations to stay ahead in a rapidly evolving public sector landscape.
14. **Cost-Efficiency and Value Delivery:** Drive cost-efficiency and maximize ROI with Agile transformation, optimizing resource allocation, reducing waste, and delivering value incrementally to stakeholders and citizens alike.

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

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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