

17-19 Garway Rd
London
W2 4PH

+44 (0)20 3793 2393

www.deeconconsulting.com



G-Cloud 14

Services Document

About Deecon Consulting

Our Values

Deecon Consulting, where integrity meets innovation, and collaboration drives success, has over 15-years' experience supporting public and private sector enterprises. At Deecon, we pride ourselves on our commitment to excellence and transparency in every facet of our consultancy services. Established in 2008, Deecon has developed a suite of tried and tested service offerings, refined across numerous engagements. We openly discuss challenges and risks ensuring total transparency, that we believe enables us to provide the greatest insight that prioritises our clients' success.

Our Approach

Central to our methodology is the belief that sharing knowledge, tools, and platforms with our clients ensures lasting change is realised. Through transparent collaboration, we empower our clients with the resources they need to make informed decisions, during Deecon's tenure, that continue long after our engagement concludes.

Previous Clients

Deecon Consulting has significant experience providing support through our digital services, below is an illustration of some of our previous clients.



Digital Services Explained

Deecon provide a wide range of services that can all be tailored to fit specific client needs. No matter the size of the issue, challenge, or goal, Deecon is able to assemble teams of analysts and experienced consultants to provide an attentive and value driven approach, that delivers measurable change. These service offerings encompass end-to-end delivery through project and programme lifecycles.

Our service lines include 4 digital service categories, made up of 23 services, available through the G-Cloud framework. We deliver these services with meticulous care for our clients, ensuring the utmost discretion with sensitive information. Further information of our digital services can be found detailed below.

Research & Strategy

We leverage qualitative and quantitative techniques to identify and develop actionable insights, strategies, and evaluations. Our Consultants work collaboratively to identify potential points of failure, critical dependencies, and market fluctuations. Deecon has a strong track record of providing data driven insights to inform longer-term strategy. Our bespoke approach encompasses the project lifecycle; enabling our Clients to unlock funding, ensure value for money, and implement change. Our G-Cloud 14 offerings include:

- Digital Market insights
- Business Case Support
- Programme Evaluation, Impact Assessment, and Value for Money Review
- Agile Discovery
- Digital Spend Analysis

Procurement & Commercial

Our Consultants work independently to develop and implement procurement strategies, maximising stakeholder value and enable our Clients to navigate the complexities of an uncertain future. We also leverage our Commercial Management expertise to help businesses optimise their commercial processes and enhance profitability and efficiency. We analyse our Client's commercial delivery structure to identify excess costs, mitigated risks, and enable informed decision-making. Our G-Cloud offerings include:

- Contract & Supplier relationship Management
- Procurement and Commercial Strategy
- End-to-End Procurement

- Dispute Resolution
- Commercial Governance

Transformation

At Deecon, we believe that significant transformation requires an experienced and innovative approach to unlock efficiencies and deliver cost savings. Our team of transformation experts collaborate with our Clients to navigate complex challenges and identify opportunities for growth. From optimising processes to implementing sustainable change management, our Consultants empower our Clients to embrace change, enhance performance and achieve enduring success. Our G-Cloud 14 offerings include:

- Process Optimisation
- Digital Transformation
- Change Management
- Target Operating Models
- Benefits Realisation
- LowCode
- Business Analysis
- Business Change

Project Management & IT Service Management

Our approach facilitates strategic change, open communication and clear governance. At Deecon we provide tailored Project Management and IT services, which enables our Clients to determine opportunities, manage needs and improve delivery. Deecon's Consultants ensure benefits are realised and projects are delivered on time, within budget, and to the highest quality. Our proven experience and use of Project Management tools, optimises our Clients' ways of working through agile transformation and lean process improvement.

Our extensive experience in delivering end-to-end IT services enables clients to transition to the cloud effectively and in significantly reduced time frames. Utilising our proven framework, we provide practical recommendations to enable alignment to strategy to be realised. Our G-Cloud 14 service offerings include:

- PMO
- P3M
- Maturity Assessment
- Service Design
- Continual Service Improvement

Our Service Catalogue

Our 23 digital service offerings available on the G-Cloud 14 framework are detailed below. If you wish to adopt any of these services or require any further information about the process of adoption or delivery of the service, then please do not hesitate to contact us.

Research & Strategy

RS/01 - Digital Market Insights

Before formal procurement begins, market engagement will help you assess whether project expectations, timescales, resources, and budget aspirations are achievable. Deecon's experience in providing early market engagement exercises, utilising supplier briefings and Q&A sessions, will ensure you have all the information and market insights required to make informed decisions.

