



GCloud 14 Service Offerings



Triple
Value
Impact

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Triple Value Impact will give you the confidence to make the leap, ensuring you land with certainty and confidence in the delivery of your digital outcomes

Business and technology leaders understand the potential of digital, but can struggle to cut through the marketing hype and veiled promises. Consistent themes we hear from customers are the need for an alternative approach: away from the traditional, overengineered delivery models which are consultancy heavy, fail to deliver the desired outcomes and lack real innovation.

We founded Triple Value Impact to provide a differentiated approach which is based on the principle of compressing the “time to value” for our customers.

We enable our customers to succeed through understanding and championing their interests and bridging the gap between their ambitions and the delivery of their outcomes.

We operate a one team philosophy, recognising that combining our respective talents provides the best results



Why work with Triple Value Impact (TVI)

Triple Value Impact (TVI) specialises in public sector transformation and delivery. We provide a differentiated approach based on the principle of compressing the “time to value” for our customers. We enable our customers to succeed through understanding and championing their interests, bridging the gap between their ambitions and delivery of their outcomes.



Efficiencies

Designing new approaches to service delivery that knock the user experience out the park, whether for your employers or customers, exceeding all their expectations.



Experience

Bridging the gap between ambition and outcome needs boldness and direction. We ensure a deep understanding and alignment with your requirements, and a relentless focus on delivering your strategic outcomes



Outcomes

Everything we do should make a quantifiable and sustainable difference, always adding value and ensuring a positive financial return – whether through efficiencies or additional income generation



A selection of our customers



Walsall Council



South Tyneside Council



Norfolk
County Council



maintel

London Borough of
Redbridge



Lichfield
district council



Service Definition – Digital Strategy

What is the Service?

We can develop your digital strategy, setting out how your organisation will use digital tools and technologies to achieve your goals and objectives. We will define how the integration of technology into all areas of your business will fundamentally change how your organisation operates and delivers value to your customers.

Key Components of Digital Strategy Development:

- **Leadership and Vision:** Establishing a clear vision for how digital technologies will be used within the organisation.
- **Customer Engagement:** Enhancing the customer experience through digital channels, such as websites, mobile apps, and social media platforms.
- **Operational Efficiency:** Implementing digital tools to streamline processes, improve efficiency, and reduce costs. This includes automating routine tasks and improving supply chain management.
- **Data Utilization:** Leveraging data analytics to gain insights into customer behavior, market trends, and operational efficiency, enabling better decision-making.
- **Innovation and Adaptability:** Continuously exploring new digital technologies and business models to stay competitive and adapt to changing market conditions.
- **Cybersecurity:** Ensuring the security of digital assets and customer data against cyber threats.
- **Skill Development and Culture:** Investing in the digital skills of the workforce and cultivating a culture that embraces change and innovation.
- **Integration with Overall Business Strategy:** Aligning digital initiatives with the overall business strategy to ensure they contribute to the organisation's goals.

What can it do for you?

The purpose of Digital strategy is multifaceted, serving as a blueprint for managing and leveraging technology to support and enhance an organisation's overall objectives.

Benefits

- Improved Public Services:
- Cost Savings:
- Enhanced Data Management and Decision Making
- Operational Efficiency:
- Environmental Benefits:
- Community Inclusiveness:
- Resilience and Agility:
- Enhanced Collaboration:
- Future-Proofing:



Service Definition – IT Strategy

What is the Service?

With extensive industry experience in crafting IT strategies, we can develop the IT strategy for your organisation. This will set IT direction, define key principles and a comprehensive plan that defines how technology will be used to meet the goals and objectives of your organisation. Our collaborative process fosters alignment, creating a shared vision that unites disparate services toward common goals

What can it do for you?

The purpose of an IT strategy is multifaceted, serving as a blueprint for managing and leveraging technology to support and enhance an organisation's overall objectives.

Key Components of IT Strategy development

- **Governance:** Balancing governance is critical to avoid stifling progress and avoiding long-term negative impacts.
- **External Factors and Technology Trends:** Understanding external trends and technologies like RPA, machine learning, blockchain, VR, and AR is important. Future
- **State Envisioning:** Conducting workshops for envisioning the future state of IT, unencumbered by current problems, is crucial for innovative strategic planning.
- **Gap Analysis:** Analyzing the gap between the current state and the envisioned future state across multiple dimensions (people, process, technology, data, and governance)
- **Scenario Analysis and Strategic Options:** Evaluating strategic alternatives within cost, complexity, and value equations, considering legacy systems and current investments.
- **Crafting IT Strategy Blueprint:** Drafting a 5-year IT strategy blueprint focusing on areas like emerging technologies, IT operating models, methods, tools, frameworks, re-engineering of IT services, staffing strategy, and vendor strategy.
- **Defining IT Operating Model:** Establishing a target operating model for IT that aligns with strategic priorities and supports business objectives.

Benefits

- **Enhanced Competitiveness:** By integrating advanced technologies like AI, ML, and quantum computing, businesses can stay competitive in the digital-first economy.
- **Improved Security:** A strong focus on cybersecurity will protect businesses from emerging digital threats, ensuring the safety of digital assets.
- **Strategic Data Utilization:** Effective data governance and analytics enable businesses to utilize data ethically and efficiently for growth and innovation.
- **Future-Ready:** Preparing for and incorporating emerging technologies like quantum computing and Edge AI will create an agile, adaptable business environment.



Service Definition – AI Strategy

What is the Service?

We can develop an AI strategy for your organisation that will outline how this technology can enhance services, including personalized citizen services, automated administrative tasks, content generation for public information, and data analysis for policy making. The strategy will define the strategic outcomes, ranging from improving efficiency and accuracy to fostering innovation in public engagement and service delivery.

What can it do for you?

- **Improve Efficiency:** Automate routine tasks, reducing time and resources spent on administrative processes.
- **Enhance Decision Making:** Analyze large datasets to inform policy decisions, predict societal trends, and allocate resources more effectively.
- **Boost Public Engagement:** Personalize communication with citizens, making information more accessible and engaging.
- **Innovate Services:** Develop new ways to deliver public services, from educational tools to health advisories, using AI-generated content and insights.

Components:

- **Ethical Framework and Compliance:** Establish guidelines that ensure the ethical use of AI, addressing bias, transparency, and accountability, especially regarding data privacy and security.
- **Infrastructure and Technology:** Invest in the necessary AI technology and infrastructure, considering cloud services for scalability and agility.
- **Skills and Training:** Develop AI literacy within the organisation and ensure staff are trained on new systems and ethical AI use.
- **Stakeholder Engagement:** Include citizens, staff, and external experts in the strategy development to ensure it meets user needs and societal values.
- **Governance and Oversight:** Implement robust governance structures to oversee AI projects, ensuring they align with strategic objectives and ethical standards.

Benefits

- **Increased Operational Efficiency:** Streamlined processes lead to cost savings and faster service delivery.
- **Enhanced Quality of Public Services:** More accurate, personalized, and innovative services can meet citizen needs better.
- **Informed Policy Making:** Data-driven insights contribute to more effective and responsive public policies.
- **Public Trust and Engagement:** Transparent and ethical use of AI fosters trust and encourages more meaningful public engagement.

Implementing a generative AI strategy in the public sector requires careful planning and consideration of ethical implications, infrastructure needs, and the development of necessary skills within the organisation. We have a track record of supporting public sector organisations to harness the benefits of digital technologies to improve services, make informed decisions, and engage more effectively with the public.



Service Definition – Data and AI Advisory / Data Foundations Advisory

What is the Service?

Our Data Foundations Advisory Services are designed to help organisations lay a solid and scalable foundation for their data. This prepares them for future data-driven processes and AI initiatives. The services include establishing and standardizing data infrastructure, which encompasses advisory, platform, and solution services that cater to different stages of becoming a data-driven and AI-powered enterprise. This spans from systems integration to becoming a fully data-driven organisation that leverages AI for strategic decision-making and process enhancement.

What can it do for you?

Lay a robust and scalable data foundation to ensure governance, streamline operations and be well-equipped for future data-driven processes and AI initiatives. Understand the data ecosystem maturity of your organisation and key outcomes to be addressed. Our tailored engagement includes a suite of Microsoft Azure related services designed to establish, standardize and optimise an organisation's data infrastructure.

Key Components of IT Strategy development

- **Data Maturity Assessments:** Evaluating the existing data practices against industry standards to understand the maturity level of the organisation's data ecosystem.
- **Governance Frameworks:** Establishing policies and standards for data usage and security to ensure data is managed appropriately across the organisation.
- **Quality Management:** Implementing processes to ensure the accuracy, consistency, and reliability of the data.
- **Infrastructure Evaluation:** Analyzing the technical infrastructure in place to support data collection, storage, processing, and dissemination.
- **Analytics and Reporting:** Improving the ability to generate insights from data through analytics and reporting tools.
- **Compliance and Risk Management:** Ensuring that data handling practices comply with relevant laws, regulations, and mitigate potential risks.

Benefits

- Improved decision-making based on high-quality data.
- Enhanced compliance with data regulations and standards.
- Greater efficiency in data management and reduction of data-related errors.
- Ability to leverage data as an asset, unlocking new opportunities for growth and innovation.



Service Definition – Data and AI Advisory / Analytics and AI Advisory

What is the Service?

