

# G-Cloud 14 Service Definition

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Agile Business Change 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

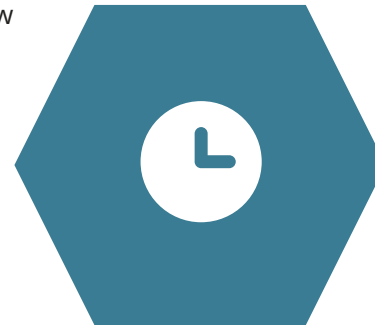
## Innovation

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.

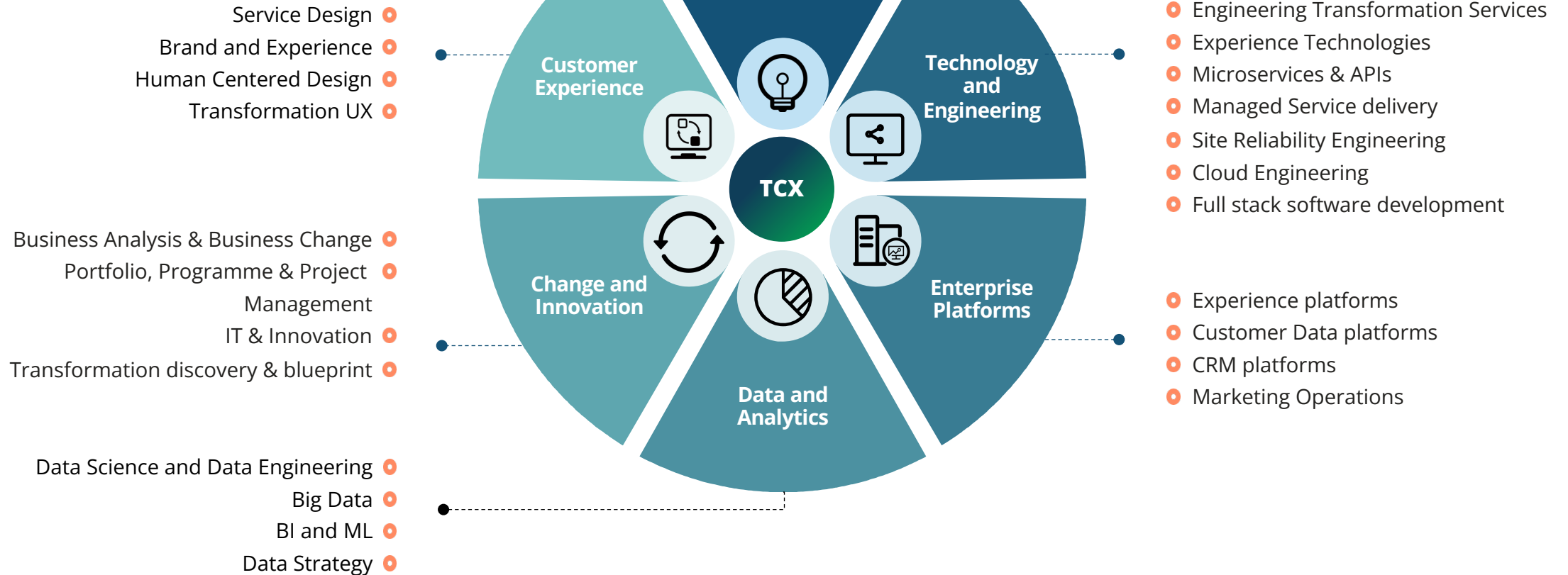


## Customer centricity

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



# Agile Business Change Service





## SERVICE DEFINITION

# Service Description

Our Agile Business Change Services encompass a structured approach to driving organizational change and transformation within the public sector and beyond.

By blending Agile methodologies with change management principles, we facilitate seamless transitions, foster stakeholder engagement, and ensure sustainable outcomes in a dynamic environment.

We facilitate the adoption of Agile principles and practices to drive business change initiatives, enabling organizations to respond effectively to market disruptions, regulatory requirements, and evolving stakeholder needs.

## SERVICE DEFINITION

# What can it do for you?

- 1. Change Strategy and Planning:** We collaborate with stakeholders to develop a comprehensive change strategy and roadmap aligned with organizational goals and priorities. By leveraging Agile techniques such as iterative planning and adaptive execution, we ensure that change initiatives are responsive to evolving business needs and market dynamics.
- 2. Stakeholder Engagement and Communication:** We focus on engaging and communicating with stakeholders at all levels of the organization to build buy-in, foster collaboration, and mitigate resistance to change. Through targeted communication plans, stakeholder workshops, and interactive forums, we ensure that stakeholders remain informed, involved, and supportive throughout the change process.
- 3. Agile Change Management:** We apply Agile principles and practices to change management activities, such as stakeholder analysis, impact assessment, and readiness assessments. By embracing an iterative and incremental approach, we enable organizations to adapt quickly to changing circumstances, identify potential risks, and adjust strategies accordingly to ensure successful change adoption.
- 4. Capability Building and Training:** We provide training and capability-building programs to equip individuals and teams with the knowledge, skills, and tools needed to navigate change effectively. From leadership workshops to end-user training sessions, we empower stakeholders at all levels to embrace change, overcome challenges, and contribute to the success of transformation initiatives.
- 5. Measurement and Continuous Improvement:** We establish key performance indicators (KPIs) and metrics to track the progress and impact of change initiatives. Through regular monitoring, evaluation, and feedback mechanisms, we enable organizations to identify areas for improvement, celebrate successes, and adapt strategies to ensure continuous improvement and long-term sustainability.
- 6. Experience in Public Sector:** Drawing upon our extensive experience in partnering with public sector organizations in the UK, we have demonstrated our ability to navigate complex regulatory environments, address diverse stakeholder needs, and drive meaningful change. Our Agile business change services have played a pivotal role in delivering successful transformation initiatives across various domains, including healthcare, education, government services, and more. We bring valuable insights and expertise to help public sector organizations optimize processes, enhance service delivery, and achieve their strategic objectives amidst evolving challenges and opportunities.