Features

- Assess current state across market, customer, competition, technologies
- Analyse business and market for opportunities
- Evaluate products and market size
- In-depth research into customer and user needs
- Early engagement to understand market strength and encourage supplier participation
- Assess business readiness and user adoption
- Evaluate digital and cloud readiness.
- Develop digital strategy for ROI maximisation
- Explore future offerings
- Maintain wide market knowledge of digital, AI, technology solutions

Benefits

- Assess your organisations digital position and progression
- Back decisions with well-researched insights for effective outcomes
- Plan strategically and prioritize features for impactful implementation
- Understand market dynamics for informed decision-making and success stories.
- Adapt swiftly to market shifts for sustained competitiveness

- Seize cross-selling opportunities and realise cost efficiencies
- Enhance market understanding to drive growth and competitiveness
- Future proof and derisk procurement with total understanding
- Access to proprietary benchmarking data

RS/02 - Business Case Support

Deecon provide a wide range of expertise and consulting skills within our business case development service. With proven experience of delivery, we work collaboratively to understand strategic requirements and take a pragmatic approach to developing and implementing bespoke solutions. All our solutions are aligned with HMT Green Book guidance.

Features

- Expert team develops intricate business cases across diverse sectors
- Proven methods for complex options appraisals in varied environments
- Utilises Green Book Five Case Model for robust analysis
- Produces Cat A, B, C, and D cases for comprehensive evaluation
- Data-driven insights and financial expertise drive decision-making
- HMT Green Book compliant with SOC, OBC, and FBC
- Conducts 'red team' reviews to enhance Business Case quality
- Cost modelling and Monte Carlo analysis for accurate forecasting
- MAID compliant process tailored for Defence client requirements
- Schedule risk analysis supports Business Case milestones effectively

Benefits

- Aligns integrated business cases with strategic objectives effectively
- Provide structured business case for stakeholder and approver alignment
- Undertake options appraisal and business case promptly and qualitatively
- Transfer knowledge to enhance internal organizational skills and capabilities
- Accurate cost forecasts with confidence figures at 10%, 50%, 90%
- Highlight cashable, monetisable costs, and qualitative benefits clearly
- Support break-even analysis, NPVs, and benefit-cost ratios effectively
- Unlock funding for AI, cloud, green projects, and social value
- Mitigate project issues using 5-case model effectively
- Support Impact Assessments (IA) and comprehensive spending reviews (CSR)

RS/03 – Programme Evaluation, Impact Assessment, and Value for Money Review

Deecon works alongside you to evaluate programme performance, ensuring that every step is optimised to deliver exceptional value for money (VfM). Our service will help you review and understand where you are getting VfM and where improvements could be made. We analyse anything from individual services to entire organisations.

Features

- Formal process for lesson identification and implementation for improvement
- Lessons learned database enables thematic analysis and process enhancement
- Identify and replicate good practices to enhance organisational efficiency
- Magenta Book Compliant and aligned with industry standards
- Genuine value assessment prioritises value over cost-cutting measures
- Detailed spend analysis enhances financial transparency and accountability
- Conducts market/supply portfolio analysis for supplier optimisation
- Value for Money, Process, and Impact evaluations for informed decision-making
- Considers ethical and practical implications for responsible decision-making
- Target stakeholder engagement for maximum utility and relevance

Benefits

- Clear evidence supports decision audits for enhanced accountability
- Effective VfM reviews reduce Total Cost of Ownership services
- Benchmarking clarifies market position relative to competitors
- Comprehensive stakeholder engagement ensures buy-in to VFM analysis
- VfM expertise reduces risk of outcome challenges effectively
- Improved VfM significantly contributes to cost reduction initiatives
- Identifies added VfM opportunities with actionable delivery plans
- Enhances understanding to reduce risk in future programs
- Applies Magenta Book guidelines with trust and reliability

RS/04 - Agile Discovery

DeeCon provides a discovery service that utilises an iterative approach to understand user needs/pain-points and aligns with analysis on business/policy requirements. We scope opportunities, understand challenges and de-risk, while leveraging lean and agile practices to focus on high-value outcomes. We work with you to structure and deliver end-to-end digital implementations.