Our Analytics and AI Services are designed to transform raw data into actionable insights using advanced analytics tools and AI models. TVI provides a comprehensive suite of services under their Analytics and AI umbrella which includes advisory, platform, and solution services. These services help businesses automate complex tasks and enhance decision-making, which sets them apart from their competitors. The advisory services aim to unleash the transformative power of analytics and AI by helping organisations align their AI strategy and generate analytics and AI use cases.

What can it do for you?

- **Envision and Roadmapping:** Establish a vision for AI opportunities within your organisation and create a practical roadmap for AI implementation.
- **Platform Services:** Enable advanced analytics and AI. This involves launching ready-to-use infrastructure and templates for analytics projects, efficiently managing and scaling machine learning models, and tapping into the potential of generative AI with industry-leading platforms. The solution services are about unearthing profound insights. This includes predicting future trends and driving actions with targeted recommendations, crafting interactive reports, mining business intelligence for process optimization, and building AI models that continually adapt and improve
- **Business Transformation:** Help innovate with experienced application and AI engineers to transform the way your business operates.

Key Components of IT Strategy development

- **Advisory Services:** Aimed at helping you envision and align your AI strategy, and to generate analytics and AI use cases that fit your business needs.
- **Platform Services:** Focuses on launching and managing infrastructure for analytics projects and scaling machine learning models.
- **Solution Services:** Directed at mining insights from data that predict trends, drive actions, and build adaptive AI models

Benefits

- **Competitive Edge:** By fostering a culture of AI-powered decision-making, your organisation can set itself apart from competitors.
- **Innovation:** With access to state-of-the-art analytics tools and AI models, your organisation can innovate and redefine its business processes.
- **Cost Optimization:** TVI ensures a strong business case for your investments.
- **Expertise and Partnership:** Leveraging top-tier partnerships with cloud providers like Microsoft, AWS, and Google, TVI ensures that your solutions are built with expert guidance.



Service Definition – Data and AI Advisory / Copilot Advisory

What is the Service?

Our Copilot Advisory is a consultative service designed to assist organisations in understanding and maximizing the capabilities of Microsoft Copilot and Copilot Studio. It is a specialised offering that aims to prepare businesses for the integration and practical application of these advanced AI tools within their existing systems.

What can it do for you?

- **Readiness Assessment:** Evaluates your organisation's preparedness for implementing Microsoft Copilot, considering various technical, licensing, and cultural aspects.
- **Strategic Roadmapping:** Provides a clear implementation roadmap tailored to your business's priorities, focusing on areas where Microsoft Copilot can have a significant impact.
- **Actionable Insights:** Details key steps to commence the integration of Microsoft Copilot into your operations.

Key Components of IT Strategy development

- **Kickoff Workshop:** An introductory session that aligns the agenda with your objectives and AI readiness.
- **Licensing Evaluation:** An assessment of existing licenses to determine eligibility and readiness for Copilot enablement.
- **Technical Appraisal:** A review of the current infrastructure, application landscape, and data architecture to understand the potential benefits of Copilot.
- **organisational Preparedness:** Evaluates the company's culture, policies, and end-user adoption strategies to effectively leverage Copilot in daily operations.

Benefits

- **Expert-Led Guidance:** The service is delivered by a team of experts who are well-versed in CoPilot, ensuring you receive knowledgeable support.
- **Customized Approach:** The advisory service is tailored to fit the unique needs and objectives of your organisation.
- **Informed Decision-Making:** Helps your team understand the full scope and potential of Microsoft Copilot, enabling informed decision-making for its deployment.
- **Risk Mitigation:** By assessing readiness across various dimensions, the service helps mitigate risks associated with the adoption of new AI technologies.

The Copilot Advisory service is designed to ensure that clients are well-equipped to take on the challenges and opportunities presented by Microsoft Copilot, leveraging this technology to drive business innovation and efficiency



Service Definition – Technology Strategy

What is the Service?

We can develop a technology strategy for your organisation, working in collaboration with you to develop a high-level plan that outlines how your organisation can use technology to achieve your overall business objectives. It will make decisions about the use of current and emerging technologies, aligning technology initiatives with business goals, and addressing challenges and opportunities in the technology landscape.

What can it do for you?

A technology strategy serves as a roadmap that aligns an organisation's technological initiatives with its overall business objectives. It provides a framework for leveraging technological advancements to gain a competitive edge, enhance operational efficiency, and drive innovation. Ultimately, a thoughtful technology strategy empowers organisations to navigate the digital landscape strategically, fostering growth, resilience, and long-term success.

Components:

- **Technology Vision and Objectives:** Defining what the organisation aims to achieve with technology.
- **Investment Strategy:** Deciding how and where to invest in technology.
- **Governance and Policies:** Establishing how technology decisions are made and managed.
- **Technology Architecture:** Outlining the structure of the organisation's technology systems.
- **Change Management:** Planning for the impact of technology changes on the organisation and its employees.

Benefits

- **Improved Operational Efficiency:** Streamlines business processes through technology.
- **Enhanced Decision Making:** Offers data-driven insights for better business decisions.
- **Adaptability to Market Changes:** Enables quick adaptation to technology and market changes.
- **Enhanced Customer Experience:** Leverages technology to improve customer service and engagement.
- **Future Readiness:** Prepares the organisation for future technological advancements.



Service Definition – Technology Roadmap

What is the Service?

We can develop a Technology Roadmap that outlines the technology solutions that your organisation can adopt to achieve its business goals and objectives. It serves as a blueprint for integrating technology into various aspects of the business over a specific time frame.

What can it do for you?

- **Strategic Alignment:** Ensures that technology adoption is in line with business strategies.
- **Future-Proofing:** Helps in preparing for future technology trends and changes.
- **Budget Management:** Assists in planning and allocating budget for technology investments.
- **Efficiency in Implementation:** Provides a clear plan for technology deployment, reducing the likelihood of delays and cost overruns.
- **Stakeholder Engagement:** Aids in communicating the technology strategy to stakeholders and getting their buy-in.

Components:

- **Current State Assessment:** Understanding the existing technology landscape.
- **Future State Vision:** Defining what the future technology environment should look like.
- **Gap Analysis:** Identifying the gaps between the current and desired future state.
- **Action Plan:** Detailed steps for how the organisation will transition from its current state to the future state.
- **Metrics and KPIs:** Establishing how progress will be measured.

Benefits

- **Enhanced Competitive Edge:** Keeps the organisation competitive by adopting relevant technologies.
- **Improved Operational Efficiency:** Technology implementations can streamline operations and improve productivity.
- **Risk Mitigation:** Identifies potential technology-related risks and plans to mitigate them.
- **Better Decision Making:** Provides a clear framework for making informed technology decisions.
- **Adaptability to Change:** Offers a flexible approach to adapting to technological advancements.



Service Definition – Transformation Roadmap

What is the Service?

Our transformation roadmap is a comprehensive approach that provides a detailed plan for your organisational change.

It includes the vision for the future, identifies the key areas of change, and lays out a sequence of initiatives and projects that need to be undertaken to achieve the transformation.

The roadmap will enable you to navigate through significant changes, whether it's digital transformation, operational restructuring, or adopting new business models.

What can it do for you?

- **Guide Strategic Planning:**
Helps align your organisation's objectives with actionable strategies.
- **Facilitate Communication:**
Serves as a communication tool to ensure all stakeholders understand the direction and changes ahead.
- **Prioritise Initiatives:**
Helps identify and prioritize projects and initiatives that are critical to achieving the desired transformation.
- **Manage Risk:**
Enables better anticipation of potential risks and challenges, allowing for proactive mitigation strategies.

Components:

- **Vision Statement:** A clear description of the desired future state of the organisation.
- **Current State Analysis:** An assessment of the current operational, technological, and organisational structure.
- **Gap Analysis:** Identification of the gaps between the current and desired states.
- **Initiatives and Projects:** A list of specific projects and initiatives required to bridge the identified gaps.
- **Timeline:** A detailed timeline outlining when each initiative should be started and completed.
- **Resources Plan:** An overview of the resources (financial, human, technological) required to execute the roadmap.
- **Metrics and KPIs:** Key performance indicators and metrics to measure progress towards the transformation goals.

Benefits:

- **Improved Alignment:** Ensures all parts of the organisation are aligned towards common goals and objectives.
- **Increased Agility:** Helps organisations become more agile and adaptable to changes in the external environment.
- **Enhanced Decision Making:** Provides a structured approach to decision-making, ensuring resources are allocated efficiently.
- **Risk Mitigation:** By anticipating challenges and planning responses, it reduces the risks associated with transformation projects.



Service Definition – Digital Maturity Assessment

What is the Service?

Our Digital Maturity Assessment is a systematic evaluation process that will help your organisation understand its level of digital development in terms of technology adoption, digital skills, and overall digital strategy integration into business operations.

What can it do for you?

- **Identify Digital Gaps:** Helps in pinpointing areas where digital capabilities need improvement.
- **Guide Strategic Planning:** Assists in aligning digital initiatives with business objectives.
- **Enhance Customer Experience:** Identifies opportunities to improve customer engagement through digital means.
- **Facilitate Digital Transformation:** Provides insights into how to effectively transition to more digital-centric business models.
- **Boost Competitive Advantage:** Enhances the ability to compete in a digitally evolving market

Components:

- **Digital Infrastructure:** Evaluation of the IT infrastructure and digital tools in place.
- **Data and Analytics:** Assessing the use of data and analytics in decision-making.
- **Digital Talent:** Reviewing the digital skillsets available within the organisation.
- **Innovation and Agility:** Evaluating the ability to innovate and adapt to digital changes.
- **Digital Governance:** Looking at the policies and frameworks governing digital operations.

