G Cloud 14 - Service Definitions

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1. Why Newton?

We help organisations tackle their biggest issues and keep improving. Not with copy-and-paste thinking, thick reports, or half-measures. Instead, we commit fully with our clients to find the right information that leads to the right decisions. This allows us, with you, to deliver desired outcomes and embed change that sustains long after we have gone.

Newton is a high growth and successful management consultancy, employing the brightest and most curious minds in the industry. We are unique in that our fees are guaranteed against delivered and measurable results, and we have grown to be one of the most effective operational performance improvement consultancies in the UK.

Newton's Digital practice delivers digital transformation across our largest and most complex programmes, including data science and analytics, systems change, technology and data architecture. The Digital practice is one of Newton's specialist capabilities, along with Change Management; these teams work seamlessly with the core consulting body to enable delivery of exceptional results for our clients. All our work is delivered by a single, coherent team, aligned to the clear goals of the Programme. Together, these specialist capabilities form a critical part of Newton's proposition.

1.1. Service Offerings

This Service Definition document covers all our G-Cloud Services, including:

Cloud Software Services

Asset Availability Modelling and Decision Support: A Cloud Base asset and equipment availability modelling capability with AI features providing an analysis capability that predicts and optimises the availability, reliability & cost. The capability assesses various factors including supply chain and procurement cycles, usage patterns, environmental conditions, wear and tear, failure rates, and maintenance schedules.

Cloud Support Services

System Implementation and Decision Support Planning: This service provides the capability to support programmes in assessing key requirements and activities required to plan, cost, resource, schedule, and implement activities associated with major system and technology implementations.

Strategic Diagnostic of Complex Problems: Our discovery process begins by building a strategic understanding of the client's operational context through a series of workshops, data analysis and interviews. We prioritize opportunities, considering both the financial and non-financial benefits. We build insights into a compelling narrative that charts a delivery plan we will deliver with you.

Insight Analytics to drive Performance Improvement: A Cloud Base modelling capability with AI features providing an analysis of baselines performance outcomes and track improvement interventions to KPIs. The capability assesses various factors across the business e.g. supply chain and procurement, workforce productivity, commercial performance, supplier performance matched with outcome delivery.

2. G Cloud 14 Services – Cloud Software Services

2.1. Asset Availability Modelling and Decision Support

Issue

Public Sector organisations and agencies procure, maintain and utilise material amounts of complex assets and equipment. A critical challenge for these organisations is that rely on these physical assets to achieve their goals and crucially provide services.

Reduced asset availability can result in reduced productivity, increased costs, lower customer satisfaction, and higher risks of accidents or failures. In the cases of many Public Sector organisations this can have a critical impact on service outcomes and wider capability.

Core Solution

To improve asset and equipment availability, organisations need to adopt a proactive and preventative strategy utilising real time data machine learning and predictive analytics., accelerated by relevant digital and AI based approaches.

Our core solution encompasses a Cloud Based asset and equipment availability modelling capability with AI features providing an analysis capability that predicts and optimises the availability, reliability & cost. The capability assesses various factors including supply chain and procurement cycles, usage patterns, environmental conditions, wear and tear, failure rates, and maintenance schedules.

Key features of the core solution include:

- **Multiple Availability Planning Sources –** Capability to accurately plan utilising real time data and AI.
- **Current Demand Planning Capability –** Provision of capability to analyse and forecast current demand signals.
- **Future Demand Planning Capability –** Provision of capability to analyse and forecast future demand signals.
- **Portfolio Planning –** Capability to plan asset requirements across multiple portfolios.
- **Lifecycle Planning –** Through life capability planning for assets and equipment's.
- **Budgetary, Financial and Cost Analysis –** Budgetary, financial and cost analysis capability, including variance analysis.
- **Decision Support –** Multi-factored decision support capabilities to drive improved Management Information.

Benefits

The key benefits of the service are as follows:

- **Forecasted Asset Availability –** Accurately predicts and identifies asset availability levels.
- **Efficiency and Effectiveness of Asset Planning –** Enables efficient and effective asset planning.

