



G-Cloud 14 Service Definitions

Programme Excellence



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

Programme excellence – overview, features and benefits



Service overview

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

► Key service features

- Programme assessment, reviewing existing programmes and providing an independent view
- Portfolio, Programme and Project setup, from inception through to implementation
- Strategic management of System Integrators and 3rd Parties
- Business value / business case setup, review and ongoing tracking of benefits
- Comprehensive programme planning and execution by an experienced team
- Establishing strong governance models and creation of a PMO function
- Robust Business Change Management, taking the organisation through the journey and driving business ownership and solution adoption
- Senior stakeholder management, providing a balanced view of a programme
- Strategic alignment to deliver maximum value across the organisation
- Tools and methods developed through years of hands-on delivery experience

► Key service benefits

- An experienced partner that takes responsibility for the programme success
- Ensuring programme success through robust methodology and planning
- Experienced delivery capability with global and multi-disciplined skillset
- Applying best practice to every programme
- Accurate reporting, driving effective decision management throughout the programme
- All programmes focused across people, process, technology and data
- Implementation using our pre-defined governance toolkit
- Delivery on time, on budget and to a high quality
- Maximising the value gained from your programmes
- Ability to support post-implementation to ensure continued success

Programme excellence – tools and methods

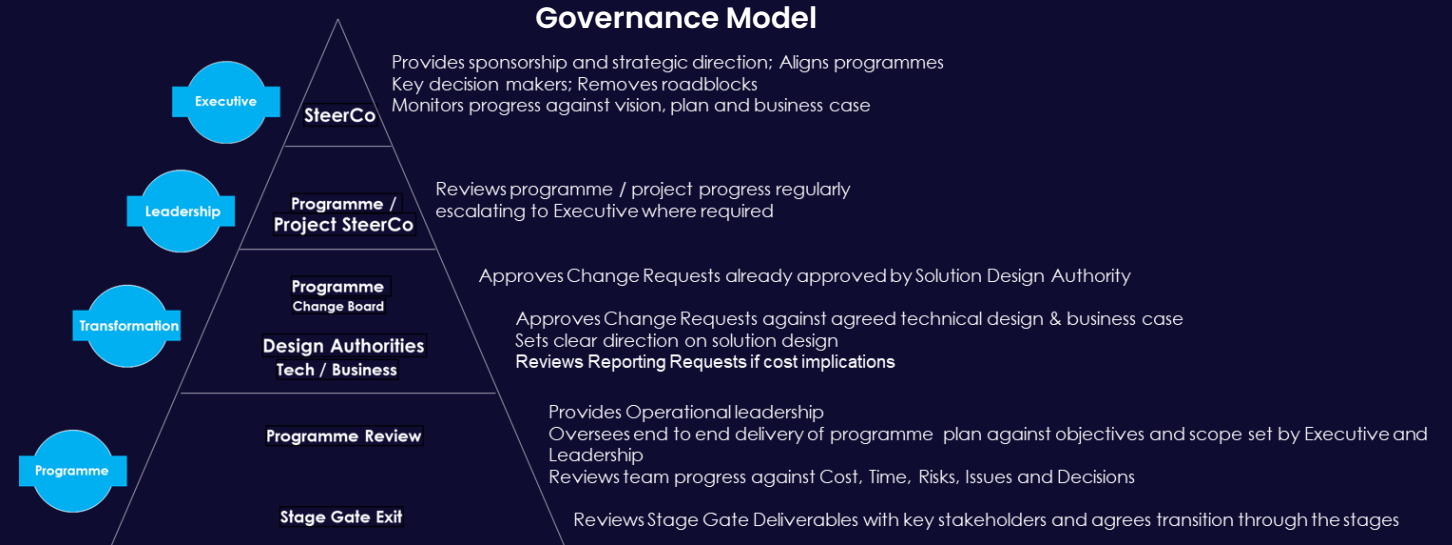


Tools and methods

Technology projects are notorious for delivering late, being over budget, and not meeting the business needs

