



G-Cloud 14 Colehouse Ltd. Service Definition Document

Transformation & Change Services

1 - INTRODUCTION

This is a service definition document for our G-Cloud Transformation & Change services. Below you will find information about how to use this document and what the document contains. It is important you read this introduction section to get the best experience from this document and ensure you find the information you need quickly and easily.

1.1 - DOCUMENT SECTIONS

This document has the following sections:

Section 1 - [Service Information](#) contains essential information about our service, its functionality, security, and brief aspects of pricing.

Section 2 - [G-Cloud Alignment Information](#) details how our service and company align with the G-Cloud buying process and provides typical information to help you understand how to buy, configure and consume our services, and how to leave our services should the need arise.

Section 3 - [About Our Company and Our Services](#) provides information specific to our company and how we can solve the problems faced by customers in the public sector.

1.2 - HOW TO USE THIS DOCUMENT

This service definition document is an active document which means you can click on the links we provide to move around the document viewing only those specific sections you are interested in during the different phases of your G-Cloud buying process. There are also links to enable you to return to this section to speed up the reviewing process.

CONTENTS

1 - INTRODUCTION	2
1.1 - DOCUMENT SECTIONS	2
1.2 - HOW TO USE THIS DOCUMENT	2
2 - SERVICE INFORMATION	4
2.1 - SECTION INTRODUCTION	4
2.2 - TRANSFORMATION & CHANGE SERVICES OVERVIEW AND ASSURANCE.....	4
2.2.1 - KEY SERVICE OFFERINGS:	4
2.2.2 - CUSTOMER ALIGNMENT	6
2.3 - SECURITY	6
2.4 - SERVICE PRICING.....	7
3 - G-CLOUD ALIGNMENT INFORMATION	8
3.1 - ON-BOARDING AND OFF-BOARDING PROCESSES.....	8
3.1.1 - ON-BOARDING.....	8
3.3.2 - OFF-BOARDING	8
3.2 - BACKUP/RESTORE AND DISASTER RECOVERY PROVISION.....	8
3.3 - SERVICE MANAGEMENT DETAILS.....	9
3.3.1 - SERVICE LEVELS.....	9
3.3.2 - SERVICE CONSTRAINTS.....	9
3.3.3 - SERVICE/GENERAL SUPPORT DETAILS.....	10
3.4 - TRAINING.....	10
3.5 - INVOICING PROCESS	11
3.6 - TERMINATION TERMS	11
3.7 - CUSTOMER RESPONSIBILITIES	11
4 - ABOUT OUR COMPANY AND OUR SERVICES	12
4.1 - ABOUT US COLEHOUSE.....	12
4.2 - WHY CHOOSE US?	12
4.3 - WHY CHOOSE OUR SERVICES?	13
4.4 - HOW TO BUY OUR SERVICES.....	14

2 - SERVICE INFORMATION

2.1 - SECTION INTRODUCTION

At Colehouse, we pride ourselves on being collaborative partners, seamlessly integrating with your teams, technology, and processes for a smoother and more successful outcome. Our expertise spans various industries and organisation types, and we excel in assembling the right team tailored to your organisation, culture, and project.

We can support organisations through their entire transformation journey, from documenting the business case & planning through to implementation, testing & embedding. Our consultants have decades of experience at every step of the transformation journey.

In this section we describe our Transformation & Change Services, and you will find information about our service functionality.

2.2 - TRANSFORMATION & CHANGE SERVICES OVERVIEW AND ASSURANCE

Our Transformation & Change Services provide you with the skilled consultants, proven methodology and experience required to implement successful and repeatable change. Every transformation and change is unique, but if underpinned with the correct change methodology, the outcomes will be successful. We are able to provide consultants across the full lifecycle from planning through to implementation.

We have developed our IGNITE methodology – Initiate, Gather, Navigate, Implement, Track & Evaluate – which ensures our consultants deliver change in a uniform, structured and successful manner. All our consultants are trained in IGNITE, which equips them with the framework & processes to deliver successful, repeatable transformations.

2.2.1 - KEY SERVICE OFFERINGS:

Project & Programme Management:

Colehouse excel in project and programme management, ensuring seamless execution of initiatives from inception to completion, meeting deadlines and exceeding expectations to unlock efficiency and success.

Business Analysis:

We harness the power of data-driven decision making to translate complex business requirements into actionable insights, driving strategic growth and innovation for your organisation. We have proven experience in documenting business requirements, including regulatory and technology requirements, ensuring full traceability through the project lifecycle.

We have helped numerous organisations turn ideas into well documented business requirements that can inform technical solutions.

