G-Cloud 13

Service Definition Document

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Reacher Consulting Services - Who we are

Reacher is a bespoke consultancy that offers service dedicated to providing contingent services that enhance, support and supplement your service provision by working to the highest professional standards whilst working within your financial constraints.

We do this by delivering efficient and effective processes that help simplify and streamline your development processes by implementing systems based on years of experience. We will work together with you and your stakeholders to understand your vision, identify and agree your requirements and agree a mutual approach for a successful engagement.

We are able to provide services covering all facets of business and departmental governance, from understanding what the changes aim to achieve , how to reach your goals and keep your staff involved and participating in the resultant upheaval to their working routines.

We help mitigate risk, ensure clarity of processes, control the Project Management Office (PMO) and monitor the fiscal challenges you will face . Irrespective of areas of expertise, Reacher can help. Getting it right first time is vital for on-budget & on-time programs.

Business Change Services

Service Overview

Reacher offer a fast and efficient method of proving business change services that cover all aspect of the delivery of the change from Design and Build through to Delivery and Test / QA of the change.

Program Directors, Program and Project Managers, Risk Management, Change Managers, Business Analysts, to the design of the change staff for all types of change programmes and projects based upon your requirements and needs . These needs may come for short and long-term needs, - we can meet all the needs and ensure seamless transition from our contingent labour to your strategic resource requirements .

Features

- Change Management strategy design and delivery
- Change management & transition support
- Staff support and training of the Change Process
- Provision of the required documentation to create and manage the processes
- Programme and Project management with you teams or as an overarching process

Benefits

- Assessment of your organisation's readiness and ability to change
- Reduced risk of delays and resultant reduced costs and delays.
- Easier acceptance of any changes to process by early involvement and training and adoption by staff
- Reacher consultants are AMP, PRINCE2 and MSP Certified Professionals

Delivery Assurance Services

Service Overview

Delivery Assurance underpins the ongoing delivery of your in-flight changes. This service aims to ensure the change that is being delivered aligns to the baseline requirements and sets out to ensure a smooth delivery that meets the agreed acceptance criteria.

Delivery is not just buying a service for a change and then trusting the supplier to deliver the change to the agreed tolerances. The question you should ask yourself is how well does my Supplier understand my business and how it functions? Have I made my needs clear when I specified the changes I need?

You must ensure that what you are procuring works and is delivered on time and to budget and quality requirements, and this is the service that offers that capability to the clients when the clients don't have the time or resource available to validate this.

Features

- We will monitor all the previous actions to ensure your delivery processes are followed or introduce industry standard processes tuned to meet your individual processes.
- We ensure that the change completes Operational Acceptance testing before implementation.
- Guidance and support in preparing the run books that control change activities

Benefits

Smoother, less problematic introduction into service.
Reduced downtime during deliveries.
Roll-back plans when unforeseen circumstances occur.
Better uptake and acceptance from end users.

Test and QA Assurance

Service Overview

Test & QA Assurance underpins the ongoing delivery of your in-flight changes. This service aims to ensure the change that is being delivered aligns to the baseline requirements with proven audit trail of test strategies, test plans, test scripts and test campaigns and sets out to ensure a smooth delivery that meets the agreed acceptance criteria.

Delivery is not just buying a service for a change and then trusting the supplier to deliver the change to the agreed tolerances. The question you should ask yourself is can I be sure its been tested to the correct quality standards and meets my acceptance criteria from initiation to acceptance into service with a clear traceability to requirements.

You must ensure that what you are procuring works and is delivered to the agreed acceptance criteria and quality requirements, and this is the service that offers that capability to the clients when the clients don't have the time or resource available to validate this.

Features

- A full V&V and testing service for all stages of testing from design to go-live
- We can provide all documentation, designed to suit your specific needs including Requirement Cross Reference Matrix, Test Strategy and scripts and defect tracking system.
- Test Management covering all areas of testing from design to go-live
- Support and guidance to supplement your own teams is required
- Full Agile with Scrum Master or Waterfall processes
- External review of your own procedures to help increase efficiency

Benefits

- A change that can prove its built to requirements
- A system with less risk of hidden errors based upon clear defect reports and quality reports
- A system that suits Users and works the way they require based on UAT reports and Test Phase
- An easier acceptance process for service management
- Increased confidence by Users because of their inclusion in testing

Data Migration Services

Service Overview

Data migration is the process of transferring data from one data storage system to another and between data formats and applications. Data is the lifeblood of any organisation and all activities and future projected operations are based upon that information. Your future activities are only as accurate as the information you have access to. Inaccurate or corrupt data should be fixed before any migration.

Features

- Consultants experienced in major transformation programs, are available to ensure accurate and effective processes and results
- Technical staff to support and aid your own personnel during activities that they may not be normally involved in and need specific cover for.
- Effective plans and processes including roll-out and roll-back plans based on environmental awareness of issues.
- We cover all forms of migration from simple storage migration through Application, Database, Data Centre and Business Processes

Benefits

- Effective operational processes and trial migrations
- Smoother, quicker and more accurate migrations
- ETL and data loading support

Contingent Labour Services

Service Overview

When you have restricted head count levels, or insufficient time to engage permanent members of staff due to timelines, this is where contingent labour comes in.

Reacher offer a fast and efficient method of proving contingent staff for all types of change programmes and projects based upon your requirements and needs . These needs may come for short and long-term needs, - we can meet all the needs and ensure seamless transition from our contingent labour to your strategic resource requirements .

Features

- Resources who are highly experienced in change and transformation programs, who are available to ensure accurate and effective processes and results
- Technical staff to support and aid your own personnel during activities that they may not be normally involved in and need specific cover for.
- We cover all business change activities

Benefits

- Access to required resource on an as and when basis
- Short and long term needs fulfilled within agreed timescales
- Wider access to a more diverse resource pool, without the need to upskill
- Faster return on investment