We specialise in project delivery and project recovery – by focusing on excellent governance, clear communication and a commercial approach

By providing strong governance structures and clear decision making, we can identify any issues early and deliver sensible advice to our clients. Our project reporting is concise, accurate and factual, leading to action



	RED	AMBER	GREEN	CLOSED
RISKS	0	0	0	0
ISSUES	0	0	0	0
ASSUMPTIONS	0	0	0	0

	PENDING	CLOSED
DEPENDENCIES	0	0

	TOTAL
DECISIONS	0



RAID Log

Risk, Assumption, Issue and Dependency (RAID) Management ensures that the various areas of uncertainty surrounding a project's successful delivery are identified and managed. It is essential that RAID items are not just logged, but regularly discussed – which is why we advocate holding routine sessions with key stakeholders to ensure items are promptly resolved

Risk & Issue Scoring Criteria

Project risks are assessed by reviewing the probability of the risk occurring and the potential impact the risk would have if it were to occur, therefore helping to prioritise the most important items

Weekly Highlight Report

embracent's Highlight Report records a snapshot of the RAID at the reporting date

Weekly Highlight Report

Executive Summary

Summary of RAID Items for last week

Key Actions:

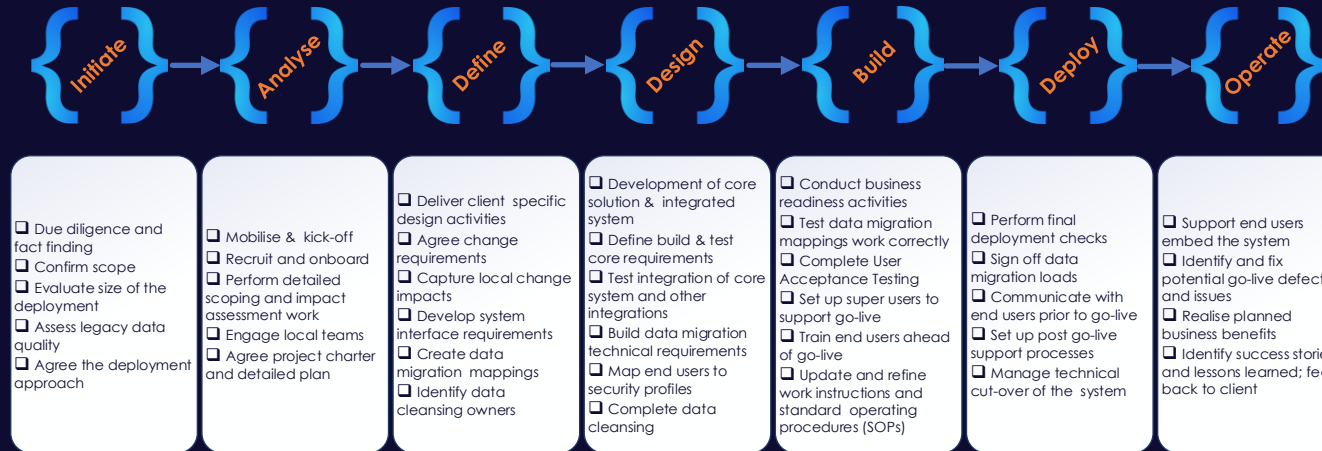
- RAID items continued to be reviewed
- RAID items continued to be reviewed
- RAID items continued to be reviewed
- RAID items continued to be reviewed

Item ID	Item	Owner	Status
1	RAID item 1	John Doe	Open
2	RAID item 2	Jane Smith	In Progress
3	RAID item 3	Mike Brown	Completed

