

Introduction to Change Specialists



Change  **Specialists**
Simplifying Change

OUR BACKGROUND AND PURPOSE



Delivering change & transformation for over 20 years



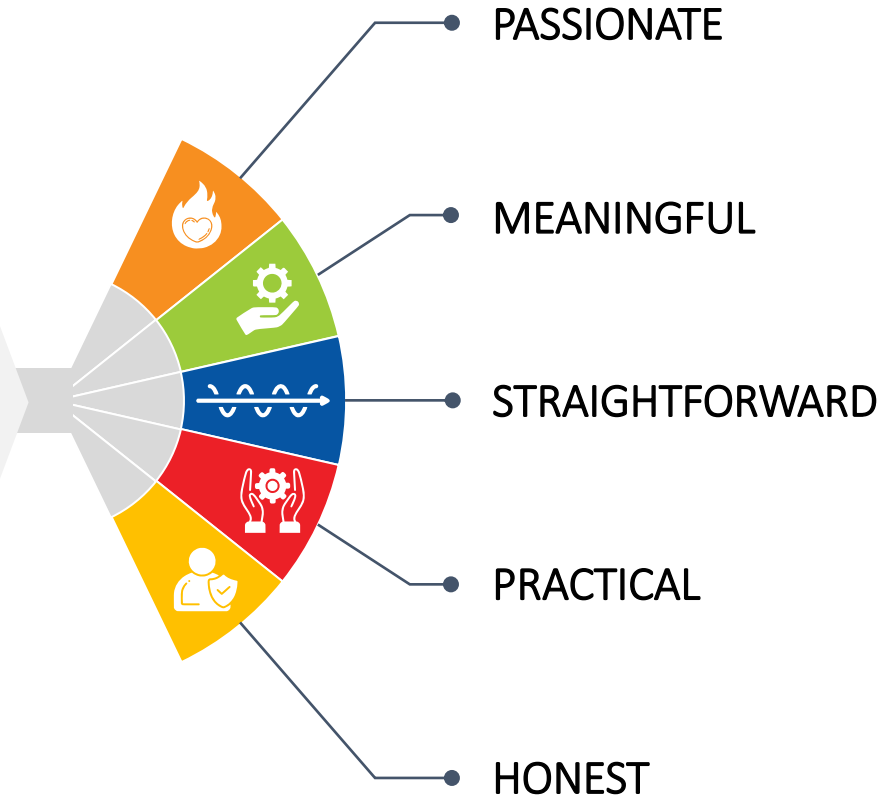
Founded in 2012



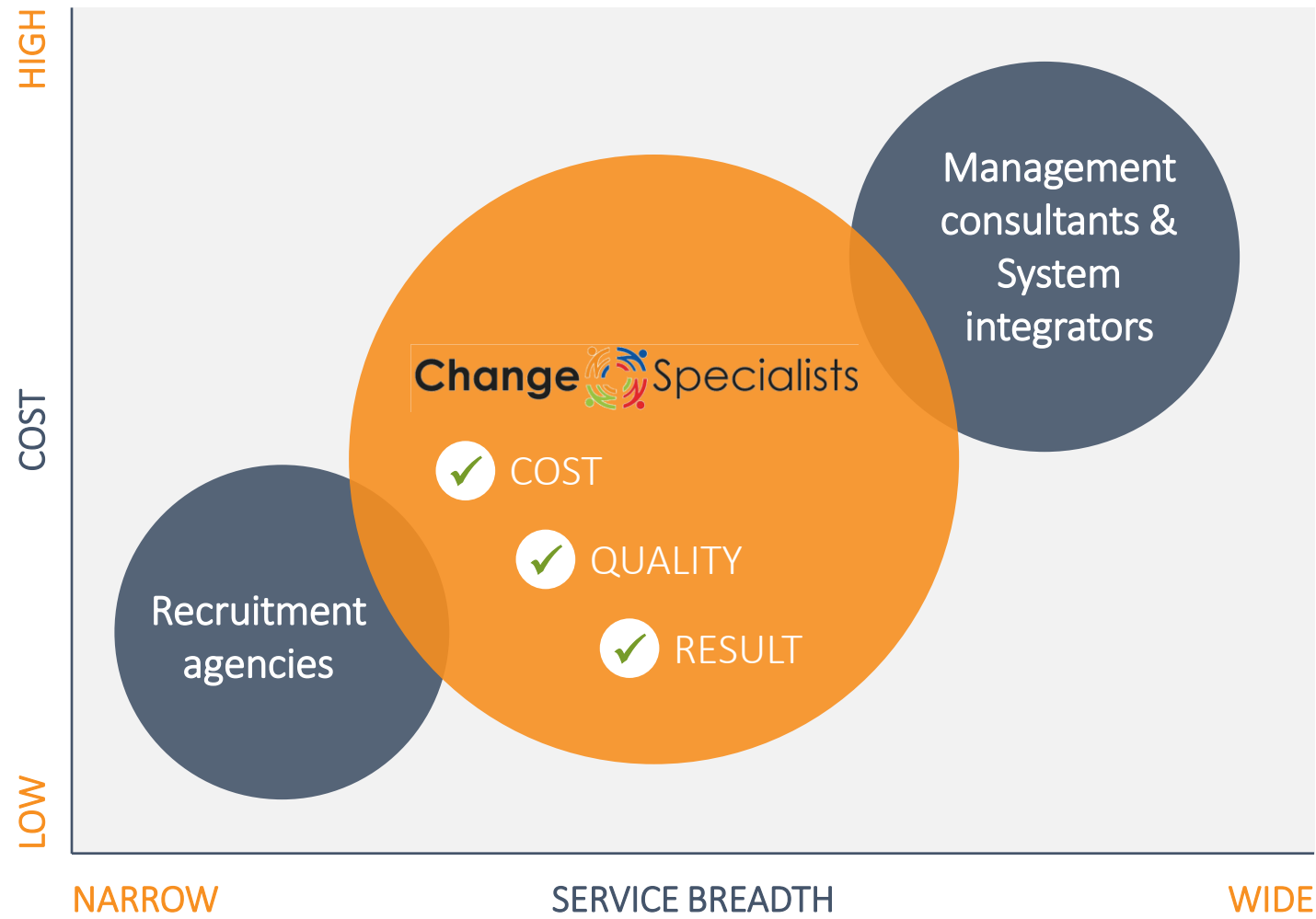
Small to large, simple to complex implementation of change



Tailored approach for the best delivery outcomes



ADDING VALUE FOR OUR CLIENTS



Implementation & transformation focus



Best teams & people



Better value for money



Your outcomes delivered

OUR SERVICES



CS FLEX

Expert skillsets when you need them

Client led



CS FIXED

Expert skillsets for Permanent & FTC Hires

Client led



CS CONSULTANCY

Advice and Recommendations

Counsel



CS DELIVERY

Expert Outsourced Delivery

CS Led

CS FLEX

EXPERT SKILLSETS WHEN YOU NEED THEM



Flexible services that complement your expertise and capacity

Services delivered under **Statement of Service**

Expertise selected on **specific scope** of work

IR35 Compliant, underwritten by Zurich



Access to the best People as Service Providers

Assured Service with regular assessment and reporting from Service Providers

Active Engagement enables early identification of issues



Access to knowledge and expertise that you require

Flex tools & templates from **our Resource Library**

Ongoing CPD with regular coaching and mentoring of Service providers



Better **Experience**

Better **Value**