Benefits

- **Improved Operational Efficiency:** Streamlining processes through digital solutions.
- **Enhanced Decision Making:** Leveraging data and analytics for more informed decisions.
- **Increased Market Responsiveness:** Ability to quickly respond to market changes and customer needs.
- **Risk Management:** Identifying and mitigating digital-related risks.
- **Cultural Transformation:** Fostering a culture that embraces digital change



Service Definition – Data Maturity Assessment

What is the Service?

Our Data Maturity Assessment is a comprehensive evaluation process that will measure the level of sophistication and effectiveness of your organisation data management practices. It's an essential tool for understanding how well an organisation utilizes data for decision-making, strategy, and operations

What can it do for you?

- **Identify Strengths and Weaknesses:** Helps to understand the current state of your data practices and where improvements are needed.
- **Enhance Decision-Making:** By improving data maturity, organisations can make more informed decisions based on reliable data.
- **Strategic Planning:** Assists in aligning data management strategies with business objectives.
- **Improve Data Quality and Governance:** Ensures better quality, consistency, and security of data.

Components:

- **Data Governance:** Evaluating how data is managed and controlled within the organisation.
- **Data Quality:** Assessing the accuracy, completeness, and reliability of the data.
- **Data Integration and Architecture:** Examining how data is collected, stored, and integrated across different systems.
- **Analytics and Reporting:** Assessing the capabilities in data analysis and the effectiveness of reporting tools.
- **Culture and Leadership:** Understanding the organisation's culture around data and the role of leadership in promoting data-driven decision-making

Benefits

- **Improved Data Quality:** Leads to more accurate and reliable data for business operations.
- **Better Compliance:** Ensures adherence to data governance standards and regulatory requirements.
- **Increased Efficiency:** Streamlines data processes, reducing redundancy and enhancing productivity.
- **Competitive Advantage:** A higher level of data maturity can provide a competitive edge by enabling more sophisticated data analytics



Service Definition – Cloud Strategy and Advisory

What is the Service?

Our consulting and advisory services help organisations plan, implement, and optimise their use of cloud computing technologies. Cloud computing involves the delivery of computing services (such as storage, processing power, and software) over the internet, providing scalable and flexible resources without the need for organisations to invest in and maintain their own infrastructure

What can it do for you?

Overall, our Cloud Strategy and Advisory service aims to align your organisation's IT strategy with its business goals, maximize the benefits of cloud computing, and ensure a secure and cost-effective cloud environment.

Benefits

- **Competitive Advantage:** Staying ahead in the market with modern cloud solutions.
- **Data Security and Compliance:** Ensuring that your cloud infrastructure is secure and compliant with relevant laws and regulations.
- **Operational Resilience:** Building a more resilient business operation through reliable and scalable cloud infrastructure.
- **Innovation Enablement:** Facilitating innovation through the adoption of advanced cloud technologies

Components:

Strategy

- Cloud Strategy
- Cloud capability maturity assessment
- Cloud readiness assessment and planning
- Cloud business case assessment review and development
- Cloud migration options analysis and strategy
- Cloud architecture and operating model
- Security and compliance
- Cloud service and supplier evaluation and selection

Delivery

- Cloud landing zone
- Cloud migration and implementation services
- Change and transition planning and delivery
- Governance and management

Optimisation

- Cloud optimisation and cost reduction
- Continuous improvement
- Programme, technology and/or security audit and assurance
- Decommissioning, closure and ongoing adoption support



Service Definition – Next Generation Telephony

What is the Service?

Next Generation Telephony follows the change in working practices from “in the office” to a “working from home” or hybrid model, contact strategy both inside and outside an organisation has undergone a huge amount of change, where the technology models have struggled to keep up, with both internal telephony and contact centre solutions, now disparate in most organisations. This service unpacks the myriad of options now available and generates the analysis for an organisation to produce a detailed Next Generation Telephony strategy and provides the financial analysis to articulate the Business Case

What can it do for you?

Next Generation Telephony highlights the needs of the business for internal and customer contact and articulates the solutions open to an organisation, with the emphasis on following the technology strategy and getting the best out of the customer and staffing interaction. The next Generation Telephony strategy aims to maximise the savings from current telephony infrastructure and product licencing while ensuring that the main customer interaction objectives are exceeded.

Components:

- **Contact Strategy:** Defining what the organisation aims to achieve with their customer and staff contact mechanism.
- **Usage Profile:** Analysing and articulating the current contact interaction map with a quantity and quality of interactions.
- **Solutions Financial Analysis:** Establishing the current charging models and using this to generate a high-level cost profile for appropriate new solutions for capital deployment, ongoing solution revenue requirements (licencing / rental) and consumption charges.
- **Technology Architecture:** Outlining the structure of the requirement and aligning this with the organisation's mobile phone strategy.

Benefits

- **Improved Customer Service:** Streamlines business processes using the appropriate contact technology.
- **Enhanced Decision Making:** Utilising the current solutions to maximise cost savings.
- **Harmonising new and existing Technologies:** Don't throw out all the existing investment if that is not the best approach.
- **Enhanced Customer Experience:** Leverages technology to improve customer service and engagement.
- **Understanding cost implications:** Provides full understanding of the cost model for change along with an ongoing savings opportunity map.



Service Definition – Splits, Mergers and Acquisitions

What is the Service?

We offer expert strategic guidance for splits, mergers, and acquisitions. We specialise in providing clients with the necessary expertise at every stage, supporting you to navigate through these complex processes, ensuring effective transitions and maximising opportunities for success.

What can it do for you?

Our approach will significantly enhance the success rate of these complex transactions. We will help you navigate the financial, legal, operational, and strategic aspects, ultimately leading to a smoother transition and better alignment with the organisation's long-term goals.

Benefits of our approach

- Deep Expertise and Experience
- Objective Analysis
- Strategic Guidance
- Due Diligence Support
- Risk Mitigation
- Change Management Support
- Integration and Implementation planning
- Customized Solutions
- Long-term Strategic Positioning

Components:

Strategy

- **Feasibility Analysis:** Assessing the viability of a proposed merger, acquisition, or split, considering factors like market conditions, financial health, and strategic alignment.
- **Due Diligence Coordination:** Facilitating comprehensive due diligence to uncover financial, legal, and operational risks associated with the transaction.
- **Integration Planning:** Developing a detailed plan for post-merger integration, focusing on combining operations, cultures, and systems effectively.
- **Change Management:** Advising on strategies to manage organisational change during and after the transaction to minimize disruption.
- **Strategy aligned operating models and organisational structures:** Designing the target state after the split, merger or acquisition
- **Target enterprise architecture models and delivery roadmaps**
- **Transition / Transform detailed delivery plans**
- **Sourcing strategy (where required)**

Delivery

- **Operating model change programmes**, including organisational comms, capability models and JDs.
- **Technology delivery, transition and change adoption programmes**
- **Governance and compliance** support and assurance



Sourcing Options & Business Case

What is the Service?

Our sourcing options advisory explores the various strategies an organisation can employ to procure, manage, and deliver IT services or products. We offer options ranging from in-house development and management (insourcing) to outsourcing specific functions to supporting unique hybrid models, such as co-sourcing and multi-sourcing, combining aspects of both in-house and outsourced services.

What can it do for you?

- **Flexibility and Scalability:** Different sourcing options provide varying levels of flexibility and scalability to adapt to business needs and market changes.
- **Cost Efficiency:** Depending on the option chosen, organisations can achieve significant cost savings through economies of scale, reduced labour costs, or more efficient use of resources.
- **Access to Expertise:** Outsourcing and co-sourcing can provide access to specialised skills and knowledge that may not be available internally.
- **Focus on Core Business:** By outsourcing non-core activities, an organisation can focus its resources and attention on areas that offer the greatest strategic value.

Components:

- **Insourcing:** Utilising internal resources and capabilities to perform tasks or functions that could be outsourced.
- **Outsourcing:** Delegating certain tasks or functions to external providers to capitalize on their expertise, technologies, and efficiencies.
- **Co-sourcing:** Partnering with an external provider to complement internal capabilities, often used for specific projects or areas requiring specialised knowledge.
- **Multi-sourcing:** Engaging multiple vendors to deliver different components of services or operations, often used to mitigate risks and leverage competitive advantages.
- **Cloud Sourcing:** Procuring IT services or infrastructure from cloud providers, offering scalability, flexibility, and cost-effectiveness.

Benefits

- **Strategic Alignment:** Align your sourcing options to your organisation's strategic goals, such as agility, innovation, or cost reduction.
- **Risk Management:** Diversifying sourcing strategies can spread operational risks, such as dependency on a single supplier or technology.
- **Operational Excellence:** Access to world-class capabilities and technologies can improve the quality and efficiency of IT services.
- **Cost Management:** optimise costs through competitive pricing, reduced investment in infrastructure, and more efficient resource allocation.



Insourcing Support

What is the Service?

