

# G-Cloud 14 Service Definition

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Business Architecture Services

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

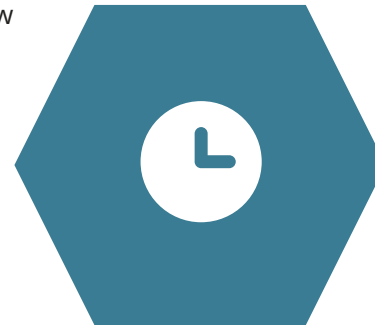
## Innovation

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.

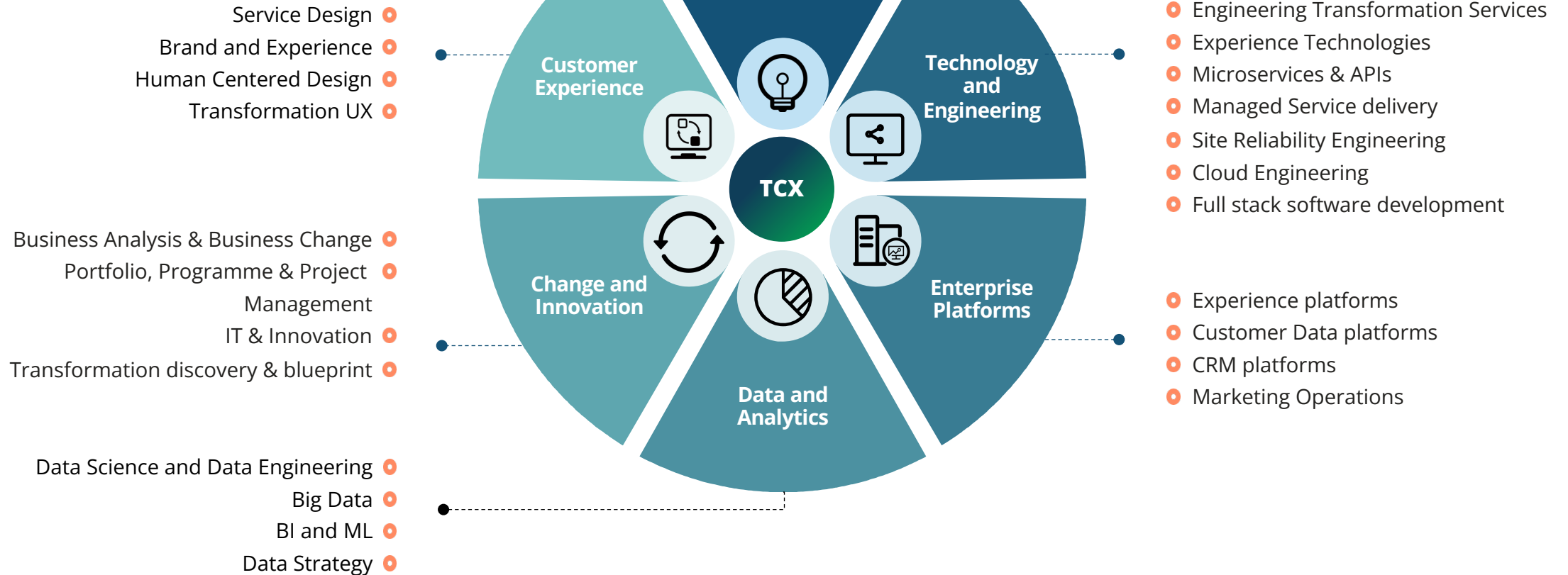
## Customer centricity

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



# Business Architecture Services





## SERVICE DEFINITION

# Service Description

Our Business Architecture Services provide comprehensive support for aligning business strategy, processes, and capabilities to drive organizational transformation and achieve strategic objectives.

We offer strategic planning, business analysis, and architecture design services to help organizations optimize their business operations, enhance agility, and deliver value to stakeholders.

By defining clear business architecture blueprints, we empower organizations to adapt to changing market dynamics, drive innovation, and sustain competitive advantage.

## SERVICE DEFINITION

# What can it do for you?

- 1. Strategic Planning:** We collaborate with organizational leaders to develop and articulate a clear vision, mission, and strategic goals for the organization. By conducting strategic assessments, market analyses, and stakeholder consultations, we help organizations define their strategic direction and identify opportunities for growth and differentiation.
- 2. Business Analysis:** We conduct in-depth analysis of business processes, capabilities, and systems to identify opportunities for improvement and optimization. Through business process mapping, value stream analysis, and requirements gathering, we help organizations streamline operations, eliminate inefficiencies, and enhance customer satisfaction.
- 3. Business Architecture Design:** We design holistic business architecture models that encompass people, processes, information, and technology components. By defining clear business capabilities, value streams, and organizational structures, we provide a blueprint for aligning business operations with strategic objectives and driving transformational change.
- 4. Organizational Transformation:** We support organizations in implementing business architecture initiatives and driving organizational change. By fostering collaboration, communication, and engagement across stakeholders, we facilitate the adoption of new processes, roles, and technologies, enabling organizations to realize their strategic vision and objectives.
- 5. Performance Measurement and Improvement:** We establish key performance indicators (KPIs) and metrics to measure the effectiveness and impact of business architecture initiatives. Through regular performance monitoring, benchmarking, and continuous improvement initiatives, we help organizations track progress, identify areas for optimization, and drive ongoing business transformation.
- 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 Business Architecture Services have been instrumental in supporting government agencies, local authorities, and public service organizations in optimizing their business operations, enhancing service delivery, and achieving strategic objectives. We bring valuable insights and expertise to help public sector organizations navigate complex business transformation initiatives and drive meaningful change.