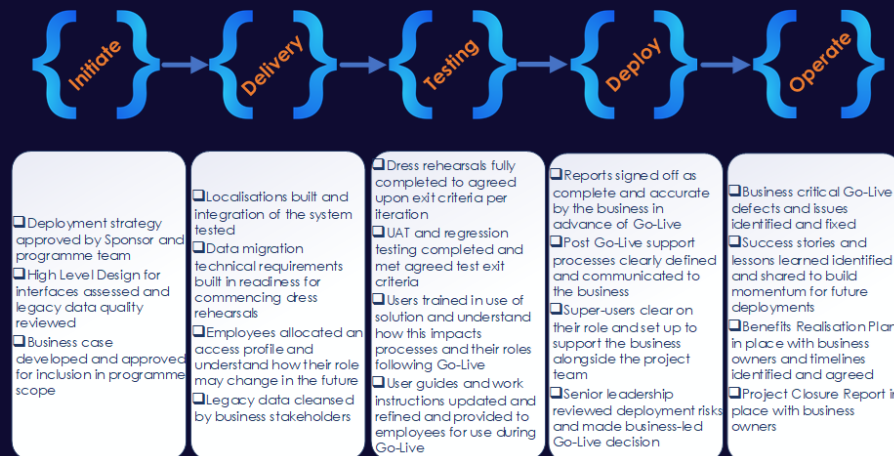
Programme excellence – tools and methods



Waterfall Approach



Agile Approach



Our Approach

Each project is unique; however, all follow a similar delivery model – whether that be Waterfall, Agile, or a combination of both.

By setting out project stages with key deliverables and performing regular project reviews before moving to the next stage, we can ensure that progress is accurately tracked, risks are minimised, stakeholders are well informed, and quality remains high

Typical Example

Project Oversight

- Advisory support
- Attendance of steering
- QA of project to ensure time, cost and quality are in line with the project and business expectation

Project Management

- Responsibility for the delivery plan working across Client resources
- Manage the RAID
- Work to Stage Gate Methodology

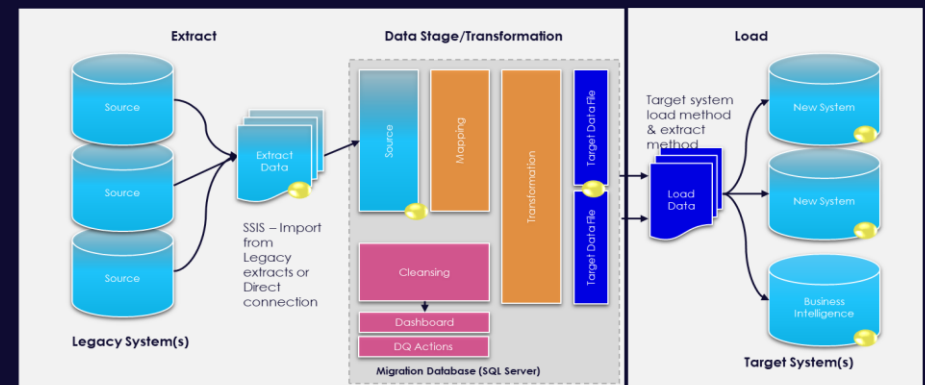
Project Governance

- Provision of templates and a methodology for managing the project
- Establish the governance model including
 - RAID
 - Steering Meetings
 - Roles and Responsibilities
 - Delivery Methodology
- Program Planning

Data Migration

- Extending the toolkit for the digital transformation to support the migration of data
- Support business change activities
- Data Control Templates
- Data reconciliation and cleansing trackers
- Defect Management Plan

Robust Data Migration Methodology & Toolkit



Programme excellence – our experience



European Vetcare Group Technology Programme

Client situation

Highly acquisitive business that had outgrown its current technology stack. The client needed help selecting a new finance platform, but needed some short-term efficiencies, whilst growing the business

What we did

- Delivered a project to select a new finance platform – from defining requirements to vendor selection
- Created a new centre of excellence and delivered a number of automations
- Delivered a Data Migration toolkit, enabling efficient and accurate onboarding of newly acquired businesses
- Development of an integration layer and associated processes
- Implemented tools to improve Shared Service Centre control and throughput

Benefits and outcomes

A more efficient business, back-office simplification and improved throughput of data. Created an in-house capability for self-sufficiency in Automation. We also enabled the onboarding of new clinics and the growth of the business without the need for a new finance platform

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. embracé 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, embracé 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/>

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