

# Project Support Services



Redstone is a responsive SME provider with complete dedication to our customer's objectives. We have been supplying independent specialist services to the Crown for over twenty years. We are easy to deal with and have built a reputation among our customers for high quality support and advice, supplied on highly flexible terms. Our multi-disciplinary team possess a wide range of expertise directed at supporting Cloud services, specifically to help buyers to set up and maintain both their Cloud software and hosting services (Lot 3).

Our project support services are wide ranging and always tailored to each customer's individual requirements. The services and benefits we provide include:

- Whole-life support of programmes and projects, delivering to time and budget. At the highest level this includes support to:
  - Programme and Project Management compliant with all major methodologies
  - The creation of outcome specifications and design, including the practical assessment of viability against stakeholder priorities
  - Requirements definition against technical, operational and strategic imperatives
  - Procurement and contractual support with an outcome-based approach
  - Technical delivery with a full commitment to change and stakeholder management
  - Establishment of supplier reporting and KPIs and full after sales support to agreed parameters.
- A deep understanding of secure environment requirements, providing secure support with vetted staff and the availability of FSC (was List X) support facilities. We have the technical expertise to address current and legacy technologies
- Flexible support that can be switched on and off, with Service and Blue Light skills and experience that allows us to hit the ground running
- The full range of independent, confidential, and impartial procurement advice, from assistance with requirements definition to full participation as a panel member in an advisory capacity
- Experienced and accredited delivery services with PRINCE-2 Project Management and CIQA qualified staff
- Advice, audit, investigations, identifying and turning around poor performance
- Quantifiable and auditable risk and financial assessments, undertaken from technical and stakeholder perspectives
- Hard working staff who aim to lift morale. We work shoulder to shoulder with internal teams and other customer suppliers in order to get projects delivered.