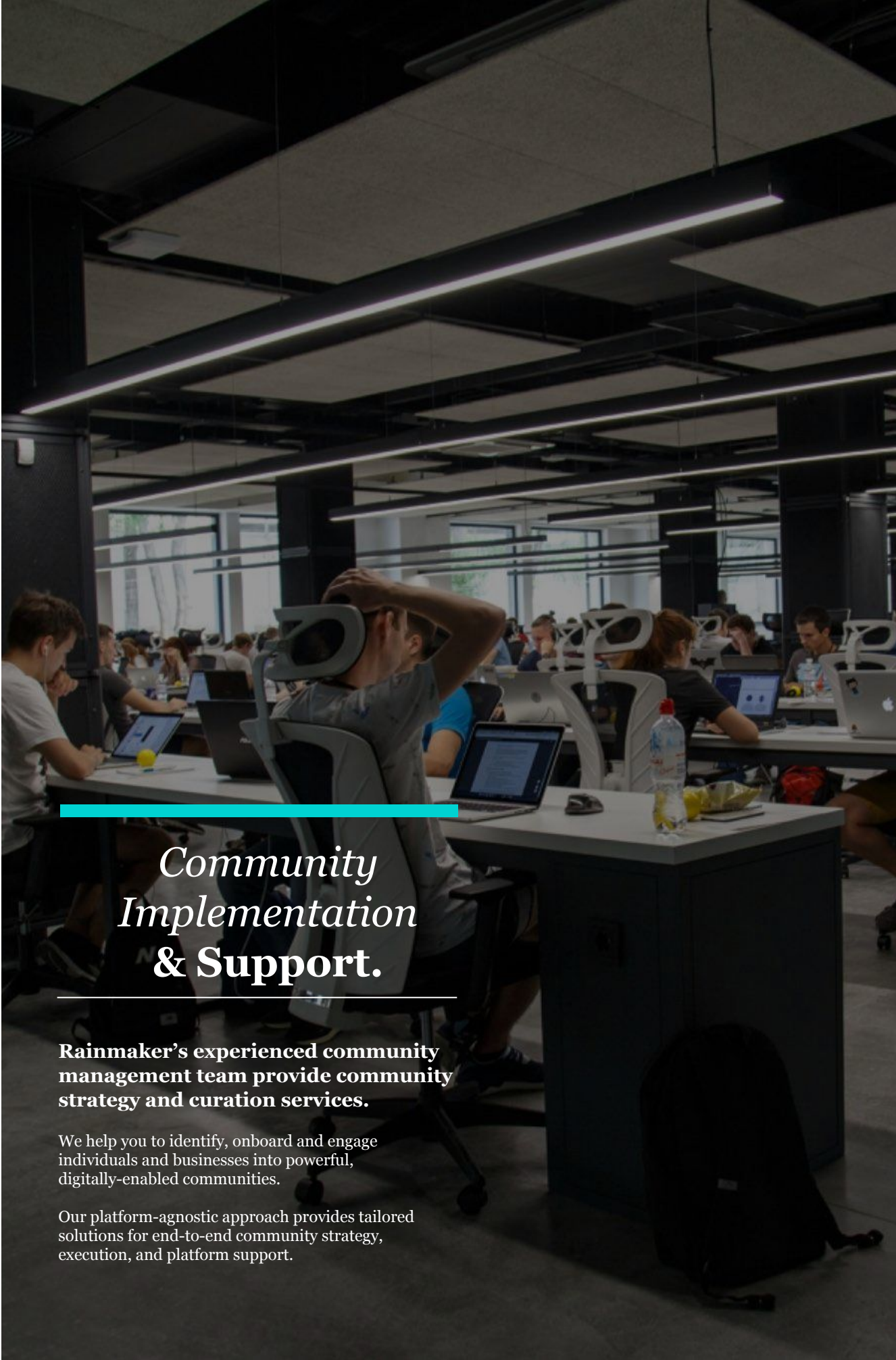




G-Cloud 14: Service Definition Document

Community Implementation & Support.