Testing Oversight:

Elevate the quality and reliability of your systems with our meticulous testing oversight. We implement robust testing strategies to identify and rectify potential issues, ensuring a flawless user experience for your customers. We have provided testing oversight for UK critical national payments infrastructure through to local technology change – no matter the size of the project, we ensure testing is conducted in a robust and effective manner. .

Project Management Office (PMO):

Optimising organisational performance is our forte. Our PMO services provide governance, standardisation, and strategic alignment to your project(s), programme(s) or portfolio, fostering a culture of continuous improvement and delivery accountability. .

Transformation & Integration Projects:

We have experience delivering several of the largest transformation and Integration programmes in the UK. We specialise in setting up simple structures to drive through complex change, ensuring that your business adapts and thrives in an ever-changing landscape.

Payments Projects:

Colehouse have market leading payments knowledge through our delivery partnership working on critical UK payments infrastructure. We can translate an organisation's visionary Payments plan into tangible and impactful results for your organisation.

Operations, Technology & Digital Improvement:

We excel in enhancing operational efficiency and managing technology implementations, employing tailored solutions to optimise processes and drive sustained improvements that directly impact your bottom line.

Regulatory Delivery:

We have many years' experience in delivering mandatory projects; navigating regulatory requirements and compliance obligations with precision, ensuring your business meets and exceeds necessary standards.

2.2.2 - CUSTOMER ALIGNMENT

Our aim is simple; to be the most client aligned consultancy.

Our proposals are tailored to each project based on integrating our experience with the project requirements, our clients' needs and a commercial arrangement to make the proposal attractive to all parties involved.

We supply our consulting services in line with client demands, respecting our clients wishes of either a fully on-site, remote or hybrid arrangement to ensure alignment with our clients.

We provide an initial consultation and workshop with prospective customers to capture their project requirements, understand their organisation/department and begin to solution how we can support their requirements. This can result in follow-up workshops, bringing in specific experts to discuss the problem further or a commercial discussion in how we could help. Following a successful deal, Colehouse will allocate a senior level consultant to also support account management activities and provide the customer with a single point of contact for communications.

2.3 - SECURITY

Information is an important asset to Colehouse, and it is our policy that information used for commercial and administrative activities must be protected from threats which may result in financial loss, reputational damage, or exposure to liability. Colehouse's policies inform employees as to how this is achieved and ensure staff are aware of their responsibilities in relation to information security.

Our policies provide a framework for the management of information security throughout Colehouse, applying to:

- all those with access to Colehouse information systems, including employees, visitors, associates, and third party suppliers;
- any systems attached to Colehouse's computer or telephone networks, and any systems supplied by Colehouse;
- all information (data) processed by Colehouse pursuant to its operational activities, regardless of whether it is processed electronically or in paper (hard copy) form, any communications sent to or from the Colehouse and any Colehouse data held on systems external to the Colehouse's network;
- all external parties that provide services to Colehouse in respect of business activities and information processing facilities and;
- information entrusted to Colehouse by third parties and Colehouse Clients will also be safeguarded and measured against policies which set out the minimum standards, unless Colehouse has agreed to adhere to third party policies that are more restrictive;
- key information assets including the physical locations from which Colehouse operates.

Colehouse can offer consultants with the security clearance required for the project. We have consultants who have been Security Check (SC), Developed Vetting (DV) & Military cleared.

We have a number of cyber certifications, including Cyber Essentials.

2.4 - SERVICE PRICING

Colehouse provide a number of different billing arrangements, including:

- Outcome based pricing,
- Fixed pricing,
- Standard monthly billing
- Time & materials (T&M) day rate billing.

To combat the limitations of traditional T&M billing for deploying consultants, Colehouse offer an innovative billing model and predominantly prefer to engage using our 'Colehouse Standard Monthly Billing' protocol.

- **'Colehouse Standard Monthly Billing'** applies a set monthly fee based on the Colehouse Team, providing certainty of forecasting, ease of billing and lower administrative costs.

For specific prices please refer to our Pricing document and SFIA Rate card.

3 - G-CLOUD ALIGNMENT INFORMATION

3.1 - ON-BOARDING AND OFF-BOARDING PROCESSES

3.1.1 - ON-BOARDING

Our buying process begins with an initial consultation or workshop with one of our directors and consultants to establish customer requirements and needs, and how we could help.

Following initial conversations, our team will provide a proposal which will include the commercial arrangements, Colehouse deliverables and how the proposal will satisfy your requirements. As part of the proposal, we will include a high-level plan. Once the process begins, we will refine the plan into a detailed deliverable-led plan which will then drive further discussions of how we can assist the client.

