



# CROSS8

EXPERTS IN CHANGE

G-Cloud 14 Service Definition

**P30 Management Office as a Service**



# Contents



-  About us 3
-  What we do 4
-  Service definition 5
-  Who we've worked with 6
-  Ensuring your delivery is a success: How we work 7-8

# 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.



# P3O Management Office as a Service



Our P3O Management Office service helps you get **control of your change landscape**.

It quickly establishes **clear line of sight**, asking the right questions so all stakeholders have the right information... at the right time.

A true partnership, we focus on delivery while **building your capability** through knowledge transfer.

## Features

- Establishes and enforces tight but pragmatic change governance standards
- Experienced professionals with knowledge of Portfolio, Programme and Project Offices
- Quickly establishes the right level of governance to ensure delivery
- Monitor and control: planning, budget, resource, Transformation status, risk, benefits
- Compatible with: Agile (Scrum, Kanban, SAFe); Prince2, PMBOK, MSP
- Flexible: Can set up new PMOs or enhance existing PMOs
- Implements easy to understand dashboard with leading indicators of issues
- Delivered by experts with theoretical knowledge and hands on experience
- Focuses on value-add not “report for report’s sake”
- Comprehensive suite of PMO functions covering whole E2E change lifecycle

## Benefits

- Increase certainty of delivering project outcomes and realising benefits
- Get a clear, accurate forecast and understand cross-project interdependencies
- Optimise resource allocation and project prioritisation through transparent models
- Unblock issues through early sight of upcoming risks / blockers
- Fast onboarding with little learning curve due to broad expertise
- Deliver effectively regardless of methodology: agile, waterfall or hybrid
- Increase adoption through best in class P3O methods
- Compatible with GovS002 project management standards
- Reduces dependency on externals by designing handover from the start
- Gain clarity through no-surprises approach to comms and stakeholder management



# 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.



# CROSS8

EXPERTS IN CHANGE

Copyright © 2022 Cross8 Limited

This document is the property of Cross8 Limited (referred to as “Cross 8” throughout). It is provided to inform discussions with Cross 8, and does not on its own, constitute a contract. It will be subject to the terms of any contract entered into. It shall not be reproduced in whole or in part, nor disclosed to a third party, without prior written permission.

No responsibility or liability is accepted for any errors or omissions in this document or related documents.

## Freedom of Information

We operate on the basis that all Freedom of Information requests should be honoured as far as possible, without disclosing Trade Secrets. However, in order to provide you with as much detail on our services as possible this document may contain such sensitive information. We have therefore provided it in the expectation that it will not be released without consultation with Cross 8.