We support organisations to identify, prioritise and delivery effective insourcing practices - whether developing or expanding internal capabilities or managing tasks that are critical to operations, customer satisfaction, or competitive advantage. This can involve building dedicated teams, investing in technology infrastructure, and implementing processes to deliver the required services effectively.

What can it do for you?

- **Enhanced Control:** Allows for greater control over the quality and delivery of services, aligning closely with the organisation's standards and expectations.
- **Cultural Alignment:** Ensures that the support services are fully integrated with the organisation's culture, values, and business practices.
- **Agility and Flexibility:** Provides the ability to quickly adapt and respond to changing business needs and priorities without the constraints of external contracts.
- **Knowledge Retention:** Keeps valuable knowledge and expertise within the organisation, contributing to continuous improvement and innovation.

Components:

- **Talent Acquisition and Development:** Recruiting skilled personnel and providing ongoing training and development to build a competent in-house support team.
- **Technology Infrastructure:** Investing in the necessary technology and tools to support the services being insourced.
- **Process Integration:** Developing and integrating processes for efficient delivery of support services, ensuring alignment with business operations.
- **Performance Management:** Implementing metrics and KPIs to monitor and evaluate the performance of the insourced services, ensuring they meet the desired standards.
- **Continuous Improvement:** Establishing mechanisms for ongoing evaluation and improvement of the insourced functions to enhance efficiency, quality, and effectiveness over time.

Benefits

- **Alignment with Business Goals:** Insourcing ensures support services are directly aligned with the organisation's strategic objectives and operational requirements.
- **Improved Communication:** Enhances coordination and communication within the organisation, leading to more cohesive and integrated operations.
- **Increased Engagement:** Can lead to higher employee engagement and morale as teams work closely and are directly invested in the organisation's success.
- **Data Security and Privacy:** Offers better control over data security and privacy, which is particularly important for sensitive or regulated information.



Outsourcing Support

What is the Service?

We can provide outsourcing support to meet your specific and unique requirements. We can support with a wide range of areas such as IT operating model design, transition planning, and procurement planning. We ensure services meet your business needs, working with you to invest in the future of your service, beyond simply meeting the terms defined in the service level agreement (SLA).

What can it do for you?

- **Cost Reduction:** Outsourcing can significantly reduce costs by eliminating the need for internal resources and infrastructure to manage non-core functions.
- **Access to Expertise:** It provides access to specialised skills and knowledge that may not be available in-house, enhancing the quality of service.
- **Scalability:** Enables organisations to scale support operations up or down quickly based on business needs without the complexities of hiring or laying off staff.
- **Focus on Core Business:** By outsourcing non-core activities, an organisation can concentrate its resources and strategic focus on its primary objectives and areas of expertise.

Components:

- **Service Level Agreements (SLAs):** Detailed contracts that specify the expectations, deliverables, performance metrics, and accountability of the outsourcing partner.
- **Vendor Selection Process:** A thorough process to evaluate and select the most suitable outsourcing partner based on their expertise, reputation, and cost-effectiveness.
- **Transition Management:** A plan to smoothly transition the outsourced services from in-house to the external provider, minimizing disruptions.
- **Performance Monitoring:** Systems and processes to regularly assess the service provider's performance against the agreed SLAs and to address any issues.
- **Communication Plan:** A framework for ongoing communication between the organisation and the service provider to ensure alignment and address any concerns promptly.

Benefits

- **Operational Efficiency:** Outsourcing can lead to more efficient operations by leveraging the service provider's expertise and economies of scale.
- **Improved Service Quality:** Access to high-quality services and technologies that might be too costly or complex to develop in-house.
- **Risk Mitigation:** Sharing the risks associated with managing specific business functions, such as compliance and cybersecurity risks, with experienced providers.
- **Innovation:** Benefit from the outsourcing partner's investment in innovative technologies and practices that can enhance competitiveness.



Service Definition – Operating Model Review

What is the Service?

Our operating model review is a comprehensive assessment and refinement process of how an organisation functions to deliver value and execute its strategy. It involves examining and potentially redesigning elements like organisational structure, processes, technology, people, and culture.

What can it do for you?

- **Align Operations with Strategy:** Ensures that the daily operations of the organisation are in line with its strategic goals.
- **Improve Efficiency:** Identifies areas where processes can be streamlined or improved.
- **Enhance organisational Agility:** Helps the organisation adapt to changes in the business environment.
- **optimise Resource Allocation:** Ensures that resources are being used effectively and efficiently.
- **Strengthen Governance and Compliance:** Reinforces governance structures to manage risk and ensure compliance with regulations.

Components:

- **organisational Structure:** Examining how the organisation is structured, including reporting lines, decision-making processes, and departmental alignments.
- **Processes:** Assessing the efficiency and effectiveness of business processes.
- **Governance:** Reviewing the decision-making frameworks and policies that guide operations.
- **People:** Evaluating roles, responsibilities, skills, and culture.
- **Technology:** Assessing the tools and systems that support business operations.

Benefits

- **Increased Operational Efficiency:** Streamlined processes lead to cost savings and improved productivity.
- **Better Decision-Making:** Clear governance structures aid in more effective decision-making.
- **Enhanced Competitiveness:** A well-aligned operating model can provide a competitive advantage.
- **Improved Risk Management:** Better understanding and management of operational risks.
- **Employee Satisfaction:** Clear roles and responsibilities can lead to higher employee engagement and satisfaction.



Service Definition – IT Service Review

What is the Service?

Our IT service review is a structured assessment that measures the efficiency, reliability, and alignment of IT services with the strategic goals of an organisation.

Our services can be highly tailored in individual need, but typically cover the following aspects of IT operations - infrastructure, applications, data management, cybersecurity, and user support services.

What can it do for you?

- **Identify Improvement Areas:** Highlights areas where IT services can be optimised or need adjustments to better serve business needs.
- **Enhance User Satisfaction:** Provides insights into user experiences and satisfaction, leading to improved support and service delivery.
- **Ensure Compliance:** Assesses compliance with relevant regulations, standards, and best practices, reducing legal and operational risks.
- **optimise Costs:** Identifies opportunities for cost savings and more efficient resource utilization within IT operations.

Components:

- **Scope Definition:** Clearly defining the services, processes, and functions to be reviewed.
- **Performance Metrics:** Using specific metrics and key performance indicators (KPIs) to measure the effectiveness of IT services.
- **Stakeholder Feedback:** Gathering input from users, management, and IT staff to gain a comprehensive view of service performance.
- **Benchmarking:** Comparing service performance against industry standards or similar organisations to identify areas for improvement.
- **Technology Assessment:** Evaluating the current technology stack and infrastructure for modernization needs or potential risks.
- **Report and Recommendations:** A detailed report summarizing findings, areas for improvement, and actionable recommendations.

Benefits

- **Improved Service Delivery:** Enhances the quality and efficiency of IT services, leading to better support for business operations.
- **Strategic Alignment:** Ensures that IT services are in full alignment with the organisation's strategic objectives and business needs.
- **Risk Management:** Identifies and mitigates IT-related risks, including cybersecurity threats, data breaches, and compliance issues.
- **Innovation and Growth:** Encourages the adoption of new technologies and innovative practices to support organisational growth and competitiveness.



Service Definition – ITIL Maturity Assessment

What is the Service?

Our ITIL (Information Technology Infrastructure Library) Maturity Assessment is a systematic evaluation designed to measure the maturity of an organisation's IT service management processes in alignment with ITIL standards.

ITIL provides a framework of best practices for delivering high-quality IT services and improving processes over time.

The ITIL framework is comprised of 5 core publications: Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement.

What can it do for you?

- **Identify Strengths and Weaknesses:** Pinpoint areas where IT service management is performing well and areas that require improvement.
- **Benchmarking:** Offers a means to benchmark your practices against industry standards, providing a clear indication of where you stand in comparison to others.
- **Guided Improvement:** Provides a structured approach for continuous improvement, prioritizing initiatives that can deliver the most significant impact.
- **Enhanced Alignment:** Ensures that IT services are better aligned with business goals and customer needs, leading to improved satisfaction and outcomes.

Components:

- **Assessment Framework:** A set of criteria based on ITIL best practices against which the organisation's practices are evaluated.
- **Maturity Levels:** Typically, on a scale from 1 to 5, where 1 is ad hoc processes and 5 indicates optimised processes aligned to ITIL.
- **Questionnaires and Interviews:** Tools used to gather detailed information from stakeholders across the IT organisation.
- **Process Evaluation:** IT service management processes are evaluated for efficiency, effectiveness, and alignment with ITIL guidelines.
- **Report and Roadmap:** The outcome of the assessment includes a detailed report outlining current maturity levels and a roadmap for improvement.

Benefits

- **Strategic Improvement:** Facilitates a strategic approach to enhancing IT service management, identifying highest return on investment.
- **Increased Efficiency:** Identifies inefficiencies in IT processes, leading to cost savings and more effective resource utilization.
- **Risk Reduction:** Helps in identifying and mitigating risks associated with IT service delivery and management.
- **Competitive Advantage:** organisations with higher ITIL maturity levels can achieve a competitive advantage through improved service quality and customer satisfaction.
- By understanding current maturity level and following a clear path for improvement, we can support you in ensuring your IT services are robust, resilient, and aligned with their business objectives.



Service Definition – Cloud Value Analysis

What is the Service?