## SERVICE DEFINITION

# Key Features

- 1. Strategic Alignment:** Business Architecture Services ensure alignment between business goals, strategies, and operational activities, enabling organisations to achieve their objectives effectively.
- 2. Holistic View of the Business:** Business architects provide a holistic view of the organisation, encompassing its people, processes, technology, and information, to identify opportunities for improvement and innovation.
- 3. Business Capability Modelling:** Business Architecture Services involve modelling and documenting the organisation's business capabilities, defining what the business does and how it delivers value to customers and stakeholders.
- 4. Enterprise-wide Integration:** Business architects facilitate enterprise-wide integration by aligning business units, departments, and functions to common goals, processes, and standards, fostering collaboration and synergy.
- 5. Business Process Optimisation:** Business Architecture Services include the analysis and optimisation of business processes to improve efficiency, reduce costs, and enhance customer satisfaction.
- 6. Change Impact Assessment:** Business architects assess the impact of proposed changes on the organisation's business architecture, helping stakeholders understand the implications and make informed decisions.
- 7. Business Transformation Planning:** Business Architecture Services support business transformation initiatives by providing a roadmap for change, identifying dependencies, and guiding the implementation process.
- 8. Capability-driven Planning:** Business architects use capability-driven planning to prioritise investments and initiatives based on their impact on key business capabilities, ensuring alignment with strategic objectives.
- 9. Stakeholder Engagement and Communication:** Business Architecture Services involve engaging with stakeholders across the organisation to gather requirements, solicit feedback, and communicate the benefits of business architecture initiatives.
- 10. Governance and Decision Support:** Business architects establish governance mechanisms and decision-making frameworks to ensure that business architecture initiatives are aligned with organisational priorities and approved by relevant stakeholders.
- 11. Technology Alignment:** Business Architecture Services align business architecture with technology architecture, ensuring that IT solutions support and enable business objectives effectively.
- 12. Continuous Improvement:** Business architects promote a culture of continuous improvement, where business architecture is regularly reviewed, updated, and refined to reflect changes in the business environment and evolving priorities.

## SERVICE DEFINITION

# Key Benefits

1. **Tailored Business Architecture Frameworks:** Design customized business architecture frameworks aligned with public sector requirements, leveraging our expertise to ensure regulatory compliance and stakeholder alignment.
2. **Certified Business Architects:** Access certified business architects with public sector experience, providing expert guidance and support to align business strategy with IT initiatives and drive organizational transformation.
3. **Scalable Business Architecture Models:** Implement scalable business architecture models capable of accommodating complex organizational structures and evolving business needs, ensuring adaptability and resilience in the public sector landscape.
4. **Holistic Business View:** Gain a holistic view of business processes, capabilities, and assets across the organization, enabling strategic decision-making, resource optimization, and performance improvement initiatives.
5. **Data-Driven Insights:** Utilize data analytics and visualization tools to derive actionable insights from business architecture data, enabling informed decision-making and performance monitoring in the public sector.
6. **Interoperable Systems Integration:** Ensure interoperability and seamless integration of business systems and processes, facilitating data sharing, collaboration, and efficiency across public sector agencies and departments.
7. **Agile Business Transformation:** Drive Agile business transformation initiatives with flexible business architecture approaches, enabling organizations to adapt quickly to changing market dynamics and stakeholder priorities.
8. **Risk Management and Compliance:** Mitigate risks and ensure regulatory compliance with robust risk management frameworks and governance structures embedded within the business architecture, safeguarding public sector interests and maintaining trust and accountability.
9. **Service-Oriented Architecture (SOA) Development:** Develop service-oriented architecture (SOA) solutions to enhance service delivery and interoperability in the public sector, enabling seamless integration and reusability of business services across multiple applications and systems.
10. **Proven Track Record of Success:** Benefit from our proven track record of successful business architecture implementations in the public sector, supported by our extensive experience, expertise, and commitment to delivering measurable results.
11. **Continuous Improvement Culture:** Foster a culture of continuous improvement and innovation with business architecture best practices, empowering organizations to identify opportunities for optimization and enhancement and drive sustainable growth and excellence.
12. **Cost-Efficiency and Value Delivery:** Drive cost-efficiency and maximize ROI with business architecture services, optimizing resource allocation, reducing duplication of effort, and delivering tangible value and benefits to public sector stakeholders and constituents.



# 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**



JOHNNIE WALKER.



GUINNESS

**ZING**



**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)

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Microsoft  
Partner

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