Our proposals will include our IGNITE delivery methodology, including what deliverables the client should expect at the completion of the project. We will also include an estimated timeline of training, embedding phase and ongoing support.

3.3.2 - OFF-BOARDING

For when the contract expires, our consultants will ensure that time is built into the plan for a full handover, including any necessary training. Our IGNITE methodology equips our consultants with the tools and techniques to ensure projects are embedded within the client's organisation. We follow all data protection laws, including abiding by our data protection policy, which contains additional information on this.

For early termination, we require 30 days' notice of termination. In this time, Colehouse consultants will ensure all work, deliverables and ongoing tasks are correctly transitioned to another team or current state documented for future retrieval. Following early termination the above data retention obligations will apply.

3.2 - BACKUP/RESTORE AND DISASTER RECOVERY PROVISION

Full details of our provisions can be found in our Data Protection Policy and Business Continuity Plan.

Please find below a summary of our Backup/Restore and Disaster Recovery Provision.

Colehouse Business Continuity Management is defined as a holistic management process that identifies potential impacts that threaten an organisation and provides a framework for building resilience with the capability for an effective response that safeguards the interest of its key stakeholders, reputation and value creating activities.

The Business Continuity Manager and the Crisis Management Team are responsible for activating the various procedures associated with the Business Continuity plan. A comprehensive review of risk is taken biannually and exercised on an annual basis by the Crisis Management Team.

All electronic files are backed up every night and weekly copies kept out of the office and key paper documents are scanned. Critical data is regularly backed up to the Cloud and is managed by Operations. Full and incremental backups preserve corporate information assets and are performed on a regular basis for audit logs and files that are irreplaceable, have a high replacement cost, or are considered critical. However, in the event that daily data loss may occur, all staff will be notified to immediately backup their personal computers.

Backup media is stored in a secure, geographically separate location from the original and isolated from environmental hazards. Hard copy files that are known to contain important company data, such as customer information, vendor information, and financial documents, are stored in an appropriate secure location.

3.3 - SERVICE MANAGEMENT DETAILS

3.3.1 - SERVICE LEVELS

Colehouse aim to provide a prompt response to all client queries. Our robust account management framework will give clients access to an account manager who will be responsible for handling all SLAs.

All queries will be responded to within 24 hours. However, we aim to provide a response sooner and for any urgent matters, we always encourage clients to phone their account manager.

If you cannot reach your account manager, please contact our Office directly on office@colehousegroup.com or +447572738555 where you will be assisted.

3.3.2 - SERVICE CONSTRAINTS

Our standard hours are Mon-Fri 9am to 5:30pm. We are able to operate outside of these hours but will need prior warning to ensure we have the available workforce. We typically ask for a weeks' notice to accommodate this.

Any specific service constraints will be discussed with the client at the onboarding stage and will be included within the Colehouse proposal.

3.3.3 - SERVICE/GENERAL SUPPORT DETAILS

Our standard hours are Mon-Fri 9am to 5:30pm. Clients will be assigned an account manager who will be the first point of contact.

Colehouse provide the following support services:

- **Account Management** – Following Colehouse commencing work, an account manager will be assigned to the project who will act as a first point of contact for any issues that may arise. The account manager is sufficiently experienced to have the authority and capability to solve any issues or concerns. The account manager can be contacted at an ad hoc frequency but will establish a regular cadence of meetings.
- **Service Reviews** – Colehouse will conduct regular monthly or quarterly service reviews, which will take a more formal review, and will include the following agenda items: commercial matters, resourcing, project progress, key risks, or issues. This allows for continuous improvement of our service offerings.
- **Client satisfaction surveys** – Following completion of the work, Colehouse will issue a client satisfaction feedback survey which will enable us to provide feedback to staff and management on how the engagement went and allow us to make any service improvements that are highlighted.

3.4 - TRAINING

During our engagement, Colehouse will provide constant and ongoing support to the client's organisation or a specific department, to ensure any transformation or change we deliver is fully understood and embedded. This will involve sharing a number of project artefacts and documentation, and live training sessions.

In the past, Colehouse have delivered training via formal routes (e.g. classroom learning) or via informal 'on the job' style handovers. The Colehouse delivery methodology remains flexible to ensure the training delivered is fit for purpose.

All our engagements will include a handover phase, which will include some element of training, which will be discussed in conjunction with the organisation or department.