Our service delivers a full analysis of an organisations computing infrastructure from the cost perspective to allow the generation and control of full infrastructure budget and procurement strategies. We focus on the technology aspect of cloud computing whether it be a Public Cloud such as Azure, a private cloud such as Oracle or a hybrid on premise model.

What can it do for you?

Cloud value analysis focuses on how the organisation has contracted or its Compute delivery on the capital and one off basis and equally importantly on the ongoing revenue basis.

Typical savings of 7% across the board savings have been generated by changing the way an organisation contracts for Cloud computing along with point savings of 30% to 50%.

Components:

- **Current Cloud Operation:** Defining what the organisation has contracted for and the basis of the contract.
- **Recommendations:** Deciding how and where to make changes to maximise the value proposition.
- **Governance and Policies:** Establishing how capacity is managed and new spend governed.
- **Optimisation Options:** Outlining the change possibilities on a business basis which may not be available from your cloud provider.

Benefits

- **Maximising Savings:** Savings of revenue budget by the procurement optimisation
- **Enhanced Decision Making:** What are the future considerations in changing the way cloud is contracted
- **Capacity Management at a cost level:** Leverages technology cost models to understand the impact of new product introduction on the current revenue spend profile.
- **Budget & Business Case templating:** Prepares the organisation for annual budgeting and business case production.



Service Definition – M365 Assessment

What is the Service?

Our service provides a comprehensive assessment designed to optimise the utilization and performance of Microsoft 365 (M365) within public sector organisations. It encompasses a thorough analysis of current M365 deployments, including configuration settings, security measures, licensing, and usage patterns. Through expert assessment and consultation, the service aims to identify areas for improvement, enhance productivity, streamline processes, and ensure alignment with security and compliance standards. Leveraging industry best practices and tailored recommendations, the M365 assessment empowers public sector entities to maximize their investment in M365, drive operational efficiency, and achieve greater value from their technology investments.

What can it do for you?

- Ensures that your M365 environment is **configured optimally**, identifying and addressing security gaps and vulnerabilities.
- Ensures that your M365 setup aligns with **industry regulations and compliance standards** relevant to the public sector, minimizing the risk of non-compliance.
- Streamlines **workflows** and improves **collaboration** among employees using M365 applications and features.
- Provides insights into **licensing** usage and recommendations for optimizing licensing costs and maximizing the value of your M365 deployment.
- Enhances **user satisfaction and adoption** rates by optimizing M365 settings and configurations to provide a seamless and intuitive user experience.
- Utilizes **data-driven insights** generated from the assessment to make informed decisions about your M365 strategy, leading to improved outcomes and ROI.

Components:

- M365 configuration assessment, user interviews and surveys, and data analysis.
- Evaluation of the current security posture, including identity and access management, data protection, and threat detection capabilities.
- Evaluation of compliance with relevant regulations and standards, such as GDPR.
- Usage patterns analysis for M365 collaboration tools such as Teams, SharePoint, and OneDrive to identify opportunities for improving productivity and collaboration.
- Assessing the need for user training and adoption to maximize the benefits of M365.
- Development of a roadmap for implementing recommended changes and improvements, including timelines, resource requirements, and dependencies.

Benefits

- An optimised M365 deployment, aligned to organisational objectives.
- Enhanced security posture defined with identified vulnerabilities documented.
- Increased productivity and collaboration through streamlined workflows and improved usage of M365 capabilities.
- Potential cost savings identified through optimised licensing and subscription management.
- Assurance of compliance with relevant regulations and standards.
- Future-proofed M365 deployment with recommendations aligned with evolving technology trends and advancements, such as Microsoft Copilot.



Service Definition – M365 support as a Service

What is the Service?

Microsoft 365 (M365) support managed services are designed to help organisations effectively manage and optimise their M365 environments, ensuring seamless operation, security, and user productivity. These services typically include a range of offerings, from technical support and troubleshooting to user provisioning and platform management.

Components:

- **Technical Support and Troubleshooting:** Providers offer incident management, troubleshooting, and support for technical issues within the M365 environment to ensure minimal downtime and smooth operation of services.
- **User Provisioning and Administration:** Services include managing the lifecycle of user accounts, from creation and provisioning of Microsoft 365 licenses to modifications and deletions, ensuring that user access is aligned with organisational changes and policies.
- **Platform Management and Security:** Managed services extend to overseeing the M365 platform, including tenant, users, and device management, alongside implementing security measures to protect against threats and ensure data compliance.
- **Proactive Monitoring and Maintenance:** Providers continuously monitor the M365 environment to identify and address potential issues before they impact users, alongside regular updates and maintenance to keep the platform running efficiently.
- **Consultation and Best Practices:** Expert advice on leveraging M365 tools effectively, including recommendations on configuration, best practices for collaboration and productivity, and guidance on security and compliance standards.
- **Custom Solutions and Integration Support:** Tailored solutions to meet specific business needs, including integration support with other tools and systems to enhance functionality and user experience.

Benefits

- **Expertise:** Access to specialised knowledge and skills in managing and supporting M365 environments.
- **Efficiency:** Allows internal IT teams to focus on strategic projects and initiatives by offloading routine management and support tasks.
- **Enhanced Security:** Implementation of advanced security protocols and measures to protect against threats and ensure compliance.
- **Predictable Costs:** Managed services often come with predictable pricing, helping organisations manage their IT budgets more effectively.

Organisations looking to maximize their investment in Microsoft 365 and ensure their environment is optimised, secure, and effectively managed may find value in partnering with a provider like TVI. TVI offers the expertise and resources needed to handle the complexities of M365, allowing your organisation to focus on your core operations while ensuring their collaboration and productivity tools are in good hands.



Service Definition – Power Platforms CoE

What is the Service?

We provide a Power Platform Centre of Excellence (CoE) strategic framework, a collection of tools and best practices designed to foster innovation, governance, and growth within an organisation, leveraging Microsoft's Power Platform. The Power Platform CoE is not a service in the traditional sense, but a strategic approach to implementing, governing, and nurturing the Power Platform within an organisation. The framework centralises expertise, resources, and best practices to ensure effective adoption, management, and optimisation of Power Platform technologies (Power BI, Power Apps, Power Automate, and Power Virtual Agents).

What can it do for you?

Governance and Compliance: Establishes guidelines and policies to manage risk and ensure compliance across all Power Platform initiatives.

Best Practices and Guidance: Provides a repository of best practices, templates, and guidelines to standardize development and deployment processes.

Skill Development and Support: Facilitates the growth of internal expertise through training, mentorship, and support structures.

Innovation and Scalability: Encourages innovation by providing a framework for experimenting and scaling successful solutions across the organisation.

Components:

- **CoE Starter Kit:** A collection of tools, templates, and guides to jumpstart the establishment of a CoE. It includes components for governance, nurturing, and monitoring.
- **Governance and Policy Management:** Tools and processes for setting up governance models, data policies, and compliance checks.
- **Training and Community:** Resources for training and community engagement to build expertise and share knowledge within the organisation.
- **Innovation Backlog:** A system for managing and prioritizing innovation projects, allowing users to submit ideas and track their implementation.
- **Dashboard and Analytics:** Monitoring and analytics tools to track usage, performance, and compliance of Power Platform assets

Benefits

- **Centralized Management:** Provides a central hub for managing Power Platform resources, policies, and initiatives.
- **Risk Mitigation:** Helps identify, manage, and mitigate risks associated with deploying and using Power Platform solutions.
- **Enhanced Efficiency:** Standardizes processes and resources, reducing duplication of effort and increasing development speed.
- **Cultural Transformation:** Fosters a culture of innovation and continuous improvement by empowering users to create and share solutions



Service Definition – Security Assessment

What is the Service?

This service provides a comprehensive evaluation and analysis of the digital infrastructure, systems, and processes to identify vulnerabilities, misconfigurations, threats, and potential risks to sensitive data and operations. Leveraging advanced methodologies and tools, this service conducts a thorough assessment of identity management, network security, application security, endpoint security, data protection measures, and compliance with industry standards and regulatory requirements, helping to enhance the cybersecurity posture, to mitigate risks, and to strengthen resilience against cyber threats. This service facilitates informed decision-making and strategic planning to effectively safeguard critical assets and to maintain operational continuity.

What can it do for you?

- Conducts a thorough assessment of the digital infrastructure, systems, and processes to identify vulnerabilities and misconfigurations.
- Utilizes advanced methodologies and tools to detect and analyze potential cyber threats against the likes of malware, ransomware, phishing attacks, unauthorized access and more.
- Identifies and prioritizes cybersecurity risks to facilitate proactive risk mitigation strategies and improve overall cyber resilience.
- Provides actionable insights and recommendations to inform decision-making and strategic planning for enhancing cybersecurity defenses and mitigating risks.
- Supports long-term resilience against evolving cyber threats through ongoing monitoring, assessment, and adaptation of cybersecurity measures.

Components:

- Review of existing cybersecurity controls, policies, procedures, and documentation.
- Scanning and assessment of infrastructure, identifying vulnerabilities in hardware, software, and configurations.
- Simulated cyber-attacks to identify exploitable weaknesses in systems and applications.
- Assessment of compliance against with relevant cybersecurity standards, regulations, and best practices.
- Training to educate stakeholders about cybersecurity best practices, common threats, and their roles and responsibilities in maintaining security.
- Comprehensive report documenting assessment findings, including vulnerabilities, risks, and compliance status, with clear and actionable recommendations for improving cybersecurity posture and enhancing overall security resilience.