Features

- Facilitate Discovery UX workshops to establish business objectives
- Coordinate and oversee interviews for Discovery phase
- Test and refine research and reports iteratively during the Discovery
- Present Discovery findings with mapped use-cases, personas, and user journeys
- Collaborate with internal/external teams to integrate business requirements for Discovery
- Synthesise data from various sources into actionable insights for technical Discovery
- Conduct independent agile maturity assessment and foster development accordingly
- Implement Agile Target Operating Model (TOM) for streamlined operations
- Apply industry-standard methodologies (SCRUM, SAFe, Kanban, DSDM) effectively
- Deploy Agile coaches with diverse experience in multiple delivery roles

Benefits

- Foster business engagement for enhanced customer satisfaction
- User research supports prioritisation decisions with tangible evidence
- Clearly identify user needs to improve service adoption rates
- Collaborate closely with stakeholders to maximise organisational awareness
- Conduct ethical, accessible, and inclusive research across diverse demographics
- Conduct GDS compliant Discovery to meet service standards
- Drive design changes, policy updates, and proposition enhancements
- Translate user research findings into actionable insights and recommendations
- Collaborate with Discovery teams (service designers, policyholders) effectively
- Foster an effective UCD culture and embed Agile practice

RS/05 - Digital Spend Analysis

As organisations continue to increasingly adopt cloud services it is vital that their cloud spend is managed effectively to ensure that service providers are themselves providing maximum value. Our Cloud Spend Analysis service baselines internal and external costs, identifying recommended improvements to generate operational efficiencies.

Features

- Engage stakeholders to grasp cost drivers and cloud spending patterns
- Implement robust cloud spend analysis methodology with benchmarking tools
- Implement Market Testing clauses to identify service delivery savings
- Analyse license spend versus end user requirements effectively
- Consolidate data for reporting/analysis into a single "spend cube"
- Provide visual dashboards for intuitive spend analysis consumption
- Utilise Agile approaches for category prioritisation and strategy implementation
- Align category strategies with agreed customer requirements effectively
- Produce early findings report to shape and refine project direction
- Conduct market/supply portfolio analysis and risk assessment for suppliers

Benefits

- Enhance spend visibility to identify cost-saving opportunities
- Utilise category-driven analytics to support supplier negotiations
- Implement Master Data management and hierarchy design for third-party suppliers
- Enhance strategic planning by benchmarking spending against peers
- Negotiate better contracts by comparing supplier charges with industry standards
- Reduce risk by evaluating your organization's position among a supplier's clients
- Assess compliance with SME/Regional spend and carbon data requirements
- Identify cloud overspending and potential contractual claw-back opportunities
- Align with government best practices for resource efficiency optimisation
- Enhance stakeholder engagement to identify value-for-money opportunities

Procurement & Commercial

PC/01 - Contract & Supplier Relationship Management (SRM)

Our contract management and supplier relationship management service, supports clients from initial contract creation through to negotiation, evaluation and exit of suppliers. By reviewing strategic suppliers this service will identify how best to position with suppliers and negotiate to maximise value, whilst remaining compliant with procurement regulations.

Features

- Identify strategic suppliers for optimised procurement strategies
- Analyse procurement portfolio to pinpoint key spending areas
- Provide end-to-end support for In-life Contract Management processes
- Offer expert guidance in selecting CLM systems, vendors, and cloud software
- Provide digital contract reporting support for informed decision-making
- Utilise contractual levers to optimise delivery for clients effectively
- Focus on cost avoidance, profit leakage, and efficient transformation tracking
- Implement innovative approaches to supplier segmentation, risk management, contract performance
- Provide full supplier lifecycle support from selection to exit management
- Foster stakeholder collaboration, engagement, and alignment in supplier relationships

Benefits

- Enhance supplier management team performance and effectiveness
- Implement supplier segmentation for improved supplier relationship management
- Develop supplier strategies focusing on customer value and risk management
- Implement sustainable change through supplier management operating model
- Conduct cross-functional SRM activities to optimise supplier solutions
- Ensure compliance with Government and organisational procurement policies
- Conduct corporate key supplier risk profiling and implement mitigations
- Identify performance management issues and develop effective solutions
- Achieve full supplier spend visibility and conduct Pareto analysis
- Utilise flexible resource models to support surge capacity needs effectively

PC/02 - Procurement and Commercial Strategy

Our service helps you define and deliver your commercial and procurement strategy, aligning it to your operating model, services and supply chain. This ensures continued value for end-users through the development and execution of an agile commercial strategy. Procurement function is also enabled across source-to-contract and purchase-to-pay.