- **Optimised asset utilisation –** Fully optimised utilisation of equipment and assets
- **Enhanced Allocation –** Improved ability to accurately allocate supply of assets against variable demands.
- **Increased visibility of Inventory and Supply Chain** – Ability to better visual inventory and wider supply chain inputs
- **Data Alignment –** The provision of a single data source and single source of truth on asset availability.
- **Evidence and audit trail for decisions –** Clear and recorded audit trails of decisions that directly impact availability levels.
- **Understandin**g. Focused on strategic context, precise KPIs and to enable guaranteed outcomes.
- **Change**. To help build a compelling narrative that faces into truth and galvanises change,

3. G Cloud 14 Services – Cloud Support

3.1. System Implementation and Decision Support Planning

Issue

Major systems implementations are often complex and risky, with poor planning or understanding often driving increased uncertainty, cost and delay into programmes. Complex interdependencies, a failure to understand key drivers of risk, and lack of project controls are all examples of how major implementations fail to deliver their stated benefits.

Core Solution

Our Systems Implementation and Decision Support Planning tools will provide to a programme the capability to assess key requirements and activities required to plan, cost, resource, schedule, and implement.

The Capability will enable stakeholders to capture key activities and assumptions, assessing cost and schedule impact, and outturn impacts – highlighting areas of risk and uncertainty to enable interventions and planning to take place.

Key features include the following:

- **Implementation Cost Assessments** – Capability to accurately assess risk adjusted systems implementation and programme costs.
- **Implementation Programme Schedule Planning**- Capability to accurately measure risk adjusted programmatic schedules.
- **Implementation Schedule Adherence**- Capability to accurately assess the schedule adherence of system implementations.
- **Vendor Assessment**- Provision of capability to assess value for money and performance of potential vendors.
- **Resource Planning**- Capability to assess and forecast required resources to deliver programme.
- **Implementation Risk Assessments**- Capability to capture and assess impacts of risk across an implementation programme.
- **Assessment of Benefits and Outcomes**- Calculation and quantification of financial and operational benefits arising
- **Scenario and Sensitivity Analysis –** Capability to create and assesses multiple scenarios.
- **Operational Improvement and Productivity** – Capability to identify bottlenecks and improve operational and productivity outcomes.
- **Strategic delivery**. A forensic evidence-based understanding of complex systems

Benefits

This service provides the capability to support programmes in assessing key requirements and activities required to plan, cost, resource, schedule, and implement activities associated with major system and technology implementations. Key benefits include the following:

- **Clarity of scope and requirements -** Defines scope, objectives, and requirements, aligning with vision and strategy.
- **Cost and Schedule Estimates –** Accurately estimates time, cost.
- **Resource Planning –** Estimates required resources by skills and assesses internal/external balance.
- **Accurate and Visible Program Planning -** Create realistic and achievable milestones and deliverables.
- **Risk Management -** Identifies and mitigates risks including technical issues, data migration, training, change management, stakeholder engagement.
- **Measures Programme Performance -** Tracks and measures progress and performance
- **Quality Management -** Helps to ensure quality and compliance.
- **Understandin**g. Focused on strategic context, precise KPIs and to enable guaranteed outcomes.
- **Change**. To help build a compelling narrative that faces into truth and galvanises change,

3.2. Strategic Diagnostic of Complex Problems

Issue

At on the onset of a proposed solution or delivery approach, organisations need to be assured they have accurately captured and understood the complexities that may potentially impact. A discovery phase is often required to deliver valuable insights and evidence to inform the decision making and planning of a programme.

Organisations often run the risk of investing in solutions that do not address the real problem or meet the user needs. This may be due to a misalignment of vision and goals, a lack of engagement with users, poor collaboration, or a failure to identify the correct systems solution.

Core Solution

Our discovery process begins by building a strategic understanding of the client's operational context through a series of workshops, data analysis and interviews. We prioritize opportunities, considering both the financial and non-financial benefits. We build insights into a compelling narrative that charts a delivery plan we will deliver with you.

By following a structured and rigorous methodology, our strategic diagnostic will support the execution of a discovery phase that delivers a comprehensive and compelling narrative demonstrating the problem, the solution, and the benefits of the proposed change.

