



G-Cloud 14 Service Definitions

Digital Strategy & Transformation



making sense of technology



Many organisations over-complicate and over-engineer their technology and data initiatives. We help organisations make sensible technology related decisions and then help deliver the expected benefits

we are a technology consulting business that really understands business

Our hands-on and real-life experience helps to ensure that common-sense is applied to technology, data and digital transformation

We sit shoulder to shoulder with clients to ensure benefits are realised

we help clients embrace technology in sensible and pragmatic ways

We balance very strong technical capabilities with experienced business leadership

This enables us to deliver effective technology and data solutions that are aligned to the organisational strategy – not just deliver expensive “shiny new toys”

we have very strong values that make sure we always deliver great work

Our values guide how we work with our clients and each other. They make sure we are always focused on the right things:

- we do the right thing
- we cut to the chase
- we work together

we don't try to be expert at everything – and work with great partners

We will always make sure that we give you the best advice – and often work with partners to help deliver an end-to-end solution

We have strategic partnerships with some of the world's best technology companies – Microsoft, UiPath

Established in 2017, and with a team of over 40 highly qualified experts, we are well placed to help organisations embrace new technology in sensible and pragmatic ways



we do the right thing
for our clients & each other

doing the right thing is more important than anything



we cut to the chase
no technical jargon or waffle

clear, down-to-Earth advice is surprisingly hard to find



we work together
helping each other to succeed

working together to solve problems is just what we do

Our G-Cloud services



Data transformation

embracent help clients turn data into insight to improve business performance and answer business questions. We deliver tailored strategies and roadmaps to clients seeking to become data and insight driven. We help clients govern their data so it can be trusted. We offer data and insight as a service



Digital finance

We help the CFO refocus finance, automate the routine and reshape finance talent. Our digital finance framework assesses today's maturity to create the strategy, target operating model and change roadmap. Our transformation support includes ERP/Finance Cloud systems adoption, process automation, insight using AI and visualisation tools



Digital strategy & transformation

embracent brings deep business and technology expertise to help you deliver your digital transformation agenda. Our tried and tested transformation framework helps you develop the business case for your digital future, deliver a clear roadmap to achieve it and provides the implementation skills to support making it a reality



Programme excellence

With a solid governance framework and pragmatic approach, embracent have a proven track record in Programme Management, Project Delivery, Project Assurance, Project Management Office (PMO) and Programme Recovery. With an emphasis on people, process and technology, our hands-on delivery team use Waterfall and Agile methodologies to drive successful outcomes



Process excellence

Using a lean, quality-management approach, embracent critically challenges organisations on their end-to-end process efficiency, working together to deliver improvements, realise benefits and implement change. Our excellence framework also enables organisations to build a continuous improvement Centre of Excellence, powered by process intelligence and automation technologies



Intelligent automation

embracent offers Intelligent Automation as a service, enhancing processes for ongoing advancement via process excellence. Our end-to-end approach, from analysis, development and benefits realisation through to support, is driven by a commitment to excellence, tailoring the tools we use to resolve your specific challenges



Managed services

embracent managed services portfolio offers effective 1st, 2nd and 3rd line technical support following best practices and iterative ITIL approach to ITSM. We implement and support cloud platforms including Microsoft 365, Azure, SharePoint, MDM, Business Intelligence (BI), RPA (UiPath), Machine Learning, AI, and Power Automate delivered by our team of experts



Artificial Intelligence

embracent specialises in providing bespoke AI solutions meticulously tailored to address your unique business challenges. Our commitment is to deliver an AI service that is as adaptable and dynamic as the marketplace you operate in, ensuring that you stay ahead of the curve with solutions that are innovative and applicable

Digital Strategy & Transformation – overview, features and benefits



Service overview

embracent brings deep business and technology expertise to help you deliver your digital transformation agenda. Our tried and tested transformation framework helps you develop the business case for your digital future, deliver a clear roadmap to achieve it and provides the implementation skills to support making it a reality

▶ Key service features

- Current digital maturity, capability levels and IT baseline assessed
- Strategic IT drivers established and aligned to the organisational strategy
- Identification of short-term fixes that deliver organisational benefits quickly
- Target operating model aligning future-state organisation to digital and data capabilities
- Options recommendations to realise digital goals
- Prioritised and costed improvement plans to achieve future state
- Setup of Digital Lab to develop digital solutions rapidly
- Proof of concept and experimental platforms to support decision making
- Digital mentoring, coaching and support to organisation

▶ Key service benefits

- Reduced cost through removing unnecessary legacy systems from existing landscape
- Improved data and technology change project delivery through forward planning
- Evaluated and mitigated cyber and digital technology risks and threats
- Improved return on investment (ROI) from data and technology
- Increased deployment agility improving reaction times to changing external factors
- Maximised benefit of digital assets through AI and predictive analytics
- High performance analytical data tools and technologies
- Inefficient processes predicted, identified and eliminated

Digital Strategy & Transformation – tools and methods



We help you to understand how to embrace new technology across your organisation to positively support your digital and business strategy. We take a Demand / Supply view of technology to shape the options and outcomes



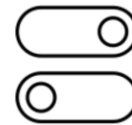
Demand

Assess the demand placed on technology; the operational expectations, supply chain challenges, security risks, customer and supplier expectations and how technology is important



Supply

Review the current IT performance & contracted service levels, constraints, security, tools available and the people & processes in place