Features

- Conduct supply chain assessment and strategic sourcing activities
- Negotiate with suppliers and recommend procurement routes accordingly
- Provide advice on CCS Frameworks, Digital Marketplace, and Government Contracts
- Provide support for resolution of commercial issues effectively
- Strengthen compliance with the Technology Code of Practice (TCoP)
- Design procurement strategy including model options and process structure
- Design contract features for practical operational delivery
- Understand market commercials for IT and integrated connectivity
- Conduct soft market testing, pre-tender market analysis, and assessment
- Implement innovative commercial approaches to expedite deals within legislation

Benefits

- Implement effective and efficient procurement solutions to mitigate commercial risks
- Foster productive and effective client-supplier relationships
- Provide expert support for compliance with procurement legislation
- Bring highly experienced insights into global supply chain dynamics
- Evaluate procurement organisation maturity for digital solutions effectively
- Provide practical guidance on leveraging technology to transform procurement
- Deliver flexible, scalable, and tailored procurement solutions
- Conduct preferred commercial approach adaptability to different circumstances
- Make informed procurement decisions based on learned experience

PC/03 - End-to-End Procurement

Our service includes a full turnkey procurement management solution, specialist sourcing, pre-procurement market engagement, procurement strategy development, CCS framework/ EU Directive advice and deal negotiation. We conduct rigorous evaluation models and tender evaluation that deliver policy outcomes and ultimately, award.

Features

- Manage full lifecycle: pre-procurement, delivery, contract management, and implementation
- Ensure compliance with procurement regulations, internal governance, and approvals
- Foster strong stakeholder engagement, building internal relationships quickly
- Conduct supply market analysis and excel in supplier engagement and management
- Provide expert advice in selecting systems, vendors, and cloud software
- Support all procurement procedures including OJEU, DPS, and frameworks
- Develop tender documentation: notices, invitations, specifications, KPIs, contracts, financial models
- Establish social value strategy and ensure stakeholder and supplier communication
- Design evaluation models, criteria, weightings, and templates
- Advise the best route-to-market and tailor tenders to CCS frameworks

Benefits

- Offer a flexible approach tailored to your challenges, scope, and capability
- Integrate all disciplines: procurement, commercial, financial, technical, and service
- Translate needs into requirements and then into effective procurement solutions
- Collaborative procurement through negotiation or competitive dialogue, focusing on outcomes
- Possess strong experience with GDS and CCS/Government frameworks
- Access to a range of procurement specialists experienced in MEAT

- Conduct procurement benchmarking in line with emerging National Procurement Policy
- Proactively manage risks to mitigate procurement activity
- Ensure compliance with Public Sector regulations including PSR, DSPCR, DEFCONs

PC/04 - Dispute Resolution

Our service provides you an end-to-end claim partner at each stage of our process. We review the technical evidence to quantify the financial impact and clarify which party is responsible. Utilising our commercial and technical expertise, we help you maintain relationships whilst advocating on your behalf for an effective resolution.

Features

- Conduct document reviews and interviews to comprehend issues
- Provide clarity on assigning responsibility for each issue accurately
- Develop fall-back plans in case suppliers refuse to accept responsibilities
- Create a controlled discussion/negotiation environment for quick dispute resolution
- Establish robust governance to ensure timely decision-making throughout the process
- Conduct early Root Cause Analysis to identify and diagnose problems promptly
- Serve as expert advisors to support litigation claims against IT suppliers
- Perform Discovery, current position, and technical papers investigation comprehensively
- Produce findings and recommendations reports outlining the best way forward
- Provide mediation and recovery support to resolve conflicts and poor performance

Benefits

- Access experienced commercial support through a flexible resourcing model
- Possess detailed experience with public sector frameworks
- Develop contractual exit roadmaps to ensure successful exit and disaggregation
- Offer extensive public sector experience supporting various supplier environments
- Utilise structured approaches to minimise operational and contractual risk
- Demonstrate significant experience in managing and resolving complex supplier disputes
- Establish clear accountabilities, responsibilities, ownership, governance structures, expectations, and timescales

- Conduct subsequent supplier management to ensure delivery quality and compliance
- Implement defined exit strategy with transition handover process to reduce risk

PC/05 - Commercial Governance

DeeCon provides specialist information governance support to help the execution of cloud-based platform replacements and migrations. Reviewing governance, project management and financials, we focus on the delivery of major commercial/procurement projects. This includes requirements definition and make or buy decisions, covering the full end-to-end commercial lifecycle.