## SERVICE DEFINITION

# Key Features

1. **Iterative Transformation:** Iterative and incremental approaches to change management, allowing for continuous adaptation and improvement based on feedback and learning.
2. **Customer-Centric Approach:** Prioritises the needs and preferences of customers and stakeholders, ensuring that changes are aligned with their requirements and expectations.
3. **Cross-Functional Collaboration:** Promote collaboration across departments, teams, and levels of the organisation, fostering a shared understanding of goals and facilitating collective ownership of change initiatives.
4. **Change Planning and Prioritisation:** Business change initiatives are planned and prioritised based on business value, risk, and feasibility, allowing organisations to focus on the most important changes first and deliver value early.
5. **Empowered Teams:** Empowers cross-functional teams to take ownership of change initiatives, make decisions autonomously, and adapt their approaches based on evolving requirements and feedback.
6. **Transparent Communication:** Transparent and open communication is emphasised throughout the change process, ensuring that stakeholders are informed, engaged, and involved in decision-making.
7. **Change Impact Assessment:** Assess the impact of proposed changes on people, processes, systems, and culture, helping organisations anticipate and address potential challenges and risks.
8. **Continuous Feedback Loop:** Feedback loops are established to gather input from stakeholders, monitor the effectiveness of change initiatives, and adjust as needed to ensure successful outcomes.
9. **Agile Governance and Oversight:** Establish governance and oversight mechanisms that provide guidance and support while allowing teams the flexibility to adapt their approaches as necessary.
10. **Change Leadership and Sponsorship:** Help establish strong leadership and sponsorship are essential for driving Agile Business Change initiatives, with leaders providing vision, direction, and support to ensure alignment and commitment across the organisation.

## SERVICE DEFINITION

# Key Benefits

- 1. Streamlined Project Delivery:** Leverage our extensive public sector experience coupled with Agile methodologies to ensure streamlined project delivery, meeting deadlines and stakeholder expectations effectively.
- 2. Transparent Collaboration:** Utilize Agile collaboration tools such as Jira and Microsoft Teams to foster transparent communication and collaboration across teams, ensuring alignment with project goals and objectives.
- 3. Rapid Iterative Development:** Harness the power of Agile development practices to deliver incremental value to stakeholders, enabling rapid iteration and feedback incorporation for continuous improvement.
- 4. Optimized Resource Allocation:** Agile Business Change services enable optimal resource allocation, ensuring efficient utilization of resources and budget allocation, thereby maximizing ROI for public sector projects.
- 5. Adaptive Planning and Flexibility:** Benefit from Agile planning techniques to adapt to changing requirements and priorities seamlessly, providing the flexibility needed to navigate complex public sector environments.
- 6. Enhanced Risk Management:** Agile methodologies facilitate early identification and mitigation of risks through iterative planning and continuous monitoring, minimizing project risks and ensuring successful outcomes.
- 7. Improved Stakeholder Engagement:** Engage stakeholders effectively throughout the project lifecycle using Agile collaboration platforms and techniques, fostering a sense of ownership and commitment towards project success.
- 8. Compliance and Regulatory Adherence:** Leverage our expertise in navigating public sector compliance and regulatory requirements, ensuring adherence to industry standards and regulations throughout the project lifecycle.
- 9. Data-Driven Decision Making:** Utilize data analytics and visualization tools such as Tableau to derive actionable insights from project data, enabling informed decision-making and driving project success.
- 10. Certified Agile Coaching and Training:** Access our certified Agile coaches and training programs to empower your teams with Agile best practices and methodologies, fostering a culture of continuous improvement and innovation.
- 11. Cost-Efficiency and Value Delivery:** Our Agile Business Change services focus on delivering value incrementally, ensuring cost-efficiency and maximizing return on investment for public sector projects.
- 12. Scalability and Resilience:** Leverage cloud-native architecture on AWS to build scalable and resilient solutions, capable of meeting the evolving needs of public sector organizations with ease.
- 13. Transparent Governance and Compliance:** Utilize Agile project management tools to ensure transparent governance and compliance, providing visibility into project progress and ensuring accountability at every stage.
- 14. Proven Track Record:** Benefit from our proven track record in delivering successful Agile transformations and projects in the public sector, backed by our extensive experience and expertise in the field.

# 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**



**HSBC**



JOHNNIE WALKER.

**VISA**<sup>®</sup>



**GUINNESS**

**ZING**

 **aetna**<sup>™</sup>

**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](mailto:gov@transformcx.co.uk)

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



Microsoft  
Partner

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