Better **Outcomes**

CS FIXED

EXPERT SKILL SETS AS PERMANENT OR FTC HIRES



Sourcing of Permanent and Fixed Term hires

Connecting Clients with **experts** to give you the skills you need

Thorough **understanding** of your need



Leverages our **Extensive Network** and talent acquisition skills

We cater for all **IT and Business change** roles

Short list and **preferred candidate** process



1st and 2nd line interviews **saving you time** in selection

Placement process efficiency

Quality & speed

Excellent communication to client & candidate



Best Resources

Sourced by experts

Efficient process means **faster deployment**

CS CONSULTANCY

ADVICE AND RECOMMENDATIONS



Length: Short & Sharp

- Typically 2-4 weeks
- Expertise selected based on specific scope of work
- Key stakeholder briefs taken
- Interim findings discussed
- Final report with recommendations
- Independence and Objectivity



Reviews can include...

- Full health check of your change process
- Assessing Delivery landscape
- Programme & Project review
- Critique and / or enhance an existing plan
- Supplier reviews
- Team structure / Governance



What do we bring?

A fresh set of skills and insights to support you:

- Experience and credibility
- Curiosity & problem solving
- Constructive challenge to the 'status quo'
- Collaboration – we do it together – not 'to you'
- Creative thinking
- Conceptual & practical thinking



Outcomes to take forward.