Benefits

- Enhanced cybersecurity posture through comprehensive evaluation and mitigation of vulnerabilities.
- Improved resilience against cyber threats, reducing the likelihood and impact of security incidents.
- Assurance of compliance with relevant industry standards and regulatory requirements, minimizing legal and financial risks.
- Increased stakeholder confidence in the ability to protect sensitive data and maintain operational continuity.
- Actionable insights and recommendations to inform decision-making and strategic planning for cybersecurity improvements.
- Strengthened security culture and awareness among employees and stakeholders, reducing the risk of human error and insider threats.



Service Definition – Applications Discovery

What is the Service?

Enterprise application estates are complicated in current times due to multiple factors including historic purchase decisions, upgrade status, vendor churn and their strategic product decisions, evolution of core platforms and technologies and changing business needs and priorities. This service works with an enterprise to discover, catalogue and rationalise the data associated with applications used by a business. The service incorporates the current state of application records for the enterprise and delivers a comprehensive view to provide a basis for further services or to provide a new baseline for the enterprise in question.

What can it do for you?

- Gain a full understanding of applications used across the enterprise, who is using them and how they support the services
- Understand the contractual obligations and cost commitments for the estate
- Engage and inform all stakeholders in the various aspects of applications used across the enterprise
- Provide the basis for analysis and insights to achieve rationalization and improved utilization of applications on the estate
- Provide the basis for roadmaps and transformation planning.

Components:

- **Discovery** of applications used across the enterprise including those not supported by IT
- **Understand** the usage including key functions and data held within the systems
- Provide a **Baseline** for rationalisation activities and architectural road mapping of applications to support business needs
- Provide a comprehensive view of applications to allow **Transformation Programmes** to understand scope and impact of programme objectives

Benefits

- Support for governance with a common view of data across Technology, Finance, Commercial and Business Teams
- Understand alignment of applications to current business capabilities
- Understanding of the cost of ownership and potential savings (anticipated to be of up to 30% of the applications estate)
- Clarification of application ownership, roles and responsibilities between IT and the services and identification of the level of human resources involved in supporting applications



Service Definition – Applications Repository Development

What is the Service?

Our repository development service addresses the challenge of managing applications across multiple stakeholders with varying datasets. A key pattern we've identified after working with many organisations is that typically each stakeholder group (architecture, applications support, Contract management, business functions and transformation programmes) have a different set of base data to work from. This can mean key applications are omitted from the scope of their work or else the impact on different stakeholders is missed due to incomplete data.

What can it do for you?

- Maintain an up to date understanding of applications used across the enterprise, who is responsible for them, who is using them and how they support the services
- Understand the contractual obligations and cost commitments for the estate. Provide alerts for contract management and upgrade planning.
- Engage and inform all stakeholders in the various aspects of applications used across the enterprise
- Provide the basis for analysis and insights to achieve rationalization and improved utilization of applications on the estate
- Provide the basis for roadmaps and transformation planning.

Components:

- **Establish data requirements** for repository load
- **Establish pre-requisites** for teams repository build
- **Set up repository** in teams and test. Assign repository owner
- Confirm or modify **standing data**
- **Load data template**, parse and resolve data issues
- **Provide documentation** for technical and users
- **Technical training and handover session**

Benefits

- A tool to support the governance with a common view of application data across Technology, Finance, Commercial and Business Teams
- Maintain an ongoing view of the cost of ownership and potential savings (anticipated to be of up to 30% of the applications estate)
- Support the application ownership by capturing roles and responsibilities between IT and the services
- Provide visibility across the different stakeholder groups of all applications used across the enterprise
- Provides the ability to capture a summary of the applications to infrastructure mapping
- Tool can be provided in an open format for further integration with management processes through power platform development



Service Definition – Applications Analysis and Insights

What is the Service?

Our Analysis and Insights service begins with a comprehensive examination of enterprise applications strategy and policies, consolidating application lists. We conduct thorough analysis and stakeholder input, culminating in interactive sessions and a final report with insights and recommendations. This is a broad analysis that can provide steer and guidance to the more detailed projects and programmes that may be planned or in flight for business areas seeking to improve their delivery and cost effectiveness.

What can it do for you?

- Provide the analysis of applications use and potential overlap or application exploitation opportunities
- Provide insights on contractual spend by area and opportunities to consider savings
- Identify potential timescales for applications to be upgraded or replaced
- Provide the basis for analysis and insights to achieve rationalization and improved utilization of applications on the estate
- Inform roadmaps and transformation plans.

Components:

- **Capture key transformation and strategy objectives**
- **Evaluate the applications portfolio** against operational needs, costs, overlap and platform strategy
- **Provide visibility** of applications by service area, deployment, business capability and data held
- Provide analysis to **inform the application strategy** and investment objectives
- **Final report** covering the items listed

Benefits

- Provide insights across the applications estate through a common view of data across Technology, Finance, Commercial and Business Teams
- Informs the potential for eradication of duplication and enabling rationalisation to reduce cost and increase efficiency in business operations
- Allows analysis of applications supporting current and future business capabilities. Identifies overlap and gaps
- Identification of opportunities to support and plan digital development and migration to cloud
- Optimised applications environment enabling simplification of architecture delivering common solutions for common business needs reducing applications and supplier management overheads
- Provides analysis of the cost of ownership and potential savings



Service Definition – Applications TIME Analysis and Roadmaps

What is the Service?

Our Time and Roadmaps service begins by understanding the application estate, then determining and capturing the intended future state for applications. This work starts with a TIME analysis (Tolerate, Invest, Migrate or Eliminate) for each application using a set of criteria relevant to each enterprise. This provides a clear and agreed intention for each application that in conjunction with agreed priorities and benefits analysis, can be used to capture the overarching designs and maintain them as the roadmaps are implemented for the organisation.

What can it do for you?

- Visibility of all applications so each can be categorized and assigned an architectural target and TIME analysis to inform roadmaps
- Provide insights for all applications used by a service and overlap in data and business capabilities
- Captures the organisation's decisions on future treatment of each application allowing wide visibility and opportunity to engage

Components:

- Capture of existing plans for new, **upgrades and replacement applications**
- **Engagement with business, architecture and transformation leads** regarding applications roadmap requirements
- **Capture the TIME and architecture targets** in the repository

Benefits

- Clear alignment of applications to current and future business capabilities
- Identification of opportunities to support and plan digital development and migration to cloud
- Optimised applications environment enabling simplification of architecture delivering common solutions for common business needs reducing applications and supplier management overheads
- Providing clarity of applications roadmaps and enable planning tradeoffs between investment opportunities



Service Definition – Applications Architecture

What is the Service?

Our Application Architecture service follows comprehensive analysis to design and define the application architecture. Once the enterprise landscape has been captured and analysed it is possible and desirable to design and define the application architecture that provides design integrity to the roadmaps and ensure strategic choices are captured and applied throughout. This work provides the blueprint for the application designs and integrations and helps to steer functionality requirements between line of business applications and platforms and defines the integration approach and services to be provided across multiple platforms and applications.

What can it do for you?

- For designated business services consider and define application architecture options against the requirements for the area
- Develop a preferred roadmap for applications and or business areas considering line of business and leveraging cross function platforms
- Identify integration methods and tools to support data integration
- Align with information asset management to capture information asset ownership
- Define architectural blueprints for each application/business area

Components:

- Establish **scope of application architecture**
- **Review technical components and functional features** for applications in scope
- **Identify gaps and overlaps**
- **Identify options**
- **Review and agree target state**
- **Document and update repository and architectural artefacts**

Benefits

- Support for architectural governance with a common view of applications data across Technology, Finance, Commercial and Business Teams
- Clear alignment of applications to current and future business capabilities
- Provide clarity on technical standards and platform decisions to be used to guide the implementation and integration of applications
- Support information governance through application of data standards across applications projects
- Support the technical design and project scoping of transformation and upgrade projects