Community Implementation & Support.

Rainmaker's experienced community management team provide community strategy and curation services.

We help you to identify, onboard and engage individuals and businesses into powerful, digitally-enabled communities.

Our platform-agnostic approach provides tailored solutions for end-to-end community strategy, execution, and platform support.



The benchmark.

Features.

Community-centered discovery exercise

Insights-based community strategy formation

Creation of community experience plan and onboarding strategy

Support in identification of community platform, in line with insights

Insights-led UX blueprinting of identified platform

Distribution of, and access to, educational programmes and training

Support in development of community launch marketing and communications

Delivery of community member onboarding

Delivery of community management and curation, post launch

Community management training sessions

Benefits.

Form powerful online communities to collaborate towards common goals

Bring together businesses or individuals to communicate seamlessly

Identify key needs, motivations and behaviours for community members

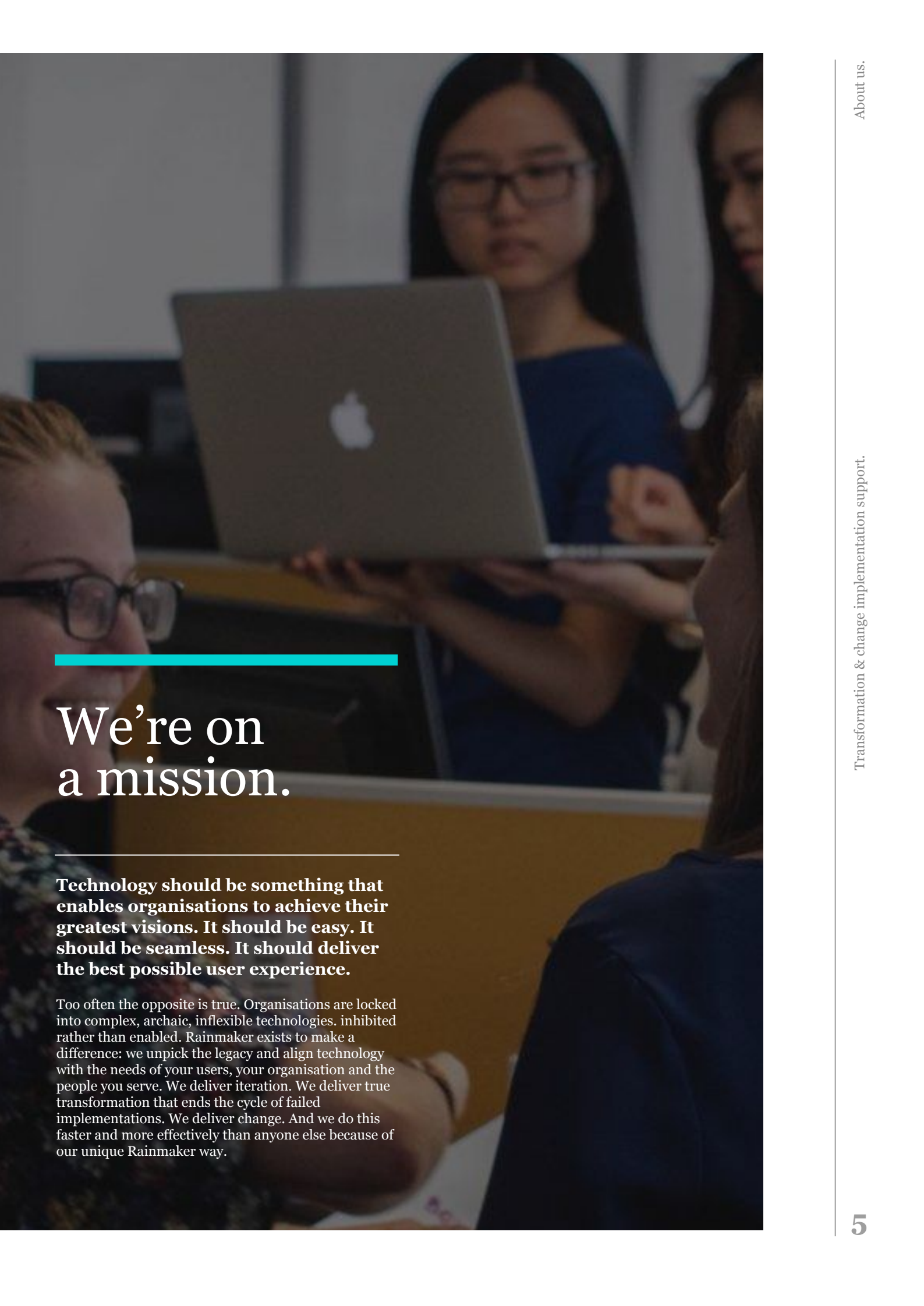
Identify and implement opportunities to create immediate community value