Features

- Implement FinOps to manage cloud costs efficiently within the organisation
- Proactively manage contracts to drive innovation and cost improvements
- Minimise exposure to commercial risk through effective supplier management
- Coordinate between Legal, Compliance, and IT to define information requirements
- Promote compliance with Information Governance strategy in cloud supply chain
- Negotiate data privacy, retention, and Information security commitments with suppliers
- Plan and manage stakeholder engagement effectively
- Provide comprehensive contract drafting service
- Include full performance management and exit options/strategies
- Identify risk mitigation and cost reduction opportunities throughout service lifecycle

Benefits

- Align digital and commercial strategies for effective Information governance
- Develop compliant and risk-protected cloud contracts and services
- Provide strong leadership and direction for sourcing linked Information risks
- Ensure management of cloud supply chain and procurement complexities
- Establish a robust platform for consistency in a repeatable process
- Offer timely and efficient change management advice
- Provide stakeholder management with complete transparency for governance
- Deliver informative reporting for the benefit of internal and external parties
- Create an effective delivery framework for project and programme managers

- Bolster internal confidence throughout project lifecycle with clear realisation plans

Transformation

T/01 - Process Optimisation

We analyse our clients' processes to pinpoint bottlenecks, enabling cost savings and improving operational efficiencies. Evaluating the best options in terms of technology, people, delivery and testing, Deecon streamlines processes to achieve increased productivity and measurable outcomes for both the business and end users.

Features

- Optimise and standardise processes to align with a cloud-first strategy
- Segregate and map business and technical processes clearly
- Conduct as-is and target state assessment of processes comprehensively
- Design end-to-end processes and assess scalability of platforms
- Conduct deep-dive intelligent automation opportunity assessment
- Select RPA (Robotics Process Automation) vendors efficiently
- Utilise Lean and Six Sigma process efficiency skills effectively
- Implement Intelligent Process Automation (IPA) solutions
- Employ intuitive cloud-based process mapping software
- Provide detailed people insights outlining roles and responsibilities using RACI modelling

Benefits

- Optimise processes using existing and/or new capabilities effectively
- Prioritise new opportunities while executing the roadmap
- Optimise the time, cost, and quality of delivery
- Increase employee satisfaction with access to new features and delivery
- Deliver engaging process workshops using dynamic process mapping tools
- Minimise risk exposure of failed RPA implementations
- Improve flexibility in choosing the right tool/approach for the job
- Provide independent validation of leading software tools based on experience
- Enhance control of scope with each engagement tailored to specific needs
- Improve ROI through rapid and agile delivery of outputs and outcomes

T/02 - Digital Transformation

Assisting our clients to identify, adopt and integrate digital innovation, in order to improve operational processes and end-user experience. Our digital transformation service includes evaluation of current maturity, bespoke applications and opportunities before exploiting technology to improve resilience, effectiveness and efficiencies in line with your digital strategy.

Features

- Conduct digital capability and cloud maturity assessments
- Define cloud-based digital vision, develop strategy, and design roadmap
- Apply Design Thinking for digital innovation and cloud services
- Evaluate enterprise needs and assess cloud-based options comprehensively
- Utilise advanced cloud-based data analytics for informed decision-making
- Provide end-to-end solutions for digital transformation
- Scope digital transformation and engage stakeholders for alignment
- Develop a defined digital vision and business blueprint
- Apply solution, integration, technical, and enterprise architecture expertise
- Manage product configuration, data quality, migration, reporting, and implementation effectively
- Provide program management, project management, cut-over planning, and delivery support

Benefits

- Demonstrate opportunities and potential benefits of adoption
- Foster creative thinking to achieve step-change efficiency and effectiveness improvement
- Minimise risk to adoption with client-centric engagement and perspective
- Expedite deployment of cloud-based services with robust benefits cases
- Enhance visibility and focus on solutions offering the greatest organisational benefits
- Ensure independence from technology vendors to make objective decisions
- Identify priorities for digital change focused on customer experience
- Standardise digital service and reuse capabilities efficiently
- Ensure collaborative staff uptake for effective transformation and increased adoption

T/03 - Change Management

Helping organisations to implement change effectively, while managing the impact on their operations, people and culture as a result of strategic direction. We help to identify, manage, and reduce risks and impacts by assisting with transitioning projects and services from an 'as is' to a successful 'to-be' end-state.