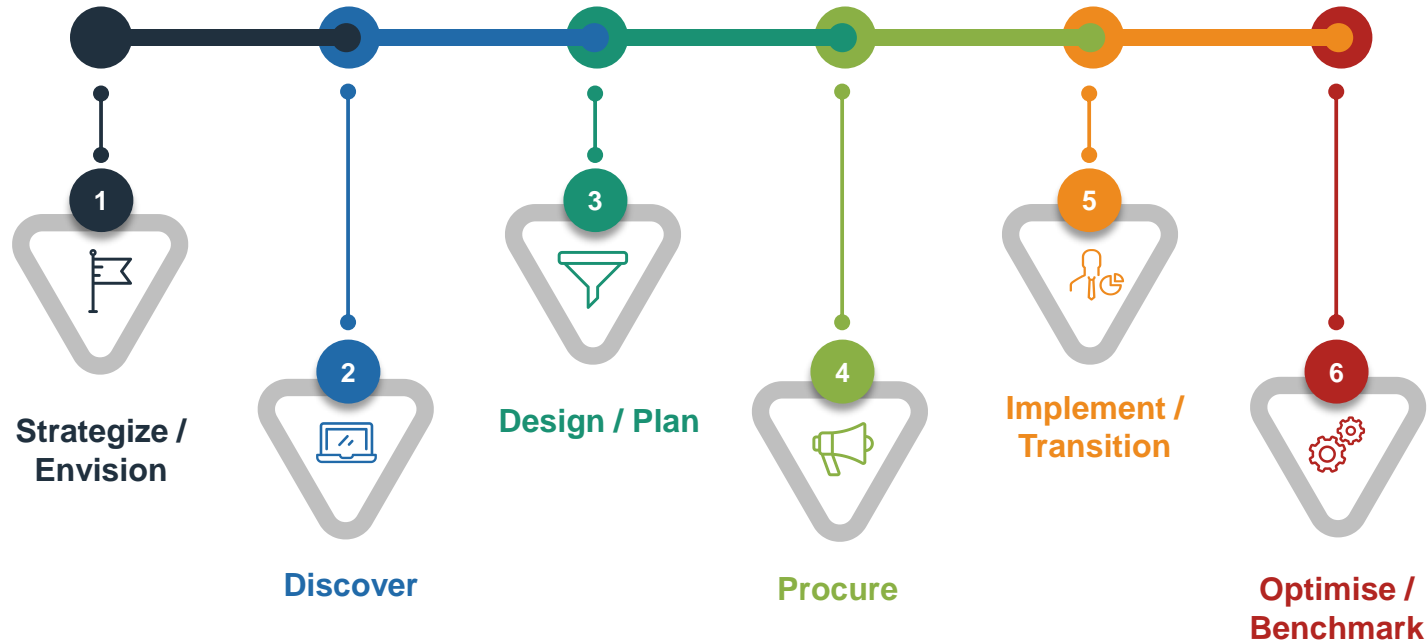


TVI Offers

- By Stage



We can deliver any or all of these stages



Strategize / Envision

The development of the strategy may include the following steps

1. **Understanding the Client's Vision and Objectives:** Begin by thoroughly understanding the client's vision, mission, objectives, and expectations.
2. **Stakeholder Analysis:** Identify key stakeholders in the client's organisation and their roles in the project. Understanding stakeholder expectations and concerns is crucial for the success of the strategy.
3. **SWOT Analysis:** Perform a SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis to understand the external and internal factors affecting the client's business.
4. **Collaborative Workshops and Brainstorming Sessions:** Facilitate workshops and brainstorming sessions with the client's team to gather insights, ideas, and perspectives..
5. **Customized Strategy Development:** Develop a customized strategy that aligns with the client's objectives and the insights gathered. This should include clear action plans, resource allocation, and timelines.
6. **Risk Management Planning:** Identify potential risks and develop mitigation strategies. Develop risk management plan that addresses possible challenges.
7. **Setting KPIs and Success Metrics:** Establish clear Key Performance Indicators (KPIs) and metrics to measure the success of the strategy. Ensure these metrics are aligned with the client's goals and objectives.
8. **Implementation Roadmap:** Create a detailed implementation roadmap with milestones and deliverables. This should be a practical and actionable guide that the client can follow.

The outputs for the Strategy / Envision phase could include one or more of the below

- **Digital Strategy**
- **IT Strategy**
- **Technology Strategy**
- **Data Strategy**
- **Cloud Strategy**
- **AI Strategy**
- **IT Integration Strategy**
- **Application Strategy**
- **Procurement Strategy**



We use tooling, documentation and engagement to document the existing technology, process and people capabilities in the delivery of the IT / Digital service. Areas covered can include:

Areas covered

- Service desk and Service Management
- On prem and cloud infrastructure and systems
- Networks and telephony
- Application support, development and Integrations
- Organisational and capabilities restructuring and development
- Current and planned projects
- Third party contracts
- Capability and maturity assessments
- Baselining of current service and/or sourcing model
- Hardware/software support contracts
- Current technology assessment

Deliverables

- Operational site list
- Asset inventory
- Service desk volumetrics
- Architectural diagrams
- Network Topology diagrams
- Key configuration items
- Master Application List
- Application package information
- Infrastructure (physical/virtual) volumetrics
- Cloud Readiness Assessment
- Contracts register

We leverage best practice from Public Sector organisations across the country, grounded in decades of industry expertise, to generate robust, long-term designs that are tailored to the needs of your organisation. Areas covered include:

Design Deliverables

Business requirements
definition

Technology vision,
enterprise architecture
principles

Strategy aligned target
operating models

Organisational structures /
restructures

Service architecture

Technical Architecture

Cloud architecture and
cloud operating model

Options assessments &
target enterprise
architecture

Planning

We develop robust programmes that utilise our experience in both planning and subsequent delivery to generate clear, actionable pathways that empower delivery teams. Areas covered can include:

Development

- Overarching business case development
- Cloud business case development
- Cloud migration options analysis and strategy
- Application rationalisation opportunity assessment and rationalisation approach
- Contracts review and opportunities assessment

Documentation

- Programme / project plans including workstreams and deliverables
- Applications rationalisation roadmap
- Risks, mitigations, dependencies mapping, critical path mapping
- Programme and portfolio design and governance, including benefit identification.
- Technology roadmap, plan and delivery workstreams
- Target enterprise architecture delivery roadmaps
- Transition plans
- Resource plans



Procurement Support

Our Procurement Support Services are tailored to assist organisations in navigating the complexities of procuring specialist goods and services. By leveraging our specialist expertise, we ensure that your procurement activities are conducted in a structured and compliant approach that delivers your business outcomes, whilst minimizing risk and maximizing efficiency, and value. This can include:

1

Analysis and target solution definition

Define the target state. Agree modernisation and managed services scope.

2

Sourcing and procurement approach

Define and agree the “Go-to market approach”.

3

Procurement specification

Gather and Document detailed requirement in procurement specifications.

4

Go to market

Run procurement process and select suppliers

5

Contracting and council approval

Negotiate and agree contracts and obtain council approval

Deliverables

- Procurement Strategy
- Route To Market Assessment
- Tender Documentation
- Tender Process
- Procurement Assurance
- Final Business Case
- Commercial Support
- Commercial risk and opportunities assessment
- Cloud service and supplier evaluation and selection
- Support competitive tender process and contract negotiations
- Establish sourcing governance and activities
- Market Engagement Model
- Document sourcing specification
- Defining target sourcing objectives and requirements



What is the Service?

We can help develop AI solutions to meet your specific needs or solve a particular problem. To achieve this, we will develop a comprehensive plan that details the objectives, design, implementation, and maintenance of the AI system. We have a series of services we can provide across your AI development journey:

1. Define the problem and objectives

- **Problem statement:** Define the problem you intend to solve with AI. What is the current challenge?
- **Objectives:** Outline specific objectives to achieve, quantifying where possible.

2. Data requirements and sources

- **Data preparation:** Identify required data and data sources for the AI model
- **Data Collection and Storage:** Defined data collection and storage methods compliant with data privacy laws and ethical guidelines.

3. Solution design

- **AI Model Type:** Decide on the type of AI model(s) to be used (e.g. ML, deep learning, NLP) and associated solution architecture and integrations
- **Performance Metrics:** Establish performance assessment metrics (accuracy, precision, recall).

6. Maintenance and updates

- **Maintenance Plan:** Scheduled updates and upgrades.
- **Data Drift and Model Retraining:** Periodic retraining of the AI model to adapt to changes in data.

5. Implementation

- **Deployment Strategy:** Outline solution deployment to production environment, including integration with other systems and processes
- **Monitoring:** Ongoing solution performance monitoring.

4. Development and testing

- **Environment & prototyping:** Specify the development tools, frameworks, and languages. Test the concept with a subset of data.
- **Testing:** Define testing phases, including unit testing, integration testing, and UAT.

7. Ethical considerations and compliance

- **Ethical AI Use:** Incorporate AI ethical considerations into design and implementation.
- **Regulatory Compliance:** Identify and ensure AI regulatory compliance.

8. Stakeholder engagement and training

- **Stakeholder Communication:** Regular updates and communication.
- **Training:** Identify training needs for solution users and administration.

9. Budget and resources

- **Budget Estimate:** to develop, deploy, and maintain the AI solution.
- **Resource Allocation:** Detail the resources (human, technical, financial) needed throughout the project lifecycle.



Develop – Low Code / Power Platform Solution

What is the Service?

Developing a solution on Microsoft's Power Platform involves leveraging its suite of tools—Power BI, Power Apps, Power Automate, and Power Virtual Agents—to solve business problems, streamline processes, and enhance data analysis and reporting capabilities. We can provide you with a series of solutions to support you across any Power Platform project:

1. Define the problem and objectives

- **Problem statement:** Define the problem you intend to solve with Power Platforms. What is the current challenge?
- **Objectives:** Outline specific objectives, quantifying where possible e.g. improving data visualisation, automating workflows.

2. Identify stakeholders and users

- **Stakeholders:** Identify key project stakeholders, including business leaders, IT personnel, and end-users.
- **User Groups:** Define the primary users of the solution, considering their roles, needs, and how they will interact with the solution.

3. Requirements gathering

- **Functional Requirements:** Detail what the solution must do to meet business needs, including features and capabilities of apps, automated workflows, data models, and reports.
- **Non-Functional Requirements:** Security, performance, scalability, and compliance.

