



Wiser Tribes is an independently owned digital consultancy.

Our work encompasses digital transformation, Artificial Intelligence (AI), Robotic Process Automation (RPA), training and mentoring across the private sector and government. We're all practising professionals, whether working collaboratively or independently.

Our multidisciplinary teams deliver end-to-end solutions that meet user needs through agile, user-centred approaches integrated with analytics, design, and development.

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## About us

Wiser Tribes was formed when a group of experienced consultants, working across several government departments, discovered their client was not the only thing they had in common.

Realising we shared similar values and a passion for helping our clients to transform and be more agile, we decided to form our own consultancy and offer services that are truly hands-on, and backed by our collective experience of over 40 years working on public and private sector projects.

We understand the skills needed for digital transformation, but more importantly, we understand the kind of mindset needed for an agile project to be delivered successfully.

We've worked across many parts of the UK government successfully delivering large, complex technology products and services. We have an in-depth understanding of GDS at all stages of assessment, and we leave our clients with the knowledge and skills they need to continue to deliver, long after we've left their projects.

We are proud of our mentor-led approach, working directly with our clients, supported by our extended tribe of trusted consultants, delivering human-centred solutions to business-driven problems.

### **For G-Cloud 14, we provide:**

- Consultancy services around Artificial Intelligence, Large Language Models (LLM), Robotic Process Automation (RPA)
- On-site experienced consultants who have worked across multiple GDS, public and private sector projects
- Analysis of your roles and the bespoke training required for your staff
- New trainees or potential hires which become part of your permanent staff
- Organisation specific modules (for example GDS, Discovery, Alpha, Beta)
- A bench, for fast access to full GDS productive teams
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### **This gives our clients:**

- Future facing services around Artificial Intelligence, Large Language Models (LLM), Robotic Process Automation (RPA) services and opportunities.
- Full delivery lifecycle, from Discovery all the way to delivering Live services.
- A more cost-effective solution to your resourcing needs
- A flexible workforce of experienced mentors
- The ability to identify which skills are missing in your organisation and mentor your teams to deliver software, while helping you to develop internal capabilities and future talent

As well as training new hires, we can offer certified courses to your existing teams which are run in tandem with the new hires. We also have experience creating e-learning courses tailored to your needs.

We also provide a resource pool, should our clients need resources in a hurry. The resource pool consists of experienced mentors and trained staff, who can stand up a team at short notice and be back-filled when appropriate. This enables our clients to commit to new project work at short notice to service their end users, demonstrating a higher level of service and more work.

## **Our service offering**

### **Services we provide:**

- Artificial Intelligence Services
- Large Language Model Services
- Robotic Process Automation Services
- Accessibility Services
- Agile Coaching and Mentoring
- Agile Delivery Management
- Alpha Phase Support, Mentoring, Training or Execution

- Business Analysis
- Content Design
- Digital Transformation
- Discovery Phase Support, Mentoring, Training or Execution
- End to End Portfolio or Programme Delivery
- GDS or Mentor Led Academy as a Service (non-technical roles)
- Interaction Design
- PMO office setup and Management
- Portfolio or Programme Management
- Product Lifecycle Services
- Product Owner or Manager Training
- User Research

### **Artificial Intelligence Services**

Our consultants are experts in the field of Artificial intelligence (AI) services which empowers machines to learn, reason, and mimic human capabilities. AI encompasses various techniques, from machine learning that allows machines to improve with data, to natural language processing that enables machines to understand and respond to human communication. Our technology is revolutionising industries, from healthcare diagnoses to self-driving cars, and holds immense potential to solve complex challenges and improve our lives.

### **Large Language Model Services**

Our consultants offer Large Language Model (LLM) services that are revolutionising how businesses interact with language. These services provide access to pre-trained AI models that are experts at understanding and manipulating human language. They can be fine-tuned for specific tasks, such as generating different creative text formats, summarising information, or translating languages. LLM services are offered by our cloud platform making this powerful technology accessible to a wide range of users. This allows businesses to build chatbots, automate content creation, and gain deeper insights from customer reviews, all without needing extensive AI expertise themselves.

### **Robotic Process Automation Services**

Our consultants offer Robotic Process Automation (RPA) services which can automate repetitive tasks currently done by humans. Our software robots can mimic human interaction with various computer systems, allowing for things like automated form filling, application navigation and data entry. This can improve efficiency and accuracy while saving time and resources.