Options

Assess the priorities across automation, cyber, integrations, platforms & infrastructure, operating model and data & insights – and then evaluate the best options to support the business strategy



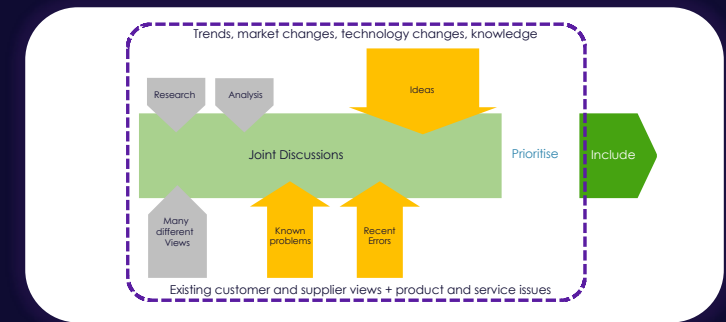
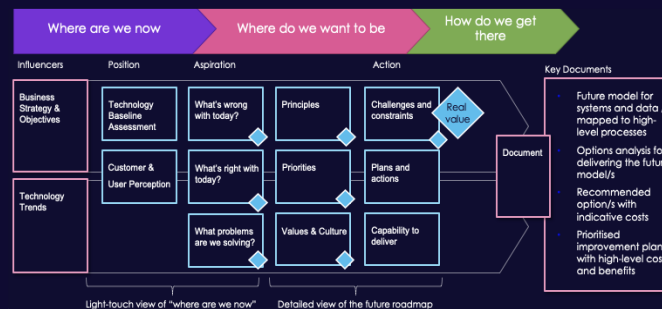
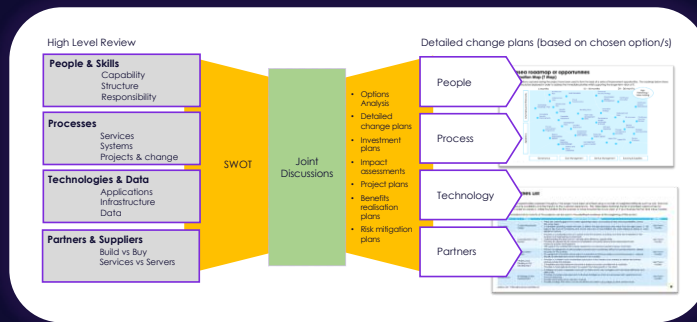
Benefits

Prioritise ROI in data & technology, reduce costs by removing unnecessary legacy systems and evaluate cyber security and wider technology risks



Outcome

Deliver a target model of how systems and data will enable the future business objectives. An analysis evaluating the various options for the future with recommended priorities and costed plans



our established methods and accelerators deliver results quickly

Digital Strategy & Transformation – our experience



FTSE100 Student Accommodation Provider **Multi-year Digital Transformation Programme**

Client situation

Whilst running a 5-year, £multi-million business transformation programme, the business was concerned about the likely success of the programme – and was facing multiple challenges around business engagement, scope and timelines. There were also significant concerns over IT's ability to support delivery

What we did

- Took up management and completely restructured the business led/enabled by technology programme
- Leadership of the implementation of new Web and App and Tier 1 technology solutions covering CRM, Finance ERP, Property Management and Bookings solution
- A re-design and build of the data and integration architecture

Benefits and outcomes

Greatly improved board confidence in the programme – redesigned architecture and running on time to budget. Revised business case driving operating profit and revenue opportunities.

Public Finance Institution **Programme Review**

Client situation

A programme to deliver a new Finance and HR system for this institution was running significantly over budget and overdue. embracent were engaged to carry out an independent review of the project, the planning and risks associated with the replan

What we did

- A full review of the programme, including an assessment of the Service Integrator's plan, the programme plan across the full programme lifecycle
- Provided an independent assessment on a number of complex technology challenges

Benefits and outcomes

External insight and experience that highlighted a number of key concerns with the approach and timeline being suggested. This helped to replan the project and help as an independent mediator between the client and their service integration partner.

Provided independent advice to support the programme

Student Accommodation **Programme Stabilisation**

Client situation

Having completed a major system implementation, embracent were engaged to help unpick the outcome of an unsuccessful programme (post implementation)

What we did

- Review of the programme, its objectives and approach
- Introduced a team of experienced professionals to create a plan to stabilise the situation and resolve a number of technology, process and people challenges
- Created a plan for evolution after stabilisation to drive efficiency and benefits
- Recruited a new IT team

Benefits and outcomes

Improved end to end process understanding across the business. We delivered a more robust integration between systems with a focus on data mastering, leading to improved insight and reporting. Ultimately, a robust and coherent plan for further integration of systems, creating a more efficient business that is scalable for the future growth

Commercials and Contact



Pricing

Please refer to our Pricing document which includes the Skills Framework for the Information Age rate card, where details of our pricing and rates can be found. All quoted rates are in GBP and exclude VAT at the prevailing rate

Onboarding and off-boarding

Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service

embracent shall undertake on-boarding and off-boarding activities agreed within the Order Form and an exit plan in line with the Call-Off Contract terms which will be charged for in accordance with the Pricing section for this service

Terms and Conditions

Please refer to our Terms and Conditions document for our G-Cloud services, which can be found on each Services page on the G-Cloud website <https://www.digitalmarketplace.service.gov.uk/>

Contact details



embracent.com



GCloud@embracent.com



+44 (0)20 3787 4808



18 King Williams Street, London EC4N 7BP