Key features of the solution include the following:

- **Strategic Review of Goals & Objectives:** A thorough analysis of the user needs, pain points, and goals.
- **Review of Baseline Systems Landscape:** A comprehensive review of the existing data sources, systems, and processes

- **Gap Analysis:** A gap assessment to identify opportunities and challenges for improving service.
- **Discovery Prototype:** A prototyping and testing session to validate the assumptions and hypotheses.
- **User Research Plans:** A user research plan to understand the current situation, pain points, and user goals.
- **Production of Existing Service Blueprints:** A service blueprint visualising services, interfaces, processes, and pain points.
- **Value Driven Benefits Strategy:** A value proposition canvas defining the problem-solution fit and benefits for users.
- **Production of Vision Statement and associated KPI measurement criteria:** A vision statement and KPIs articulating the desired future state and how to measure it.
- **Delivery Scope & Feasibility Assessments:** A delivery scope and feasibility assessment to determine boundaries and constraints.
- **Implementation Roadmaps and Action Plans:** Roadmaps and action plans outlining key implementation steps delivery.

Benefits

The key benefit of our solution are as follows:

- **Robust and Comprehensive Understanding of User Needs:** An understanding of the needs and expectations of users, customers, and stakeholders.
- **Validation of Assumptions:** Validation of initial assumptions and hypotheses about the problem and the solution.
- **Design Insights:** Insights to inform design and development of the service, business case and value proposition.
- **Improved Collaboration and Alignment:** Improved stakeholder collaboration and alignment, enhancing buy-in and support.
- **Prioritisation of User Needs:** Identification and prioritisation of user needs and pain points.
- **Validation of Concepts through Prototyping:** The validation of concepts for the service through rapid prototyping.
- **Assessment of Viable Delivery Approaches:** Assessment of delivery approaches, methodologies, plans and milestones
- **Building the Right Team:** Builds a multidisciplinary and diverse team with the right delivery skills and expertise.
- **Determining a Common Language and WBS:** Creation of a common language and WBS understood across stakeholder groups.
- **Strategic delivery**. A forensic evidence-based understanding of complex systems

3.3. Insight Analytics to drive Performance Improvement

Issue

Organisations need insight analytics to gain a deeper understanding of their complex systems and processes, identify the root causes of performance gaps, and design effective solutions to improve their outcomes. Insight analytics can help organisations leverage data from multiple sources, apply advanced analytical methods and artificial intelligence, and visualise the results in an intuitive way.

These can enable organisations to make better decisions, optimise their resources, enhance their efficiency and quality, and increase their competitiveness and customer satisfaction.

Core Solution

A Cloud Base modelling capability with AI features providing an analysis of baselines performance outcomes and track improvement interventions to KPIs. The capability assesses various factors across the business e.g. supply chain and procurement, workforce productivity, commercial performance, supplier performance matched with outcome delivery.

Key features of the solution include the following:

- **Multiple Availability Planning Sources –** Capability to accurately plan utilising real time data and AI.
- **Current Demand Planning Capability –** Provision of capability to analyse and forecast current demand signals.
- **Future Demand Planning Capability –** Provision of capability to analyse and forecast future demand signals.
- **Portfolio Planning –** Capability to plan asset requirements across multiple portfolios.
- **Lifecycle Planning –** Through life capability planning for assets and equipment's.
- **Budgetary, Financial and Cost Analysis –** Budgetary, financial and cost analysis capability, including variance analysis.
- **Decision Support –** Multi-factored decision support capabilities to drive improved Management Information.

Benefits

The key benefit of our solution are as follows:

- **Enhanced Allocation –** Improved ability to accurately allocate supply of assets against variable demands.
- **Increased visibility –** Increased visibility of relevant and meaningful data across the organisation.
- **Data Alignment –** The provision of a single data source and single source of truth on asset availability.
- **Evidence and audit trail for decisions –** Clear and recorded audit trails of decisions that directly impact availability levels.

- **Automatic identification of cost saving opportunities** – Real time identification of cost and efficiency opportunities**.**
- **Automatic identification of availability improvement opportunities –** Real time and automated availability of improvements
- **Improved MI driving better decisions –** Improved decision-making capability for stakeholders both strategic and tactical.
- **Strategic delivery**. A forensic evidence-based understanding of complex systems