Suggestions and opportunities to:

- Create value
- Maximise growth
- Improve business performance
- Enhance People skills and motivation



Next Steps:

- Feedback as required to SLT/Exec/Board
- Follow on Services as required *(if required)*

Could be:

- No further action
- Ongoing consultancy *or*
- A blend of other CS services to implement changes

CS DELIVERY

EXPERT OUTSOURCED DELIVERY



Experts in change & Transformation delivery

across Business and IT with over 20 years experience

We can take over **delivery responsibility** for specific functions or projects

Fixed price or day rate options



Expert change delivery in **small to large, simple to complex** change

Things change in organisations, resulting in volatility, uncertainty, complexity and ambiguity, meaning that **different skills are needed for a period of time.**



We have a **successful track record** delivering in **unpredictable and variable environments**

New challenges, or existing problems may need **specific expertise** to take over and fix / shape delivery **for a period of time.**

e.g., Problem projects, PMO, change control, new skills etc.



Proven Tools and Methodology:

- **Change Factory** (our template for the A-Z of change)
- Includes Vision, Strategy, People, Culture, IT, Ways of Working, Governance
- **Benchmark** existing position against desired target
- Apply new / adapted methodology & processes
- Embed for the future



Outcomes achieved:

- Your **Delivery continues**
- New **WoW embedded**
- **Upskill** of core team
- **Ongoing benefits** for the organisation

SERVICE ASSURANCE – PROVIDING DIFFERENTIATION

ENSURING STRONG QUALITY AND PROFESSIONALISM IN SERVICES PROVIDED

Providing only the **best fit** candidates to customers



Ongoing assessments in behaviours, values and technical delivery



Identification of issues that may impede service and resolutions provision



Additional support e.g. **effective tactical solutions** such as planning a relevant workshop



Ongoing **dedicated activities** that enhance customer experience and satisfaction



Building **trusted relationships** for long term partnerships



Providing **routine coaching**, mentoring and support to service providers



Conducting quarterly service **performance reviews** with appropriate follow-up



IR35 INSURANCE PROTECTION HOW IT WORKS

ZURICH UNDERWRITTEN INSURANCE PROTECTION



IR35 insurance underwritten by Zurich insurance, **protects those responsible**

IR35 insurance ensures contractors who are genuinely outside of IR35 can carry on working so businesses continue to receive the **best access to skillsets and capabilities**

IR35 Status Determination Assessment carried out first by **approved insurance reviewer** to confirm contractor is outside IR35

Zurich insurance **pay out £200K** (£100K costs, £100K fine) for yearly fee of ~£250, reflecting the low risk – on successful status assessment

IR35 annual insurance cost covered by our side as your services provider, so end to end supply chain is **fully protected**.

