



## **G-Cloud 14: Service Definition**

### **Process Mapping and Re-engineering Service**

**May 2024**

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## 1. About Lion & Gazelle

Lion & Gazelle is a leading UK based provider of Business Transformation services.

We are specialists in Business Transformation, Continuous Improvement, Programme Management, Change Management, PMO and delivering Training Programmes.

### Operational Transformation

We design and deliver bespoke services in Operational & Business Transformation, whatever shape or size that may be. Our objective is to provide rapid transformation and leave our customers with a self-sufficient capability, within the shortest space of time possible. This is not a typical consulting model, we take a “no nonsense” approach. Our aim is to exit your business as soon as we can!

### Continuous Improvement

Every organisation has the need to continually improve, to maintain effectiveness and competitiveness. Our focus is on Lean and Lean Six Sigma methodologies. We deliver improvements for our clients through training, mentoring, implementation, and process improvements. Our aim is to equip our clients for:

- Delivering bottom line savings
- Meeting their customer requirements
- Identifying and driving out non-value add activities to streamline internal processes
- Meeting their business objectives

### Programme and Project Management

Where any kind of change, including implementation of new products or services is required, Lion & Gazelle rank amongst the very best. Experienced practitioners who combine strong strategy and delivery skills with positive and engaging personalities, in any challenging business environment.

We provide the service and support the client needs in:

- Programme Management
- Project Management
- Delivering Business Change
- Consultancy
- PMO

## Training

We strongly believe that any kind of business transformation or improvement is best delivered by in house resources. We design and deliver bespoke training programmes for Business Leaders, Managers, and staff. Together with our mentoring programme, these courses equip organisations to take ownership and delivery of their own improvements, ensuring that they align with and meet with their business objectives.

We specifically provide training in:

- Lean
- Six Sigma
- Project Management
- Know How

We pride ourselves on tackling complex challenges and consistently delivering outstanding results, irrespective of the nature of your project or your business. We aim to deliver on time, cost and quality.

Lion & Gazelle is built around the experience and expertise of its Staff and Associates. All are practitioners with real world experience gained in senior management positions in a range of industries. Lion & Gazelle Associates have worked with small (gazelle), medium and large (lion) organizations, in the public and private sector, and on a regional, domestic and global basis.

Our services are tailored to the needs of our clients, with whom we work in partnership to realise their business goals.

Our experience spans many different industry sectors including:

- Manufacturing
- Aerospace
- Retail
- Defence
- Travel
- Telecommunications
- Financial services
- Information technology
- Airports
- HR
- Procurement
- Security
- Health
- Automotive
- Higher Education
- Public Sector

## 2. Our Services

Lion & Gazelle can support your organisation with the following services:

- Project, Programme and Portfolio Management
- Project, Programme and Portfolio Delivery
- PMO
- Change Management
- Business Analysis
- Contract and Supplier Management
- Requirements Capture
- Supplier selection
- Process Mapping and Re-engineering
- Process Improvement
- Lean Six Sigma

### 3. Process Mapping and Re-engineering Service

#### Introduction

Lion & Gazelle helps clients to map 'as is' processes and define 'to be' processes. We apply Lean Six Sigma tools and methodology to capture the 'as is' before working with your teams to define the 'to be'. We use experienced consultants to ensure the process is fit for purpose.

#### Features

- Capture the 'as is' process and highlight defect areas
- Identifies non value add activities
- Confirms the process ownership and responsibilities
- Identifies the gaps and in-efficiencies in the process
- Designs an improved, efficient process
- Reduces operating costs
- Enables requirements capture for cloud applications

#### Benefits

- Understand your business and technology process
- Identifies the process and technology gaps
- Improves process efficiency and reduce operating costs
- Achieves the required performance levels
- Enables high quality cloud requirements capture
- Eliminates re-work and process defects
- Identifies ownerships, hand-offs and interfaces
- Identifies process ownership

#### Planning

Our planning includes tasks, dependencies, schedule, key milestones, resources and risks.

Lion & Gazelle works with technology, procurement, programme and project teams to ensure complex cloud initiatives are managed efficiently and effectively using insight and analysis to drive decision making and ensure due diligence.

