



Service Definition Document

Business Analysis

Why choose ea Change?

We go beyond your expectations, always!

We are **change and transformation specialists** who have provided services to the public sector and financial services sector for over 25 years.

We provide:

- Business change and transformation consulting services

- Specialist change, digital, data and technology temporary and permanent recruitment

- And an award-winning recruit, train, deploy, graduate scheme.

We make your business our business. We take the time to listen to our clients, to adapt and evolve our services so they are exactly right for your needs. We genuinely want what's best for you and we'll pull out all the stops to make that happen.

Our Business Analysis Service

Delivered by proven experts.

Our business analysis service supports our clients to implement business change, digital, data and cloud initiatives.

Our business architects and business analysts use best practice methodologies to deliver a full portfolio of services including customer needs and requirements capture, user research and user journeys, business process re-engineering, business justification and benefits realisation.

Service Features

- Requirements gathering and capture
- User research, user stories and journeys
- Stakeholder mapping and engagement
- Business process modelling and re-engineering
- Value stream mapping
- Business case development
- Feasibility testing
- BPMN and Wardley Mapping
- Building internal capability

Service Benefits

- Supports successful implementation of business change, digital, data and cloud projects.
- Flexible and scalable delivery solutions
- Tailored to your needs
- Quality Assured delivery
- Knowledge transfer and training for our clients teams
- Internal capability enhancement
- Dedicated Account Manager and service support

Our pricing

	Strategy & Architecture	Change & Transformation	Development & Implementation	Delivery & Operation	People & Skills	Relationships & Engagement
1. Follow	£550	£500	£450	£450	£450	£450
2. Assist	£650	£600	£600	£500	£500	£500
3. Apply	£750	£700	£700	£600	£600	£600
4. Enable	£850	£800	£800	£700	£700	£700
5. Ensure Advise	£950	£900	£900	£800	£800	£800
6. Initiate Influence	£1050	£1000	£1000	£900	£900	£900
7. Set strategy Inspire Mobilise	£1150	£1100	£1100	£1000	£1000	£1000

Standards for consultancy day rate cards

- Consultant's working day: 8 hours exclusive of travel and lunch
- Working week: Monday to Friday excluding national holidays
- Office hours: 9:00am to 5:00pm Monday to Friday
- Travel, mileage subsistence: Included in day rate within M25.
Payable at department's standard travel and subsistence rates outside M25
- Mileage: As for travel, mileage subsistence
- Professional indemnity insurance: included in day rate

Get in touch, we would love to hear from you!

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