Features

- Provide leadership coaching to foster enduring cultural shifts
- Identify, plan, review, measure, and realize benefits systematically
- Foster employee engagement to drive ownership and delivery
- Implement agile business change to facilitate Cloud transformations
- Conduct thorough change impact assessments and mitigate associated risks
- Ensure preparedness and oversee change initiatives
- Support professional development through upskilling and learning programs
- Instil enduring work methodologies that encourage continual growth
- Establish robust governance, encompassing change and scope management
- Develop a comprehensive strategy to achieve measurable success outcomes

Benefits

- Cultivate a resilient organisation poised for continual change and improvement
- Navigate change and transition while safeguarding business as usual operations
- Implement robust communication processes seamlessly integrated into programs and projects
- Ensure widespread and rapid adoption of new processes and systems
- Engage stakeholders throughout the change journey to shape sustainable outcomes
- Foster alignment across functions to enhance planning and deployment effectiveness
- Identify options and trade-offs for new organisational structures proactively
- Minimise risk and mitigate the impact of change resistance across the organisation
- Establish a platform for continuous improvement initiatives effectively

T/04 - Target Operating Models

We review our Clients' organisational structure, processes, people, and technology to design an optimised Target Operating Model aligned to strategic objectives. Our framework will enable the alignment of your IT services to business needs while creating support for roles and processes resulting in meaningful and measurable change.

Features

- Collaboratively define problem statements, considering market and business context
- Evaluate current functional operating model
- Workshop options for Target Operating Models (TOM) and select optimal design
- Provide implementation support and identify continuous improvement opportunities
- Leverage expertise in MSP, Six Sigma/Lean Belt, and ITIL certifications
- Create a Risk, Issue, and Opportunity matrix to guide decision-making
- Establish design principles that bridge strategy and design effectively
- Design organisational structure and outline high-level job roles
- Tailor the level of design detail to meet specific requirements

Benefits

- Visualise your operating model through organisation modelling
- Utilise a standardised modelling framework comprising process models, benchmarks, insights
- Transfer skills to enable continuous improvement of the operating model
- Build an optimal IT organisation aligned with your performance requirements and strategic objectives
- Identify issues and opportunities for optimisation and improvement proactively
- Define and communicate a vision of the future organisation to stakeholders
- Recommend and define the roles, skills, and staff required
- Plan and implement change effectively to deliver desired outcomes

T/05 - Benefits Realisation

Our service guarantees that transformation delivers actionable and measurable outcomes, which enable our clients to achieve and realise ongoing benefits. Following an agile method, we are able to assess transformations and act on insights to ensure sustainable improvements are realised.

Features

- Conduct investment appraisals and business case reviews with strategic alignment
- Benefits mapping, linking outcomes, objectives, projects, and strategic drivers
- Ensure a clear line-of-sight from the business case to outcomes
- Forecast benefits considering risk, uncertainty, and optimism bias
- Manage benefit transition through mentoring and coaching
- Validate strategic investments and allocate funding effectively
- Prioritise benefits realisation to avoid neglect in future projects
- Support benefits management and realisation with dashboards, metrics, and strategic guidance

Benefits

- Implement a focused approach to benefits management and exploitation
- Deliver fully realised, quantifiable, and reportable benefits to stakeholders
- Foster effective client team development through knowledge management and sharing
- Analyse benefits and refine assumptions to instil stakeholder confidence
- Utilise accurate benefits realisation metrics for planning purposes
- Enhance business performance and organisational success within established timeframes
- Establish effective tracking of outcomes and benefits
- Adopt a sustainable and reusable approach using tools that build internal capability
- Emphasise business benefits, not just the implementation of technologies

T/06 - LowCode

Our service utilises low code platforms to enable rapid and affordable development of applications or where necessary our technical development team will design, develop and optimise to offer turnkey applications. This approach enables us to swiftly deliver robust systems, with reduced risk and cost compared to conventional software delivery methods.

Features

- Provide end-to-end implementation and consulting services for Low code technology platforms
- Offer expert LowCode development with certified developers and consultants
- Enable fast development, releasing quality applications faster and more frequently
- Facilitate SaaS development, allowing applications to run anywhere
- Utilise Agile delivery for efficient, rapid, and low-cost development and maintenance
- Design and develop cloud-native B2E, B2B, B2C applications
- Utilise drag-and-drop interfaces for faster design, development, and deployment
- Drive innovation into business processes through rapid prototyping
- Implement open architecture allowing for deployment everywhere
- Ensure mobile readiness with both WebApp and Native applications

Benefits

- Mitigate risk and reduce operating costs through standardisation initiatives
- Quickly eliminate technical debt to free up resources for reinvestment
- Unlock the value of knowledge stored in existing systems
- Foster collaborative Agile models that integrate joint teams for success
- Provide a consistent yet adaptable user experience
- Experience in complying with GDS service assessments
- Empower non-technical staff to contribute by eliminating technical barriers
- Adopt an iterative approach, releasing updates that gather valuable feedback
- Deliver rapid wins to instil stakeholder confidence without compromising quality
- Enable developers to implement changes in real-time based on user feedback

T/07 - Business Analysis

Our service makes use of flexible tools and techniques to elicit relevant information to generate insights and support ongoing delivery of cloud-based digital services. This creates end-to-end business visibility to ensure your digital offering is efficient and effective, providing your customers with an optimised experience, tailored to their needs.

