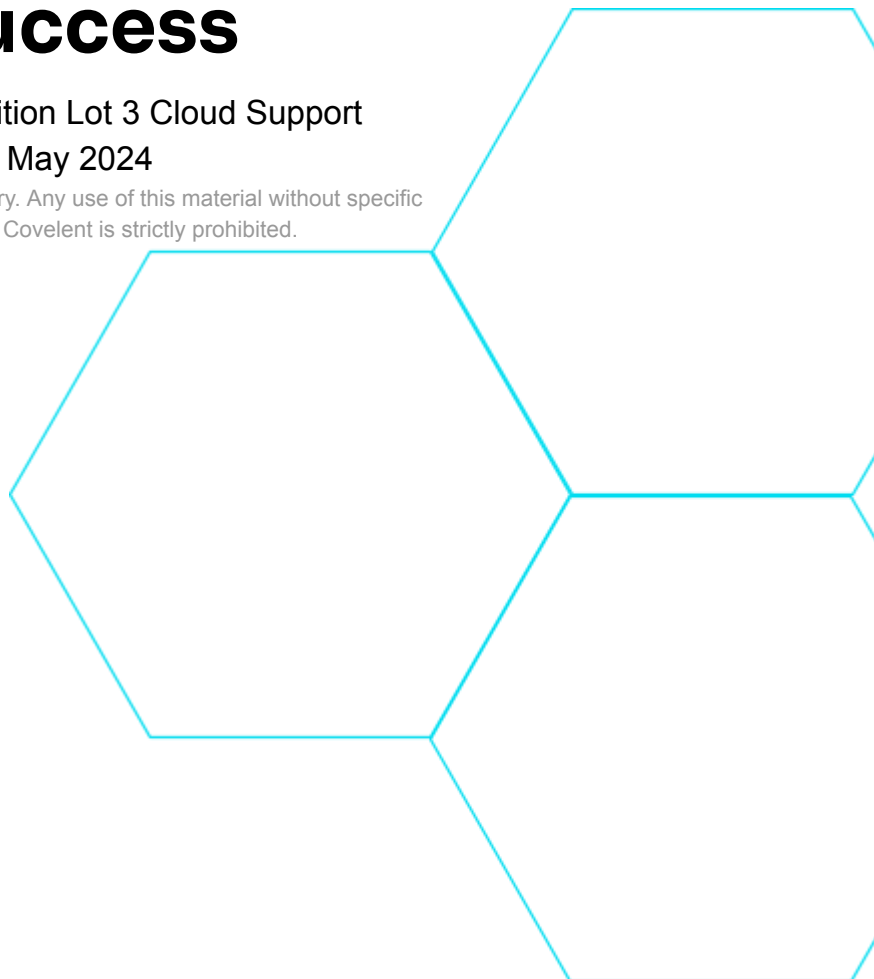


Covelent.

G-Cloud 14 Cloud Target Operating Model & Organisational Success

Service Definition Lot 3 Cloud Support
May 2024

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1. Who are Covellent?

We understand the challenges you're facing:

Services are expected to be readily available in the cloud, user-friendly, and cost-effective. Globally, governments are utilising advanced technologies to enhance their existing services and launch new ones, with the UK often at the forefront.

Despite significant progress in the cloud journey, many departments and public agencies have yet to fully exploit the potential of cloud computing, big data, and artificial intelligence. Addressing a number of pivotal questions will help maximise these technologies:

- How to revise your cloud strategy to achieve cost savings
- How to meet the needs of an increasingly mobile and tech-savvy population while ensuring access to services
- How to utilise the vast amounts of data generated daily to improve service quality and public experience, using big data analytics and AI
- How to secure expertise in cloud computing, big data, and AI from global firms and SMEs
- How to manage these advancements given the tight constraints on public budgets

Covellent is an innovator in providing integrated solutions in cloud computing, big data, and AI for both the public and private sectors. Our Technology and Data and Analytics Practices further extends our offerings with a comprehensive range of services. We bring access to Covellent's unequalled and bleeding-edge global network, which includes:

- A network of over 2,000 industry leading consultants and subject matter experts across 80 fields in 15 functional areas and 9 dedicated service and capital intensive industry sectors
- Consultants on 6 continents, spanning all major regions

Introducing Covellent

Covellent are an independent specialist growth strategy management consultancy based in London. Wholly dedicated to service and capital intensive industries such as the public sector. We differentiate ourselves by focussing on delivering meaningful impact and lasting tangible value by operating at the forefront of innovation and strategic thinking. We advise at the executive level across industries (multinationals, governments, NGOs..) addressing their most pressing issues.

Data and insight are built into every decision we make and across our extended network of consultants, we leverage industry leading expertise and bleeding edge thinking into technology, cloud and AI to deliver superior outcomes across design thinking, cloud and AI technologies, big data and agile delivery.

Our unique and differentiated approach to delivering tangible and outsized client value is underpinned by our ability and agility to orient on what matters most, enabling for quick and efficient delivery of high-quality solutions.