Stimulate continued engagement in your community

Educate community members through access to educational curriculums and training

Identify the most suited digital platform for your community

Educate internal individuals or teams on long-term community management



We're on a mission.

Technology should be something that enables organisations to achieve their greatest visions. It should be easy. It should be seamless. It should deliver the best possible user experience.

Too often the opposite is true. Organisations are locked into complex, archaic, inflexible technologies. inhibited rather than enabled. Rainmaker exists to make a difference: we unpick the legacy and align technology with the needs of your users, your organisation and the people you serve. We deliver iteration. We deliver true transformation that ends the cycle of failed implementations. We deliver change. And we do this faster and more effectively than anyone else because of our unique Rainmaker way.

15 years of transformation.

Here at Rainmaker we always strive to make a difference and do the right thing - be it saving millions of pounds in public sector IT spend, redesigning national services used by millions, or fighting corruption in governments worldwide.

Inspiring the next generation of truly great organisations.



M&S
EST. 1884

IOPC



 Met Office


merchants
making digital human

CREDIT SUISSE 

 Home Office

aws


HM Government
G-Cloud

Ofsted

 Food Standards Agency


THE ALCHEMIST

 UK Parliament

Newham London

 Planning Inspectorate

TMF
GROUP

 Staffordshire County Council

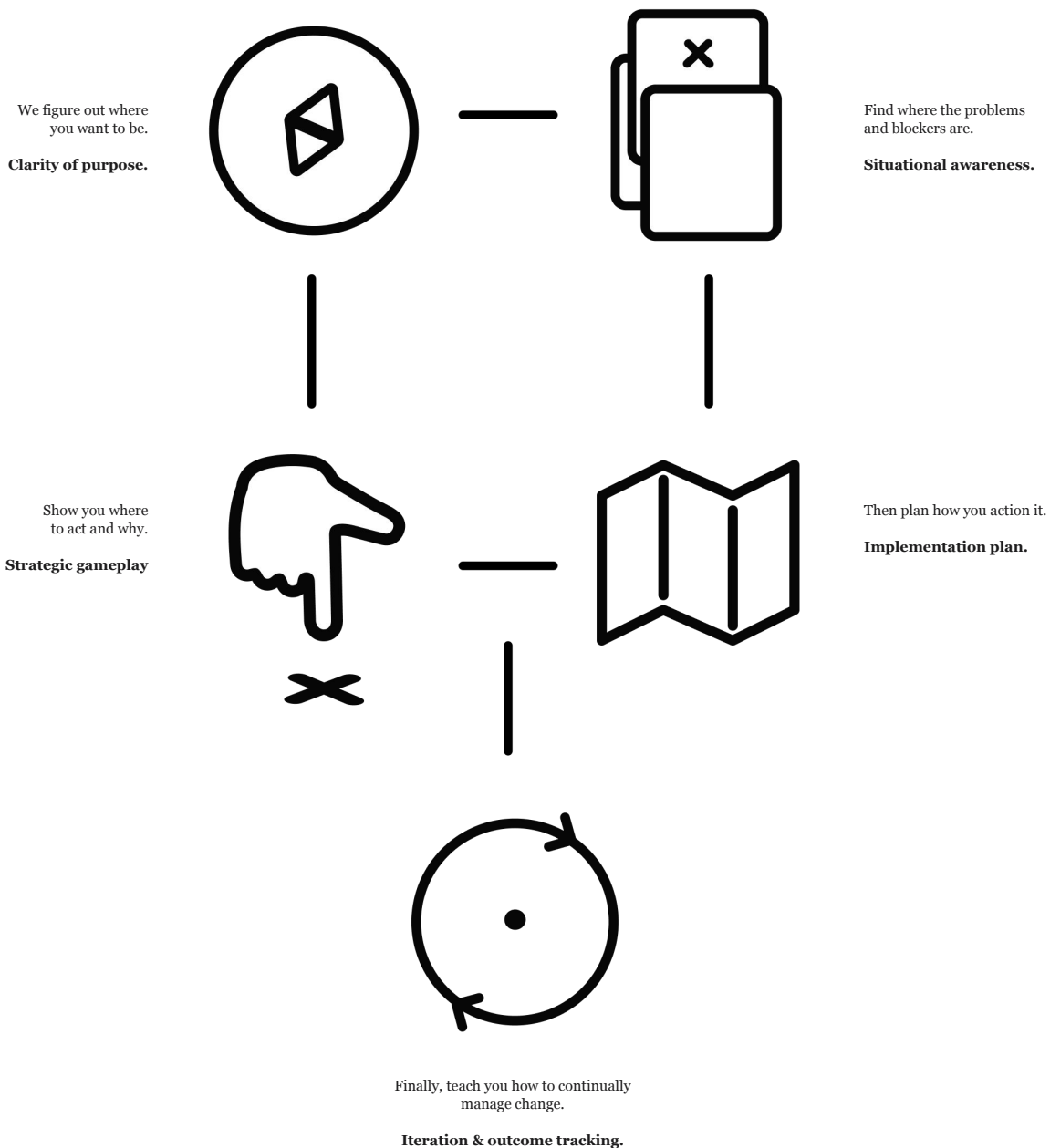
Sainsbury's

CROYDON

The magic to your success.

We call it the Rainmaker Way.

No one service, approach or technology is the solution. Instead, we use our unique methodology to understand how your organisation is designed today and where, when and how you need to act to realise your visions for tomorrow.



Working out loud.

We believe working out loud will be a key to success on this project, ensuring the team are fully aligned at all times and facilitating knowledge transfer by default.

This is a concept we employ across Rainmaker on every project.

_Be inspired.

We work-out-loud because we believe it inspires and engages everyone on the project. Working as one team, with real time collaboration, creates momentum and breaks down barriers to creativity.

_Share knowledge.

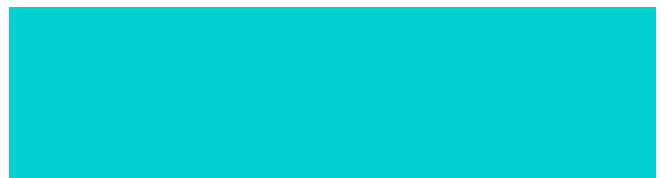
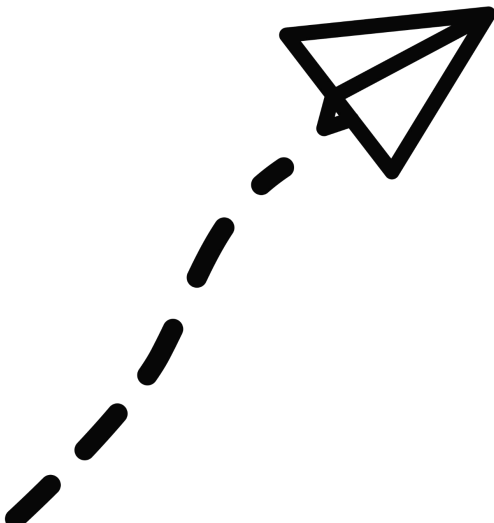
When we work we are sharing our knowledge with our clients in real time. This provides a more innovative and collaborative atmosphere for everyone we work in as one team.