3.5 - INVOICING PROCESS

Typically, after Colehouse reaches an agreement with our clients, the Contract/MSA is raised together with a Statement of Work containing whether invoicing shall be based on agreed deliverables or Time and Materials.

To ensure the client is satisfied with the quality of the service, Colehouse's finance team will reach out to the client to seek approval of the invoice against the Statement of Work. The invoicing terms are normally monthly, but depending on client requirements, Colehouse can also accommodate weekly or fixed term invoicing.

Colehouse's payment terms will adhere to what has been agreed with the client.

Colehouse can accommodate working with a client's self-bill portal, such as Fieldglass, if required.

3.6 - TERMINATION TERMS

You can terminate our services with 30 days' notice. During that period Colehouse will ensure all documentation is up to date and any artefacts are prepared to be handed over to the organisation or department.

There will be no additional cost for terminating our services.

The organisation or department will be expected to revoke our consultant's system and physical access on the day of termination.

3.7 - CUSTOMER RESPONSIBILITIES

For us to successfully deliver transformations, Colehouse often requires access to a client's organisational / departmental processes, systems, and policies to ensure a holistic and synergistic approach. We will also require introductions to key stakeholders to allow for effective engagement with them throughout the process.

This engagement is agreed before commencement. Clients should ensure our consultants are equipped with these requirements as soon as possible so that we can deliver successfully from the outset.

4 - ABOUT OUR COMPANY AND OUR SERVICES

4.1 - ABOUT US COLEHOUSE

Led by industry veterans, our consultants bring a wealth of experience and a proven track record in change execution. We are masters of delivery, 100% client referenceable and have successfully grown consultancies before.

Each member of our team offers expansive experience, expertise, and a proven track record in change execution. With experience across a number of industries and organisation types, from fast growth to heavily regulated, Colehouse bring together the right team and experience to suit your organisation, culture and project.

With tailored expertise across pivotal domains including Payments, Regulation, Complex Transformation, Cyber Security, Anti Financial Crime, and beyond, we are your trusted partner in navigating change with precision and effectiveness.

Partnering with Colehouse means more than just expertise; it means a collaborative journey toward lasting transformation. We work hand in hand with public sector stakeholders, leveraging their insights alongside our specialised knowledge to craft strategies that resonate, implement initiatives that inspire, and deliver outcomes that endure.

4.2 - WHY CHOOSE US?

At Colehouse our mission is to be "The most client aligned consultancy".

All our consultants are focused on execution, which means your engagement is overseen by very experienced professionals who are full time delivery people, helping ensure we rapidly resolve any issues and improve the outcomes of your projects.

Our culture is one of sharing, which means that we are happy to pass on knowledge and improve your teams' capabilities. We believe that leaving you with better capabilities, than when we started, is a fundamental measure of our delivery success.

Our experience in delivering transformation & change is sector agnostic, we are able to provide the rigours of our project delivery framework, IGNITE, to help shape and deliver all types of transformation across differing industries.

Colehouse is proud to have a successful history of delivering transformation projects and programmes in multiple industries.

"We had a very large quote to upgrade our website which we were contemplating. After a chance discussion with Colehouse, we asked them to help.

They delivered the upgrades for less than one-tenth of the price, whilst also delivering some other additional features, upgrades, and service improvements.

They are very easy to deal with, good value, and continue to provide a managed service to us. I have no hesitation in recommending their services."

Lee Hudson, Managing Director, GRS

"We chose to partner with Colehouse because of the robustness, delivery track record, and value it provides.

The team has been very responsive to our needs, and their high-quality resources work collaboratively with both internal teams and other external suppliers."

Shane Warman, Director of Change, Pay.UK

4.3 - WHY CHOOSE OUR SERVICES?

Colehouse's Service Design, Transformation & Improvement service is designed to help organisations deliver seamless, customer-centric services that drive value, differentiation, and sustainable growth. By leveraging our expertise in service design, transformation, and improvement methodologies, we empower our clients to achieve their strategic objectives and exceed customer expectations.

Our team of seasoned professionals brings extensive experience in managing complex transformations across various industries and organisational contexts. From change management to process optimisation, we offer a comprehensive suite of capabilities to drive successful outcomes at every stage of the transformation journey.

At Colehouse we use a clear pricing methodology that is straightforward and transparent, with no hidden fees or surprises. We are always open to defining new commercial arrangements that work for both parties, including outcome focussed pricing.

4.4 - HOW TO BUY OUR SERVICES

Get in touch with our dedicated team to learn more about how we can help.

Feel free to reach out to: hello@colehousegroup.com

Or

Contact us through our website: www.colehousegroup.com