Our consultants have experience delivering:

120+ cloud based applications for public and private sector clients

80+ mobile apps

50+ cloud-based data and analytics projects

30 leading AI integrations

8 privately trained and tuned large language models (LLMs)









We are extremely grateful for the work you undertook, the support you gave us and the significant outcomes you have delivered

- Public Sector CFO

2. What capabilities do we provide?

Our work ranges from rapid prototypes to full-fledged cloud-based enterprise systems and functional, needle-moving AI integrations. We also provide a range of advisory services and big data analytics.

| | Cloud, data & AI capabilities | | Our outcomes |
|---|-------------------------------|---|--|
|  | Innovation | Create fully-operational cloud-based and AI platforms for client organisations | AI integrations Process automation Cloud-native simulations Digital fixes |
|  | Inspiration | Ideation to allow rapid prototyping and reduce time to defining solution | Cloud-native dashboards Customer experience improvements Calculator type templates |
|  | Agility | Quickly build cloud-based apps for data collection, visualisation, and automation | Automated data collection reporting Cloud-native dashboards Hi-end data visualisations |
|  | Advice | Build agile and cloud capabilities of clients to enable delivery of cloud-based platforms using agile methods | Strategy formulation Agile training Agile and cloud transformation Digital channel diagnostics Business Analysis Programme Management |
|  | Analysis | Custom-made cloud-based data-analytics solutions , from hosting and modeling to building big data capabilities for clients | Data model definition and implementation Productisation of existing data models Cloud-native analytics solutions |
|  | Production | Production ready digital products and solutions that leverage AI, the cloud and get the most out of your data | Cloud-native digital products Custom software and tooling Private large language models Big data engines |

3. How are we different?

Covelent thinks differently. And we operate a lean impact-driven team, oriented around three key principles.



Hiring only the top talent

- We hire the top thinkers and doers from world-leading tech companies and start-ups
- The combined digital experience of an average Covelent team is 50+ years
- We have experts in UX/UI, web, cloud, big data and agile, AI and strategy



Boutique levels of agility and flexibility

- As a boutique we can out-maneuvre and out-position our competitors
- We operate with a high degree of efficiency and can reorient at a moments notice
- **For one public sector client we delivered £35m in savings over a 12 week engagement**



Building client capabilities

- Knowledge retention and transfer are core to our deliveries and we pride ourselves on placing strong emphasis on ensuring that our clients teams are brought along on the journey. We build wiki's, hold classroom and 1-2-1 training sessions and provide detailed documentation, walkthroughs and recordings to support your new capabilities.



What you have enabled us to do, with the constraints we had, in the timeframe afforded, was nothing short of sensational.

- Chief Executive Officer

4. How do we deliver new Target Operating Models and Organisational Success

Our Capabilities

Cloud adoption transforms the operational and financial structures of an organisation. Leveraging Covellent's insights, successful cloud integration often hinges on effectively managing cloud services and vendors across five critical dimensions:

- **Advisory:** This involves strategic advice on designing new cloud applications, setting design guidelines, and offering a self-service catalogue that includes production IaaS and PaaS options, enhanced with AI-driven recommendations to optimise service selection.
- **Architecture:** Key activities here include choosing the right providers, designing effective environments, and introducing new services with a focus on deployment automation and scripting. AI can be utilised to automate and optimise these processes.
- **Management:** This area covers the management of service configurations, cost oversight, chargeback systems, and reporting, as well as licensing. AI tools can analyse spending patterns to improve budget management and cost efficiency.
- **Security, Identity, Network, and Access Management:** Ensuring robust connectivity, implementing advanced security services, and managing detection and prevention controls are crucial. AI-enhanced logging and threat detection systems play a vital role here.
- **Operations, Service, and Incident Management:** Includes automated performance and security monitoring, troubleshooting, and communications with vendors. AI can be employed to enhance real-time monitoring and rapid response capabilities.
- **Our Target Operating Model (TOM) & Organisational Success** service is crafted to guide your organisation in aligning with these essential success factors. It aims to not only manage your cloud environment efficiently but also leverages AI to optimise each aspect of a holistic cloud operating model.

Our Approach

We employ an approach of incremental rollouts to introduce agile practices. This allows your organisation to learn and adapt new ways of working gradually before scaling up. Since each client challenge is unique, we have outlined the stages of a typical multi-stage programme to illustrate how we facilitate delivery at scale:

| | |
|---|--|
| Phase 1: As-is Assessment (2-4 weeks) | <ul style="list-style-type: none">• Operating Model Baseline: Through a series of interviews, surveys, and documentation reviews, we evaluate your current technology landscape and digital practices.• Additionally, we might compare your capabilities and organisational structure against other leading digital and cloud frameworks and entities. |
| Phase 2: To-be TOM design (4-6 weeks) | <ul style="list-style-type: none">• TOM Definition: Through a series of iterative workshops and analysis, we craft your TOM, considering outputs for short-term, medium-term, and long-term objectives. Depending on your needs, the TOM could include an overview of essential capabilities like vendor management, the distribution of roles and responsibilities, talent strategy, methodologies and tools for agile workflows, a capability map, and a partnership/vendor model. It also evaluates the impact on day-to-day business operations.• Gap Analysis: We analyse the discrepancies between your current operating model and the defined TOM, developing a strategic plan to address these gaps effectively. |
| Phase 3: Execution Plan & Implementation (2-4 weeks) | <ul style="list-style-type: none">• Implementation Strategy: We devise a comprehensive implementation plan to enact the business, technical, and operational changes outlined in the TOM. This plan includes establishing policies, business rules, and regulations, adjustments to performance management systems, and, if necessary, defining a funding model to support the changes required for TOM implementation. |

5. How you can contact us

We can help you solve your digital, cloud, data and AI challenges without imposing pre-defined solutions and whilst working within your environments. We are available to help you find the right approach and right solution to deliver impactful outcomes.

Contact us to explore how we can help you.

For the absolute fastest response: gcloud@covelent.com

For specific queries relating to our Digital & Technology and Public Sector services:



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For more information on Covealent visit our website:

<https://www.covelent.com>

<https://www.covelent.com/focused-capabilities/digital-technology>

<https://www.covelent.com/industries/public-sector>