Features

- Relevant artifacts created for effective, decision-making, delivery and communication
- Utilise detailed Agile analysis techniques to minimise wasted effort
- Embrace a pragmatic approach favouring lean analysis over upfront depth
- Employ visual modelling, impact mapping, story mapping, and process flows
- Manage work in progress and optimise workflow efficiency
- Conduct requirements elicitation, definition, prioritisation, documentation, and verification
- Ensure a holistic view of requirements, aligning departmental needs with overall strategy
- Define problem statements based on user research and stakeholder engagement
- Validate current state analysis through user feedback
- Translate prioritised user needs into epics and user stories effectively

Benefits

- Ensure initiatives are desirable, feasible, and viable
- Prioritise early and reliable value delivery aligned with business goals
- Foster shared understanding and agreement among diverse stakeholders
- Align solution and delivery approach with business objectives
- Minimise requirements churn and development costs through efficient decision-making
- Identify constraints, risks, and dependencies at the earliest stage
- Address pain points and implement actions to mitigate risk
- Align with GDS standards for government digital service
- Compatible with both agile and waterfall methodologies

T/08 - Business Change

Our Business Change service provides support throughout the business change lifecycle, alongside your projects to ensure your business gets the most from its investment. We provide best-practice business change advice on sustainable business, service and technical changes aligning to your business needs, making sure of continual stakeholder engagement.

Features

- Implement Business Change Management at Project, Programme, Portfolio, Enterprise level
- Develop strategies for Business Change Management and program management
- Address the business change lifecycle spanning technology, processes, and people
- Collaborate with suppliers and internal stakeholders to ensure buy-in
- Conduct impact assessments to evaluate the proposed change on current operations
- Offer leadership development programs to support change and ongoing progression
- Establish change management strategies to ensure successful, measurable outcomes
- Embed long-term sustainable change throughout the organisation
- Deploy experienced, agile, and flexible resources to support successful business outcomes

Benefits

- Visibly increase stakeholder engagement and communication
- Accelerate adoption of new work methodologies
- Minimise the need for intervention post-technology implementation
- Empower the workforce to balance BAU with project/change demands
- Cultivate an agile and flexible workforce capable of adapting to ongoing changes
- Ensure sustainable change implementation across the organisation
- Successfully integrate new products/processes into user workflows
- Provide clear and consistent messaging to reduce confusion
- Decrease ambiguity and enhance risk awareness and management

Project Management and IT Service Management

PMIT/01 - PMO

We oversee the planning and execution of projects to ensure interdependencies are managed and communication is clear. Our proactive PMO includes services that can be scaled to meet the demand of any programme stage, enabling large-scale transformation programmes. We ensure projects are delivered successfully, on time, and within budget.

Features

- Agile, flexible, and responsive to client needs
- Adaptability and cost management aligned with budget plans
- Establish PMO operating model, resource plan, and implementation strategy
- Rapid PMO deployment for accelerated project delivery and mobilisation
- Develop effective governance structures to interface with the client organisation
- Assess PMO maturity and create an agile backlog for improvement
- Prince2, Agile and Scrum methods, governance frameworks, and portfolio management
- Manage risk, financial planning, performance, and program controls effectively

Benefits

- Ensure visibility and real-time project performance insights
- Achieve predictable project delivery with necessary recovery actions
- Achieve clarity through bottom-up alignment
- Improve decision-making and control with management information
- Increase stakeholder confidence in delivery through effective management
- Identify and mitigate risks with supporting resource plans
- Enhance efficiency and effectiveness across program and project portfolios
- Ensure consistency in managing and delivering change across programmes
- Improve outcomes through consistent PMO controls, reporting, and delivery assurance
- Establish effective governance over risk, changes, dependencies, resources, and costs

PMIT/02 - P3M

Our consultants blend project, programme and portfolio management skills with industry insight to deliver solutions that drive sustainable value and meet strategic goals. Our team design and optimise portfolios, mobilise programmes/PMOs, establish governance and controls, all to ensure our clients benefits and objectives are achieved every time.