_Truly transparent.

We communicate openly in Slack using the public channels and a shared Google Drive. We also encourage having pop-up type sessions with colleagues to share ideas/gain input.

_Be brave.

It's all about openly narrating our work as we do it, so others can contribute or learn. Failure is the mother of success, so we need to learn collectively as a team, fail faster and break new ground.



Our core offerings.

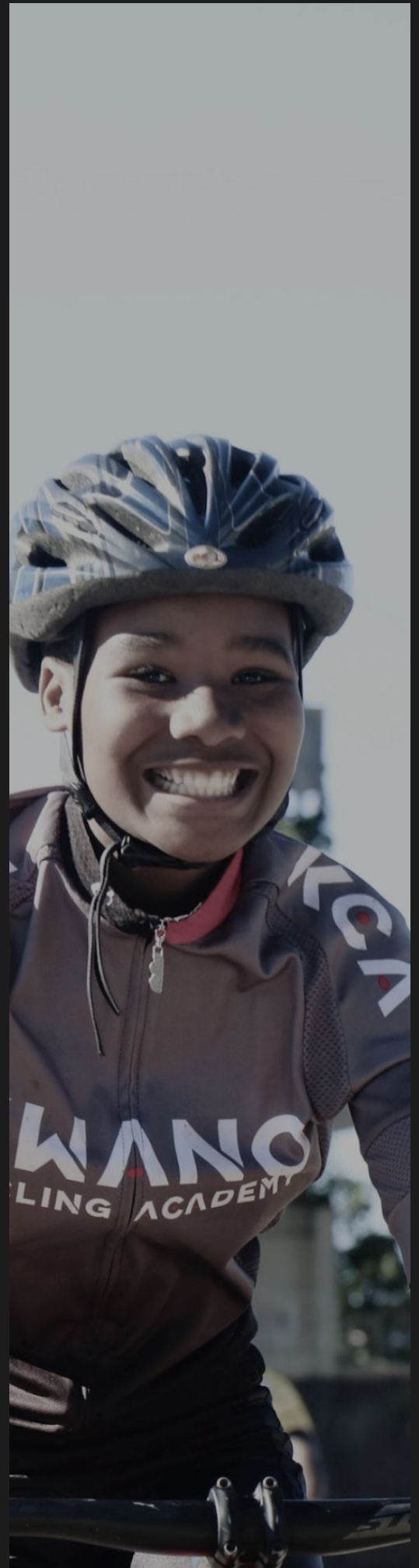
Accessibility and assisted digital
Agile coaches
Architects (data, solution Enterprise, integration)
Business analysts commercial
Change specialists
Communications specialists
Content designers
Cross-language / platform and multi-skilled software developers
Cyber security experts
Data analysts
Data scientists
Data/analytics specialists
Delivery management
Digital strategists
Financial analysts
Performance analysts
PMO
Procurement and behavioural scientists.
Product owners/managers
Programme managers
Project management
RPA experts
Scrum masters
Service designers
Service management
Service managers
Testers
Trainers
User researchers
UX/UI designers



THE BUFFALO
FOUNDATION

Rainmaker is committed to making a difference not just for our clients but also for the benefit of the wider communities in which we operate.

That's why we have set up an independent charity; The Buffalo Foundation (charity number 1177994). The Buffalo Foundation believes everyone should have an opportunity to reach their full potential. This is achieved through investment in sport, education and employment opportunities for those who may not otherwise receive them.





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