We support initiatives by providing highly analytical resources to work with your key stakeholders and cloud suppliers and partners to achieve the outcome you need, in the timescales you've committed.

We provide on-demand business analysis professionals to fill interim gaps in your team, build your capability or support you when you need more expert hands on deck for a particular programme. We provide resources with strong problem solving skills, who are capable of translating data into meaningful analysis and insights and who help initiate,

prioritise, and execute complex, cross-functional projects with minimal guidance across businesses and leadership levels.

## Setup and Migration

Lion & Gazelle manages projects or initiatives that concern cloud solutions. We work with clients to ensure they have the insight, analysis and coordination support to ensure they have a comprehensive delivery path for any mission-critical cloud-based platform replacements and migrations.

Our analytical support includes:

- data gathering and consolidation
- analysis and insight
- formulating data backed recommendations
- design and development of relevant & intuitive reporting,
- governance administration
- risk and benefits reporting

Our delivery leads bring deep Industry and Technology experience across all disciplines to ensure a robust approach. We operate inclusively with all key stakeholders including End users, Procurement, Human Resources, Technology/Digital, Commercial, Finance and Legal.

## Quality Assurance and Performance Testing

Lion & Gazelle provide a dedicated and independent Quality Assurance (QA) function whose role is to deliver to customer expectations. The QA function models its activity on Capability Maturity Model Interface (CMMI) and can tailor to work with the processes already used by the client and can work alongside third-party audit teams.

The QA function regularly updates their capability with formal training, and accreditation.

The role of the QA function is to proactively enhance the processes and procedures used by the Project Team and address performance issues using a combination of industry-standard, open source and in-house performance QA tools, frameworks and methodologies. Performance testing types covered are: load, stress, reliability, scalability, penetration and volume.

The QA toolsets used vary per engagement, but each is underpinned with standard QA processes for planning, requirements, change requests, and defect/incident tracking.

## Training

We offer comprehensive Process Mapping and re-engineering training covering all aspects of cloud-based processes. We train resources to become experts in mapping the 'as is' and 'to be' process as well as process re engineering. We create short term capacity capability

during demand peaks in programme activity, where our skilled practitioners, with the relevant training experience, fill in resource gaps.



## 4. Delivering the Service

Our service delivery can be based flexibly based on the individual client requirements including:

- Time and Material – Day Rate per resource against the SFIA matrix
- Fixed Price Work Package – based on outcome based deliverables
- Hybrid approach based on individual requirements

The day rates for our services are based upon the SFIA framework and can be found below:

### Resourcing Standard Rate Card

	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
1, Follow	400	400	400	400	400	400
2, Assist	670	670	670	670	670	670
3, Apply	800	800	800	800	800	800
4, Enable	950	950	950	950	950	950
5, Ensure / Advise	1250	1250	1250	1250	1250	1250
6, Initiate / Influence	1580	1580	1580	1580	1580	1580
7, Set Strategy / Inspire	1750	1750	1750	1750	1750	1750

### Standards for Consultancy Day Rate cards

#### **Consultant's Working Day Working Week:**

8 hours exclusive of travel and lunch

#### **Working Week:**

Monday to Friday excluding Public Holidays

#### **Outside of Working Week:**

Consultants can be provided to cover non Working Week support based on the Standard Rate Card x 1.5

#### **Office Hours:**

Monday to Friday – 0900 – 1700

#### **Outside of Normal Office Hours**

Consultants can be provided to cover out of hours support, based on the standard rate card

#### **Travel and Subsistence**

Included in day rate within M25 and 30-mile radius from Manchester, Leeds and Birmingham. Payable at Buyer's standard T&S rates outside these locations.

#### **Professional Indemnity Insurance**

Included within day rate.

## 5. Contact Details

For more detailed information on the service capability please contact:

**Email:**

[info@lionandgazelle.com](mailto:info@lionandgazelle.com)

**Website:**

[www.lionandgazelle.com](http://www.lionandgazelle.com)

**Social media:**

[www.linkedin.com/company/lion-and-gazelle](http://www.linkedin.com/company/lion-and-gazelle)

[www.twitter.com/lionandgazelle](http://www.twitter.com/lionandgazelle)

[www.facebook.com/LionandGazelle](http://www.facebook.com/LionandGazelle)