EXAMPLE OF SERVICES

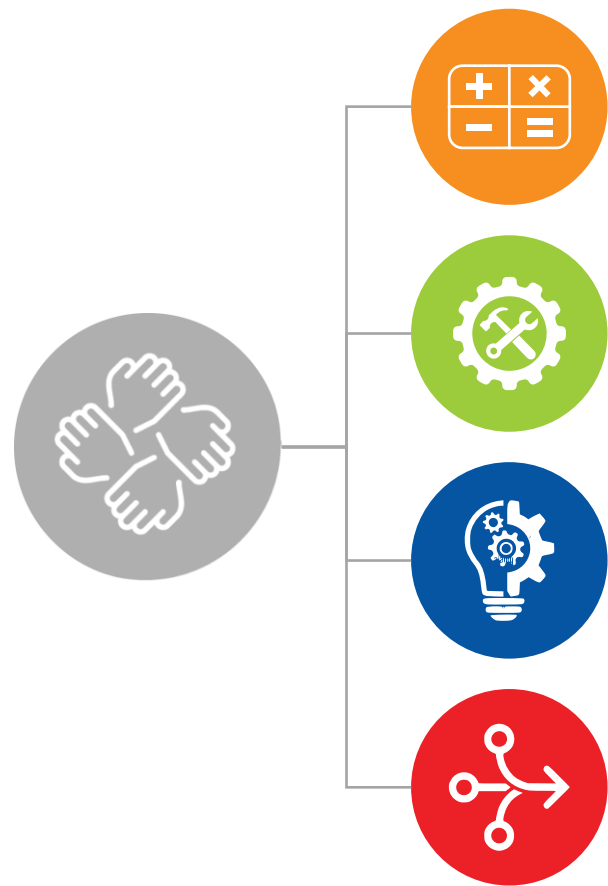
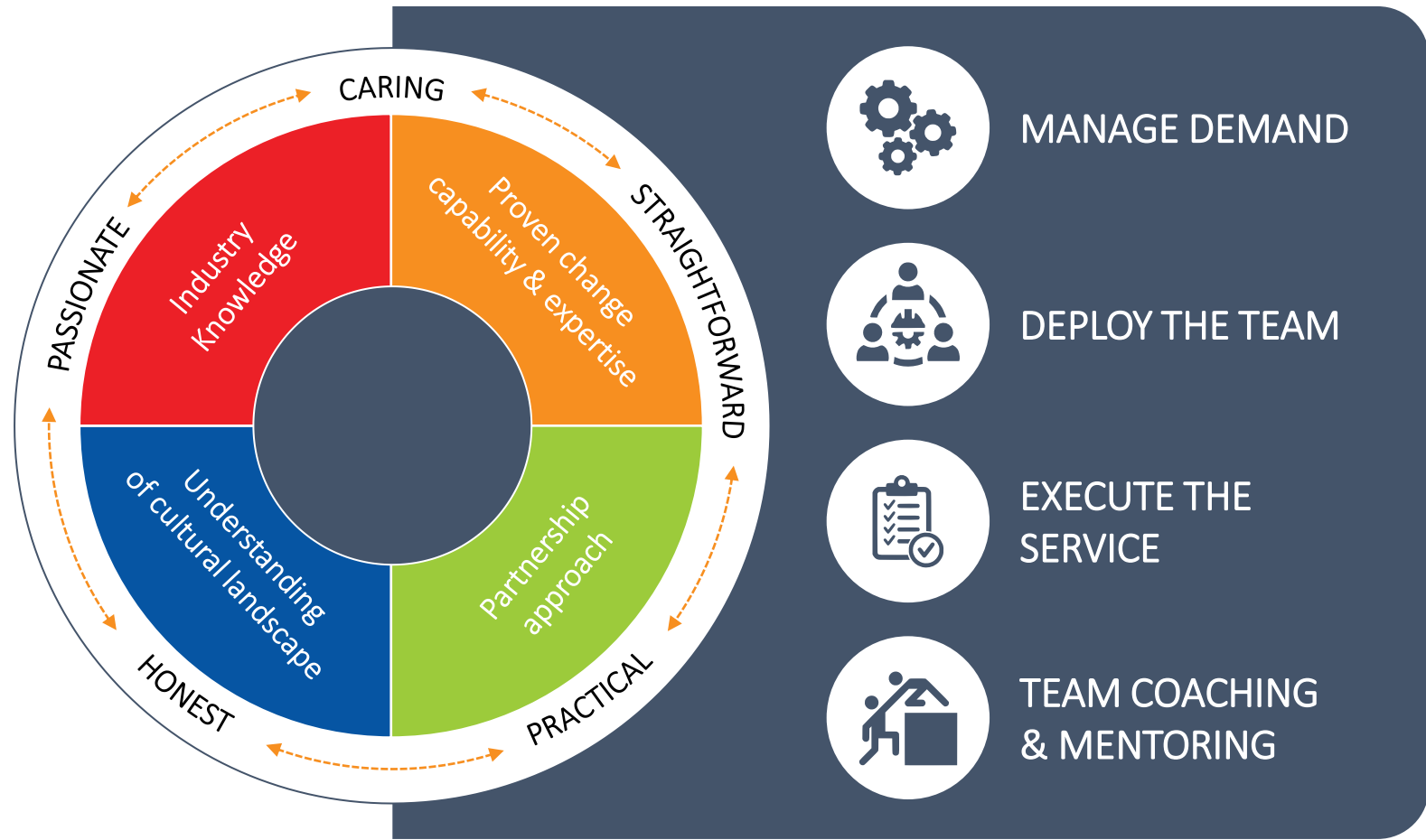


On a monthly basis, each service can be purchased for an agreed number of working days a week and flexed according to your needs

PAST AND CURRENT CLIENTS



CLIENT PARTNERSHIP CHANGE DELIVERY



THE CHANGE PEOPLE

