Service Design

Service Definition
G-Cloud 14
Lot 3

Welcome to Agilisys

Agilisys - one of the UK's most innovative cloud and digital transformation specialists, enables organisations to adopt technologies, platforms and processes that promote new ways of working and help organisations transform.

Working for both the public and private sector for over 20 years, we have earned a strong reputation and hold deep domain expertise delivering change and innovation, in particular within local and central government.

Our public sector cloud and IT services have been designed to accelerate cloud adoption and enable our customers to undertake successful, cost-effective transformation.

We combine technology, tested methodologies and skills that unleash the power of cloud and minimise the complexity that can sometimes come with migration. We put strategy before technology and deliver the skills, experience and capacity needed to make the right cloud decisions and transform public services.

Our Values

Partnership   **Integrity**   **Innovation**   **Passion**

Why choose Agilisys?

Agilisys has been an established partner for both the public and private sector for over two decades. We have earned a strong reputation for high quality, solution focused innovation and hold deep domain expertise delivering change and service transformation, particularly within local and central government.

We support our customers through a network of offices and centres of excellence throughout the UK. We combine technology, tested methodologies and skills that unleash the power of cloud and minimise complexity, enabling our customers to focus on the outcomes that matter.

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www.agilisys.co.uk

What is Service Design and how can it help you?

We review services and redesign processes based on a deep understanding of your customers' needs and behaviour

Service Design is incorporating Service Design, Process Redesign, User Research, User Engagement, Service Development and Automation awareness training

Why choose Service Design?

Using a human centred approach to service design we will work with you to build a deep understanding of your customer' needs and behaviour. We work with staff, customers, service users and patients to design services that work better for users and support your organisational goals

Our work will leave you with deep understanding of your customers' needs and behaviour and services that work better for users and support your organisational goals.

Key Benefits

- ✓ Build a deep understanding of your customer needs and behaviour
- ✓ Services that meet your customers' needs
- ✓ Processes designed to better support for your organisation goals

Features

- ✓ Investigate current processes
- ✓ Mapping of value stream
- ✓ Service design to improve efficiencies and save money
- ✓ Focus on the customer

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Service Design Approach

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Our double-diamond approach

Investigate   Diagnose   Refine

discover   define   develop   deliver

Scope

Ideate

Service design
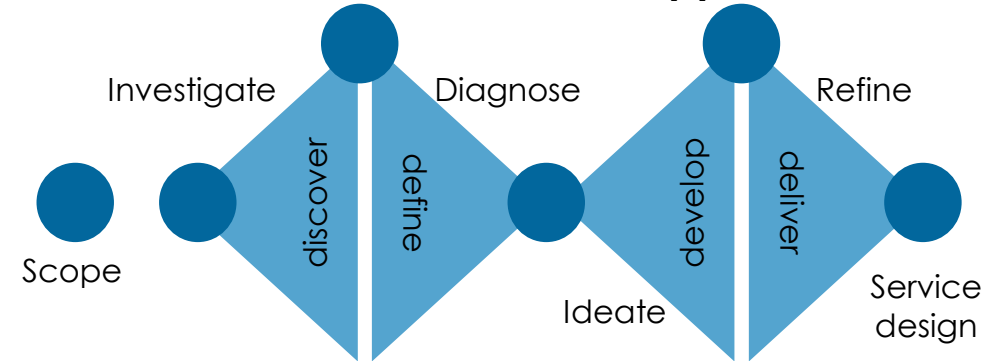
Guiding principles

Design for trust	Design for context	Design for outcome
Be inclusive	Put users at the centre	Make it simple
Make thing open, it makes things better	Make, learn, iterate	Test assumptions

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Process Design

We review and redesign processes based on a deep understanding of your customers' needs and behaviour. Our human centred approach works across systems, teams, and organisations to redesign processes to reduce waste and increase value, so that they work better for users and support your organisational goals.

Our approach to process redesign incorporates Lean methodology:

Lean thinking places the customer at the centre of the process, it builds value into the process and eliminates waste creating a more efficient and effective process.
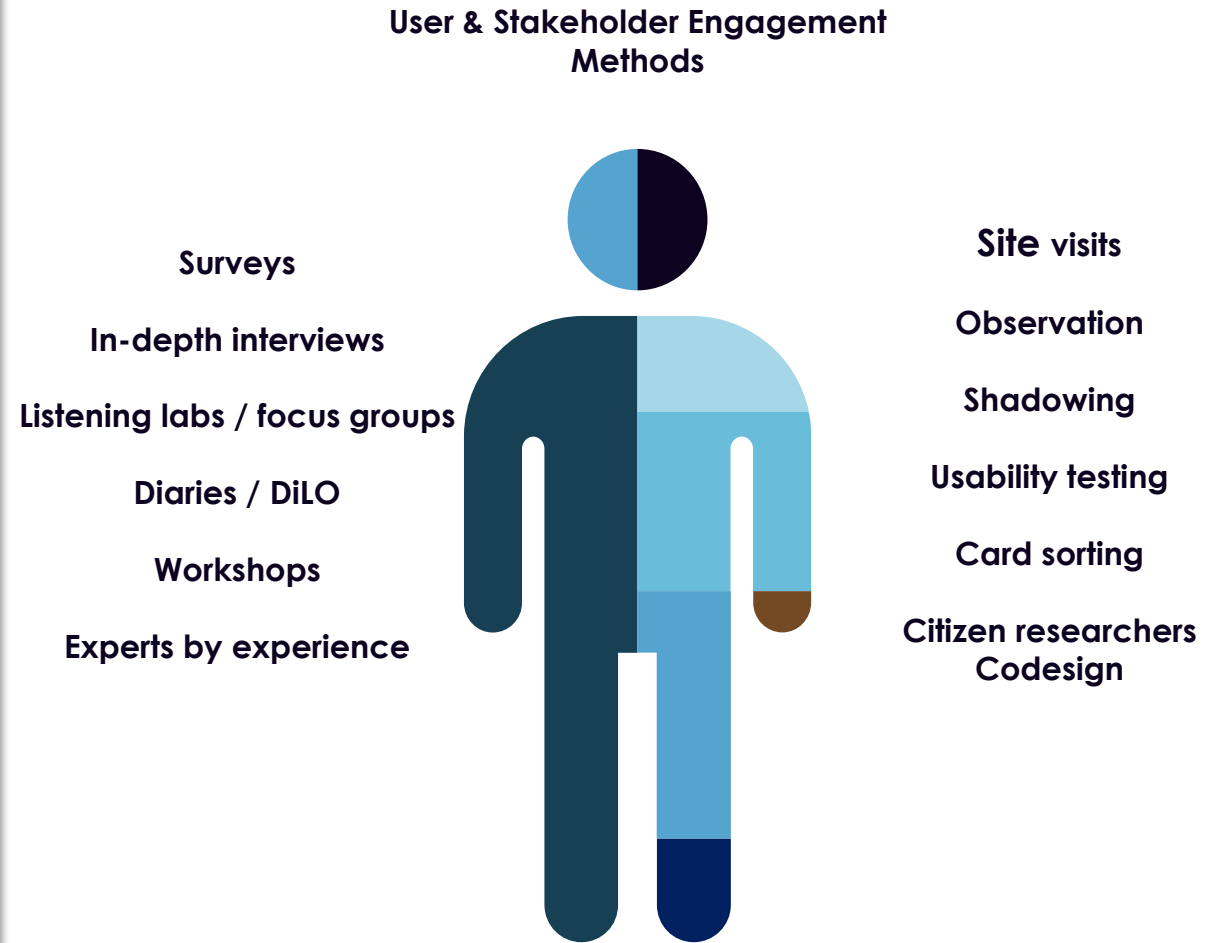
Our service will realise more efficient processes, that improve customer experience and save you money.

Identify value

Map the value stream

Create flow

Establish pull

Enable continuous improvement

Focus on the customer

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User research, engagement & service development

User research provides an understanding of user behaviour, needs, and motivations through observation techniques, task analysis and other feedback methodologies. It provides the foundation for building relevant, sustainable services that work for your service users including staff, customers, and patients, and meets your organisational goals. We use the insights that we gain from user engagement to design services and processes.

We use a range of techniques and tools to build insight and understanding of user experience these insights then feed into and support service and process (re)design.

User & Stakeholder Engagement Methods

Surveys

In-depth interviews

Listening labs / focus groups

Diaries / DiLO

Workshops

Experts by experience

Site visits

Observation

Shadowing

Usability testing

Card sorting

Citizen researchers Codesign

Our approach to delivery

We have experience of delivering transformation for **multiple local and regional government organisations, policing organisations and healthcare providers**. We can support you to transform your organisation.

Deploy a **multi-disciplinary team** with a variety of **specialists**

Identify pain points and undertake **root cause analysis**

Determine the prioritisation and sequencing of **transformation initiatives**

Align strategies to the existing **business plan**

Construct the strategy in a way that is **easily understood by everyone** in the organisation

Centralise **stakeholder engagement** to gather contextual information

Provide **a holistic overview** of your organisation, looking far beyond just the technical aspects

Outline a **tangible and action-oriented blueprint or change plan**

How to buy

Please contact the Agilisys Team (info@agilisys.co.uk) if you would like to explore how our Business Change solutions can benefit you.

For all orders placed, we will provide order confirmation including a detailed cost breakdown of the service to be provided. For details of our pricing please see our pricing and rate card brochures.

We will require formal acceptance of the order and completion of a Call-off Contract in accordance with the G-Cloud framework prior to the work starting.

Payment terms are as follows:

- Invoice to be raised for full value of the service following sign deliverable sign-off

- Standard payment terms are 28 days following issue of invoice using bank transfer to the Agilisys banking details provided.

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Terms and conditions

We work as a partnership, therefore the success of our work partly relies on you fulfilling your role as partners. As part of any assignment, we will set responsibilities out in detail, but we've provided some of the universal ones below.

Sponsorship – our projects require a sponsor who has an interest in the service, the authority to deal with barriers that the project may face, and enough time to properly engage in the work (as a rule of thumb this is about ½ day per week to participate in weekly briefings, project boards, etc.).

Capacity to collaborate – we use a collaborative approach and blended teams because it is important that those running services and functions get a say in how it is designed and increases the chances of success. Therefore, you will need to make sure suitable individuals have the capacity and are empowered to contribute to the work.

Data and information – our work is always underpinned by evidence. Therefore, we will need you to provide us with the data on the parts of the organisations within scope, within the first two weeks of the project. In turn we will make it as easy as possible by providing you with a data request that clearly sets out the information required.

Governance – we will set out any decision points during the project in the plan; delivery of the project on time (and cost) is contingent on prompt decision making by our sponsor and board.

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