



Practical delivery of strategic thinking

Service definition

Gunn Stewart Solutions have over 20 years' experience of leading, supporting and delivering transformation within the public and not-for-profit sectors in the UK.



Our approach

Gunn Stewart Solutions know that every situation is different. Our local authority, education and housing association clients may face the similar challenges but that does not mean one 'standard' consultancy approach will work for everyone.

We provide a range of digital consultancy services to the public sector, specialising in SaaS and CCaaS.

Services include technology appraisal, developing requirements for SaaS, specifically around CRM, Unified Comms, Contact Centre and M365. We ensure software meets management information needs, specialising in building reporting requirements and data visualisation.

At Gunn Stewart Solutions, we are committed to understanding our customers' needs and putting the right support in place to deliver measurable benefits.

We put your customers at the heart of everything we do.

Our services



Planning

As our planning services are designed around the co-creation of value, our top priority is ensuring that all stakeholders are engaged throughout the process and retain full stewardship of the transformation. By putting the end user at the heart of any change, we create implementation plans that deliver significant customer benefit alongside cost savings and efficiencies.

We are experienced in developing iterative approaches to transformation, so from small incremental changes to full-service redesigns, our process mapping services will help you to identify improvements and deliver savings. We provide vendor agnostic solution design for range of cloud-based software solutions including CRM / CXM systems, contact centre & unified comms systems.

Training

We can support you to bring about positive culture change to empower staff and create the right culture to move to cloud-based working. We support your organisation to build digital capabilities and embed lasting transformation. We are experienced in embedding skills in analysing data from cloud software using tools such as Power BI, enabling organisations to identify areas to develop iterative improvements.

We offer training, mentorship and support across a variety of areas including digital strategy, service design, business analysis and planning, agile project and programme management, data visualisation, and management information reporting.

Testing

We support our buyers to complete quality assurance across all digital services. We develop complete test plans encompassing a range of functional and non-functional testing scenarios including unit testing, integration testing and regression testing, whilst also defining clear user acceptance criteria by engaging with key stakeholders and end users at all stages of development. We work alongside your organisation to ensure assessments are conducted against these criteria, resulting in improvements to your cloud-based digital solutions that fit user need.



Additional services



Customer focused service design

We can help you redesign services in preparation to moving to cloud-based solutions and make savings without compromising on the quality of user experience.

Strategy development and implementation

Gunn Stewart Solutions design clear, engaging strategies and action plans, written in plain English, to help clients plan and implement cloud-based working.

Business case development

We can help clients write and present effective business cases to secure funding for cloud-based IT solutions.

Project management

Our consultants are qualified and experienced in Prince 2 project management, Agile, Lean and Service Design.

Contact us

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