6. Security and compliance

- **Access Control:** Determine access control and management, including authentication methods and user roles.
- **Data Security & Compliance:** Specify data security measures to protect sensitive information and comply with relevant regulations

5. Solution components

- **Power Apps:** Custom applications.
- **Power Automate:** Identify processes to be automated or improved.
- **Power BI:** Define reports, dashboards, data sources, KPIs and visualization requirements.
- **Power Virtual Agents:** Chatbots.

4. Data management and integration

- **Data Sources:** List all data sources that the solution will access or modify, including databases, SaaS platforms, and Excel files.
- **Data Integration:** Outline how data will be integrated into the solution, utilizing Power Query, Dataflows, or direct connections.

7. Development and deployment plan

- **Environment & tools setup:** Outline the Power Platform environment setup and tools for development, testing, and production.
- **Testing and deployment strategy:** Testing and deployment plan to production environment, including data migration and user training.

8. Maintenance and evolution

- **Monitoring and Support:** Define how the solution will be monitored for performance and how user support will be handled.
- **Updates and Enhancements:** Consider how the solution might need to evolve to meet changing business needs.

9. Budget and resources

- **Budget Estimation:** for developing, deploying, and maintaining the solution.
- **Resource Allocation:** Detail the internal and external resources (human, technical) needed throughout the project lifecycle.

This structured approach will help ensure that your Power Platform solution is well-planned and aligned with business objectives, ultimately driving efficiency, innovation, and value for your organisation.

experience, outcomes, and efficiencies



Implement / Transition

We can provide technical or programme oversight and assurance for implementation or transition programmes. We can also provide design, architecture and implementation resources to support these programmes if required.

Oversight and assurance

- Technology architecture assurance
- Programme/project delivery assurance
- Governance and compliance support and assurance
- Architecture and technical configuration assurance
- Finance tracking and dashboards
- Applications reporting and analysis, including application capability gaps and opportunities for low-code application developments to meet business requirements
- Supplier management and assurance
- Procurement programmes oversight and assurance

Implementation and transition capabilities

- Transition and change adoption programmes, including knowledge transfer
- Operating model change programmes, including organisational and process change
- Technology delivery, transition and change adoption programmes
- Technology architecture configuration and deployment
- Cloud landing zone, cloud migration services, data and application migrations
- 3rd party cost reductions
- Application rationalisation programme / project management



Technical Services

What is the Service?

We specialise in providing top-tier technical project resources with expertise in all technologies typically used in public sector organisations. Our professionals are equipped to tackle complex infrastructure projects, ensuring your organisation benefits from enhanced efficiency, security, and compliance.

What can it do for you?

1. Expert Resourcing:

- **Skillset Profiling:** We match your project needs with professionals who have the exact mix of skills and experience required
- **Flexibility:** Flexible resource allocation models, offering short-term or long-term placements, project-based teams, or individual expert contributions.

2. Architecture Expertise:

- **Deployment and Configuration:** Our team consists of experts skilled in deploying and configuring a suite of cloud-based applications to enhance collaboration, communication, and productivity
- **Infrastructure Design:** Specialists in crafting scalable and resilient architectures tailored to your specific needs, prioritising security and cost-effectiveness

3. Security and Compliance Focus:

- **Advanced Security Measures:** Resources skilled in implementing advanced security protocols, including threat protection, identity/access management, and data encryption
- **Compliance and Governance:** Experts who understand the nuances of regulatory compliance across industries, capable of ensuring your cloud deployments meet GDPR, HIPAA, or other relevant standards.

4. Project and Process Optimisation:

- **Best Practices Implementation:** Industry best practice for cloud and hybrid architecture, security frameworks, and operational excellence to streamline your cloud operations.
- **Continuous Improvement:** Resources dedicated to ongoing assessment and optimization of cloud infrastructure for performance, security, and cost management.

Our process:

1. **Initial Consultation:** Understand your project requirements, technical needs, and business goals.
2. **Skillset Matching:** Identify and propose the best-fit professionals from our pool of experts.
3. **Engagement Model:** Finalize the terms of engagement, including duration, project scope, and resource management.
4. **Project Onboarding:** Seamlessly integrate our technical resources into your teams or projects.
5. **Ongoing Support:** Provide continuous support and oversight to ensure project success and resource alignment.

Why choose us?

- **Access to Expertise:** Immediate access to a vetted pool of experts with proven experience e.g. M365, Azure architecture, security services etc.
- **Customized Solutions:** Tailored resourcing solutions designed to meet your specific project needs and business objectives.
- **Quality Assurance:** Our commitment to quality ensures that our resources not only meet but exceed your expectations.
- **Scalability and Flexibility:** Flexible engagement models that allow you to scale up or down based on project requirements



Programme / Project Mgmt

What is the Service?

We are able to provide skilled programme and project management professionals, including expert individuals or teams to organisations to lead, manage, and execute projects and programmes effectively. Our professionals bring specialised knowledge, skills, and experience in project and programme management methodologies (such as PMI, PRINCE2, Agile and Scrum), ensuring projects are completed on time, within budget, and in alignment with strategic objectives. We ensure smooth integration of staff into your existing processes, effective knowledge transfer to your internal staff to retain insights and learnings, representing sound cost to value.

What can it do for you?

- **Expert Guidance:** Provides your projects with leadership and expertise, ensuring best practices in project management are applied.
- **Strategic Alignment:** Ensures that your projects and programmes are fully aligned with your organisational goals and strategic vision.
- **Resource Optimization:** Helps in efficiently allocating and utilizing resources, thereby reducing costs and increasing project value.
- **Risk and Change Management:** Offers experienced handling of potential risks and changes, minimizing disruptions and keeping projects on track.

Components:

- **Project Managers:** Lead individual projects, responsible for planning, executing, and closing projects.
- **Programme Managers:** Oversee a portfolio of projects, ensuring they work together to achieve strategic business objectives.
- **Project Coordinators and Support Staff:** Provide administrative and operational support to ensure smooth project execution.
- **Specialists:** Include roles such as Risk Managers, Quality Assurance Managers, and Agile Coaches, offering specialised expertise in critical areas of project and programme management.

Benefits

- **Flexibility and Scalability:** Quickly scale project management capabilities up or down based on project demand without the long-term commitments of hiring full-time staff.
- **Cost-Effectiveness:** Potentially more cost-effective than employing full-time programme and project management staff, especially for short-term or specialised projects.
- **Access to specialised Skills:** Gain access to professionals with specialised skills and experience relevant to specific project needs or industries.
- **Improved Project Outcomes:** Benefit from the high level of expertise and experience, leading to improved efficiency, effectiveness, and success rates of projects.



Portfolio Management Services

What is the Service?

This service can be provided where there are multiple projects running within an organisation with limited oversight and interdependency mapping. We can provide an experienced Portfolio Manager to oversee the multiple projects and workstreams to ensure that they are being delivered, providing governance as needed and providing value by ensuring that unnecessary work is not being undertaken, project interdependencies are clear and the forward roadmap is understood.

What can it do for you?

- **Oversight & Coordination:** Our portfolio management service ensures comprehensive oversight and seamless coordination across multiple projects within your organisation.
- **Governance & Direction:** We provide clear governance structures and strategic direction to ensure that all projects align with your organisational objectives.
- **Interdependency Management:** Our experienced Portfolio Manager identifies and manages project interdependencies to minimize risks and maximize efficiency.
- **Roadmap Clarification:** We clarify and communicate the forward roadmap for all projects, ensuring that stakeholders have a clear understanding of the path ahead.

Components:

- **Portfolio Manager:** Our service can include the provision of an experienced Portfolio Manager who oversees the execution of multiple projects and workstreams.
- **Project Oversight:** We provide diligent oversight of all projects and workstreams, ensuring that they stay on track and deliver according to plan.
- **Governance Mechanisms:** Our service includes the implementation of robust governance mechanisms to maintain control and ensure compliance with your organisational standards.
- **Interdependency Mapping:** We conduct thorough interdependency mapping to identify and manage the relationships between different projects and workstreams.
- **Roadmap Development:** We collaborate with your team to develop a comprehensive forward roadmap that aligns with your organisational goals and objectives.

Benefits

- **Efficiency Enhancement:** By streamlining project execution and minimizing duplication of effort, our portfolio management service enhances overall efficiency and productivity.
- **Work Reduction:** We identify and eliminate unnecessary work, optimizing resource utilisation and reducing project overhead.
- **Interdependency Clarity:** Our thorough interdependency management ensures a clear understanding of the relationships between projects, minimizing risks and delays.
- **Goal Alignment:** We align all projects and workstreams with your organisational goals, ensuring that resources are allocated effectively to achieve strategic objectives.



Optimise

This can include:

- Programme, technology and/or security audit and assurance
- Decommissioning, closure and ongoing adoption support
- Tactical Opportunity Planning
- Configuration optimisation
- IT value management and service optimisation
- Licensing optimisation
- Cloud optimisation and cost reduction
- Review progress against applications rationalisation strategy.
- Opportunities review and assessment.
- Supplier management and assurance.
- Delivery reviews, health checks and optimisation

Benchmark

This can include:

Quarterly Assessments

Bi-Annual Review

SIAM Performance
Assessment

Supplier Performance
Review

Pen Test and IT Health
Checks

Compliance audits

Cost benchmarking / 3rd
party spend analysis

Performance benchmarking

Financial data discovery and
categorisation

TCO for major projects



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