### **Accessibility Services**

Our consultants are experienced in helping teams to fulfil service accessibility needs. We are experienced in the creation of accessible PDFs or content, and making websites or mobile apps accessible. We adhere to W3C WCAG standards, understanding how to make services accessible for browser compatibility, screen readers and other assistive tools.

### **Agile Coaching and Mentoring**

Our consultants mentor teams to deliver complex digital solutions. Our agile coaching services are core to our offering, designed to empower you and your teams to work autonomously and to help you identify and deliver value to your organisation.

### **Agile Delivery Management**

Our consultants can mentor teams to deliver digital projects, incorporating software development, delivery management and product ownership using frameworks such as Scrum or Kanban. We work closely with you to embed the agile approach within your organisation.

### **Alpha Phase Support, Mentoring, Training or Execution**

We have experienced consultants who in the Alpha phase, create prototypes and test these with users to create the necessary foundation and direction for the Beta phase. This involves creating the necessary user journeys and understanding how these user journeys fit in with wider end-to-end journeys.

### **Business Analysis**

We provide a complete business analysis service, from initial requirements capture to delivery and support of solutions. Our analysts have first-class knowledge of business analysis methods and techniques and are experts in agile and digital delivery to ensure services are built to meet GDS standards.

### **Content Design**

We design user-friendly content that allows people to do what they need simply and quickly using the most appropriate format available. We base this on solid research into user behaviour, using analytics and feedback. This informs our content strategy and design principles.

### **Digital Transformation**

We can mentor teams to deliver digital transformation in complex settings. We work to understand AS-IS and TO-BE, and we provide agile delivery methods based on the needs of users and strategic intent. We ensure GDS standards are understood and met to achieve success in GDS assessments.

### **Discovery Phase Support, Mentoring, Training or Execution**

In the Discovery phase we define the problem that requires a solution. We explore user needs, legislation and technology constraints as well as adhering to policy intent and

sharing across departments and government. We have strict discovery exit criteria to ensure a successful discovery phase.

### **End to End Portfolio or Programme Delivery**

We provide Programme and Project Managers with the expertise to plan, manage and deliver a wide range of Government Services from experience gained across various government departments and the private sector.

### **GDS or Mentor Academy as a Service (non-technical roles)**

The Wiser Tribes Academy as a Service model aims to mentor and train staff with the necessary digital and GDS skill sets to ensure digital transformation in your organisation based on the GDS service standards. Wiser Tribes Academy provides training for User Researchers, Interaction Designers, Content Designers, Business Analysts, Product Owners and Scrum Masters.

### **Interaction Design**

Our interaction design process works out the best way of helping users interact with a service. We create user journey maps to help you understand the process users will make to complete specific and top tasks. Working prototypes provide users with a journey and show stakeholders how the service will work.

### **PMO office setup and Management**

We can help assist with your PMO office setup, through our skilled network of resources with expertise to plan, setup, manage, deliver or support your existing staff from experience gained across a wide range of government departments and the private sector, using the latest tools and techniques.

### **Portfolio or Programme Management**

We provide Programme and Project Managers with the expertise to plan and manage a wide range of Government Services from our experience gained across various government departments and the private sector. We can initiate, deploy, execute and close down your programme, using industry best practice methodologies or within the GDS framework.

### **Product Owner or Manager Training**

Our product owner and manager training are tailored for GDS. This includes stakeholder management, MVP definition, backlog management, multi-disciplinary team coaching, as well as the creation of the vision and product roadmaps.

### **Product Lifecycle Services**

We can mentor and work with teams to define and prioritise the product backlog with user stories, executing business priorities whilst maintaining GDS service standards. In addition, we ensure technical integrity and the delivery of valuable features or components that are incrementally delivered.

## **User Research**

User needs are key to building successful digital services, and user research is important in identifying these. We offer a complete service including but not limited to planning research, conducting user research, user journey mapping, feedback, data analytics; ensuring services adhere to GDS standards.

## **Our clients**

Our public and private sector clients:

DWP  
DfE  
ESFA  
HMRC  
NHS Digital  
Ofqual  
Ascend Learning  
Birmingham Airport  
Bentley Motors  
British Gas  
BT  
Camelot (National Lottery)  
Capgemini  
Centrica  
Computacenter  
EE  
Ernst & Young  
FedEx  
HP  
HSBC  
Jaguar LandRover  
Orange  
Pertemps  
Promethean  
Rolls Royce  
Santander  
Tarmac  
TNT  
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