Features

- Comprehensive stakeholder analysis and engagement management
- Align project specifications with deliverable outcomes
- Direct delivery plans towards strategic objectives and business benefits
- Facilitate timely governance, escalation, and decision-making processes
- Facilitate knowledge transfer and staff development for the client
- Optimise processes and roles within the portfolio
- Provide project support to enhance portfolio performance
- Create development pathways through training and mentoring
- Risk management performed in accordance with best practice

Benefits

- Enable informed, robust decision-making
- Align project management with organisational policy
- Efficiently manage resources, risks, issues, and benefits
- Ensure clear delivery plans for successful rollout
- Boost stakeholder confidence in achieving desired outcomes
- Identify root causes of problems and areas for improvement
- Provide objective assessment and measure improvements
- Support strategic decisions, resource planning, and investments
- Benchmark against similar projects or organisations
- Guide investment in areas with maximum improvement potential

PMIT/03 - Maturity Assessment

DeeCon's assess of the maturity of your IT service capability and your readiness to transition to the cloud. Utilising our proven assessment framework to measure the maturity levels of people, processes and technology we provide practical recommendations to enable alignment to strategy to be realised. Utilising ITIL and best practices.

Features

- Assess existing IT functions with adaptable flexibility
- Objectively gauge maturity and capability independently
- User research captures needs from current to future capabilities
- Robust approach yields clear, measurable improvement recommendations
- Measure maturity against a COBIT-aligned scale
- Visual outputs pinpoint potential capability pain-points effectively
- Identify gaps in IT services for new capability needs
- Spot gaps highlighting necessary training or new roles
- Clear, prioritised improvement actions with practical suggestions
- Prioritize actions based on clear ROI assessments

Benefits

- Assess maturity capability against GDS standards to ensure alignment
- Identify compliance, security, or data risks accurately
- Pinpoint areas for enhancing user experience efforts efficiently
- Uncover root causes of service inconsistencies effectively
- Establish a clear roadmap to desired maturity levels
- Optimise cloud strategy for agility and cost efficiency
- Enhance control, visibility, and IT management effectively
- Prepare operations for major change initiatives optimally
- Improve customer service experience with targeted efforts
- Enhance governance processes before transitioning to the cloud

PMIT/04 - Service Design

DeeCon's offering encompasses all aspects of service design putting users at the centre of every decision made. Leveraging this user-centred approach we identify shortfalls and pain-points to then design operating models that utilises people, infrastructure and IT to deliver great customer experiences, while continually identifying opportunities to deliver organisational value.

Features

- Strategic multichannel approach to service definition, design and delivery
- Map stakeholders, journeys, processes, blueprints, and tech integrations expertly
- Guide through GDS stages for successful assessment in each
- Conduct business analysis at different levels effectively
- Host workshops to identify pain points and process constraints
- Create service blueprints for future states and user journeys
- Test KPIs against assumptions and adjust service specifications
- Align users, technology, and business with the journey effectively
- Use iterative and agile methods to deliver early value
- Methodologies include: Agile, DevSecOps, CI/CD, Rainbow-Team, Knowledge Transfer, Shift-Left

Benefits

- Provision of a high-quality user experience
- Foster collaboration across departments and capabilities effectively
- Trace user needs from design to delivery for clear understanding
- Prioritise user needs for enhanced service adoption
- Reduce ambiguity and mitigate delivery risks in digital services
- Provide holistic insight by examining multiple products
- Employ iterative, user-driven methods for customer-designed services
- Enhance internal designers' skills in user-centred design techniques

PMIT/05 – Continual Service Improvement

Deecon provides a CSI capability that enables existing business and IT systems to be incorporated into the cloud and continually improved. We provide scope, analysis and propose solutions to help organisations realise and implement their cloud strategy in comprehensive solutions.

Features

- Plan and track implementation projects meticulously
- Offer detailed implementation plans for thorough understanding
- Manage risks and report project exceptions effectively
- Deliver regular highlight reports to keep customers updated
- Offer strategy, vision, and guidance for Cloud and multi-source models
- Design service integration solutions for comprehensive service management
- Identify integration requirements and define integration capability accordingly

Benefits

- Facilitate seamless access to Cloud and hosted services
- Deploy business-critical applications across multiple platforms
- Provide flexibility for additional capacity based on business needs
- Execute robust cloud integration projects while managing risks
- Enhance flexibility and agility, especially during changes
- Transfer skills through touchpoints and workshops with the team
- Improve service delivery efficiency across the IT organisation
- Manage suppliers for better service standards and lower costs
- Maintain visibility and transparency for stakeholder engagement