



CROSS8

EXPERTS IN CHANGE

G-Cloud 14 Service Definition
COO Change Advisory



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About us

Cross 8 take the complexity out of business change. From implementing new digital systems to embedding organisational change, we deliver big results through small teams.

Controls



A proven track record

- Cross 8 has been delivering large scale transformations for our clients since 2013

Methods



A diverse range of clients

- We work in multiple industries across the public and private sectors, so we can learn from and share the best practices of both



We adhere to rigorous controls, both internal and external to ensure the best outcomes for our clients.



Payments tied to outcomes

- We contract based on delivering you outcomes not hours



We put our values at the heart of the way we do business. We've built a culture that is transparent and based on honest and open relationships.



Socially responsible partner

- We are an active part of the communities we work in



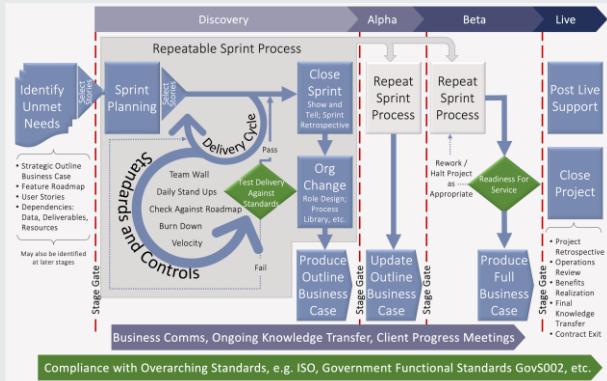
Experts in Change

- We do on one thing and excel at it: *manage change*

Cross 8 offer a full suite of services covering the end-to-end change lifecycle

- As Experts in Change, we provide services across the full change life cycle from innovation to implementation. Under the G-Cloud framework we provide these services within four practices, based on the core elements of change.
- Our preferred methodology for Change Management is Agile, which is ideally suited to Cloud implementations.
- However, our flexible 4 practice model enables us to support clients regardless of the change methodology you use.
- We provide expert change consultants trained in – and more importantly with hands on experience of – a broad range of methods so that they can be effective in the full range of change.
- Any of our services can be delivered independently or as part of a package to provide a full end to end delivery service.





Our Chief Operating Officer Advisory service provides expert, senior level independent advice to COOs.

Designed to **solve problems** implementing change, it provides clarity and structured, practical solutions.

Effective from the strategy forming stage through to deployment, we can advise on the best way to **ensure your change is a success**.

Features

- Delivered by professionals with extensive experience of implementation and turn-around
- Provides clear, practical approach focussed on resolution
- Evidence-based approach provides insight and answers
- Targeted problem solutions for known issues
- Root cause analysis plus concrete advice for less well-defined issues
- Trusted advisory – security vetted personnel, and non-disclosure agreements
- Ideal to apply in VUCA settings
- Verbal / written outputs – suitable for direct presentation to Board

Benefits

- Increase certainty of delivering business outcomes and realising benefits
- Independent but collaborative external advice increases confidence in internal team
- Removes ambiguity from uncertain situations
- Enhanced decision making
- backed up by fact-based analysis and recommendations
- Provides a clear path to successful change implementation
- Focused on business problems and solutions, not technological answers
- External advisors removed from internal conflict



Who we've worked with

Here are just some of the clients we have helped transform their business



Ensuring your delivery is a success: How we work

As an SME the reputation we have earned is based on effective delivery

Your requirements are unique... but we have developed ways of working, based on the lessons we have learnt from our long experience implementing change, that mean your implementation will be a success... whatever its specifics. Over the next two pages we spell out some of the principles that underpin how we work, and which will help ensure your delivery is successful.

Outcomes Not Hours

- We believe in delivering results and we stand behind that contractually
- If we don't deliver... you don't pay



Collaborative by Design

- We take the time to understand your business, both culturally and strategically
- Our consultants seek to solve problems through co-creation sessions, unlocking the embedded intelligence in your organization and increasing buy-in



Innovation Built In

- Innovation is at the heart of Cross 8's business model
- We follow a structured model that builds innovation into our everyday processes



A Diverse Workforce

- From our earliest days we have been lucky enough to have a diverse workforce
- While we still have further to go, we believe that this diversity of viewpoint increases our ability to bring creative and novel solutions to the table



Ensuring your delivery is a success: How we work (*continued*)



Bringing Energy

- We recruit consultants with a real passion for what they do
- Their enthusiasm is infectious and translates to faster more effective delivery, and it's more fun along the way!



Transparent and Open Culture

- Our open approach promotes success
- We agree regular checkpoints to ensure you are getting what you need, not just what has been asked for



Broad Knowledge, Deep Expertise

- Our consultants are drawn from a wide variety of industries and sectors, and are chosen because they are Experts in Change as well as their industry
- This allows us to generate new ideas by cross fertilizing solutions from different industries



A Minimum of Hierarchy

- Cross 8 is organized as a community of experts with a relatively flat structure
- All our staff are encouraged to pool ideas and speak out when they can add value



Business Solutions not just Systems

- We don't have a software development arm, which means our consultants are focused on solving your problem, not selling any particular system



A Planned Transition

- We plan for Contract Exit from day one
- We provide ongoing knowledge transfer throughout and a final handover that makes as many elements as possible repeatable without us. It's important to us to know that when the job is done our clients can stand alone.



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