rainmaker

Digital Service transformation.

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Rainmaker work as one team with you to support the transformation of your digital service.

Rainmakers apply industry-leading service design thinking and leverage cloud technologies to transform your digital services. Redesigning them so they are efficient, seamless to use, deliver better value for money and truly meet user needs. tailored organisation-wide assessment of your staff's digital skills, digital confidence and attitudes to change to provide insight on how best to support your people through digital transformation, cloud transformation, change programmes and when developing internal digital services, such as intranets.

The benchmark.

Features.

Lifecycle service: initial visioning, strategy, roadmap, iterative delivery and retirement

Clarity of purpose for service: vision, values, guiding principles

User research to understand needs, personas, journey maps and painpoints

Evaluation of the current state service (people, process and technology)

Application of service design methods to create or re-architect services

Solution architecture, market engagement, technology options assessment and transformation roadmap

Organisational design, impact assessment, operating model development and change delivery

Business case development: business/data analysis, market warming, options evaluation

Implementation of effective governance and controls and stakeholder engagement methods

Transformation roadmap design and delivery (project, programme and change management)

Benefits.

Re-orientation of public services around the needs of citizens

Improved service outcomes: more integrated and effective services

Better value for money: removing waste and improving efficiency

Re-direct spend to critical services improving provision for vulnerable citizens

Compliance with applicable industry standards (including GDS and cloud security)

Breaking down organisational barriers and structuring public services around place

Frictionless user and staff experience: pain points removed, increased engagement

Improved visibility of service performance and management information

Capitalising on leading technology and innovation: people, process and technology

Flexible commercial models (T&M, outcome / deliverables based fixed price)

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.
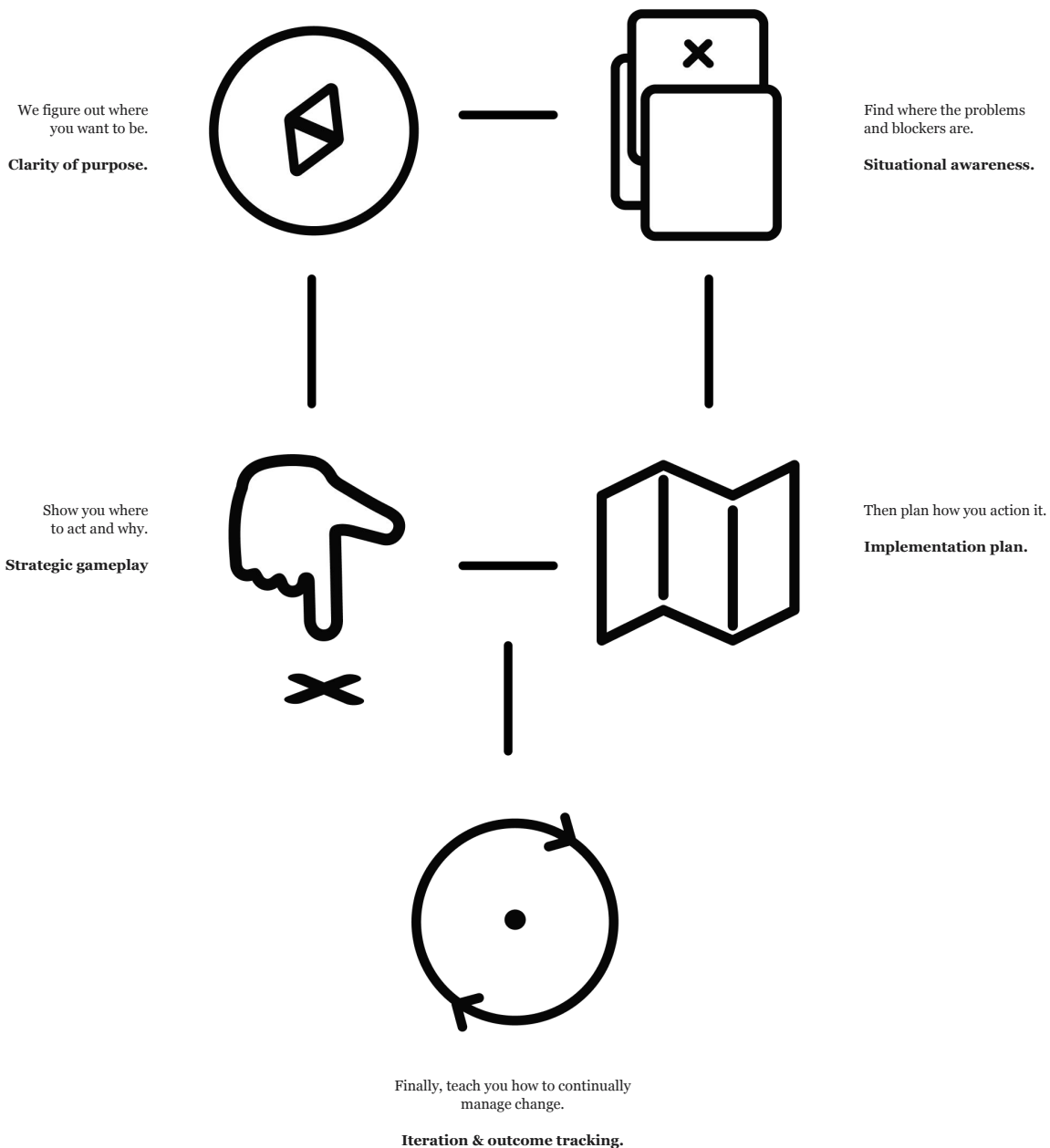
The magic to your success.

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.

We figure out where you want to be.

Clarity of purpose.

Find where the problems and blockers are.

Situational awareness.

Show you where to act and why.

Strategic gameplay

Then plan how you action it.

Implementation plan.

Finally, teach you how to continually manage change.

Iteration & outcome tracking.

Digital Service Transformation

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.
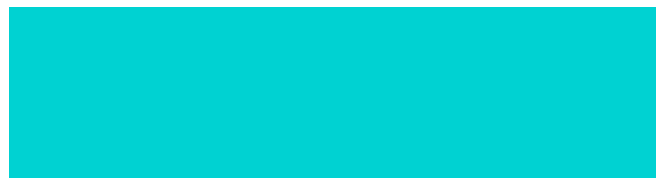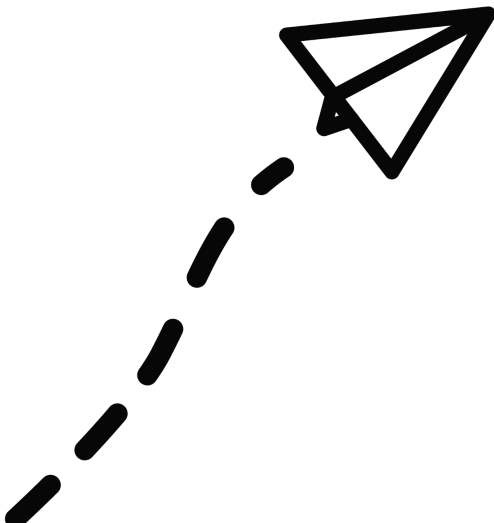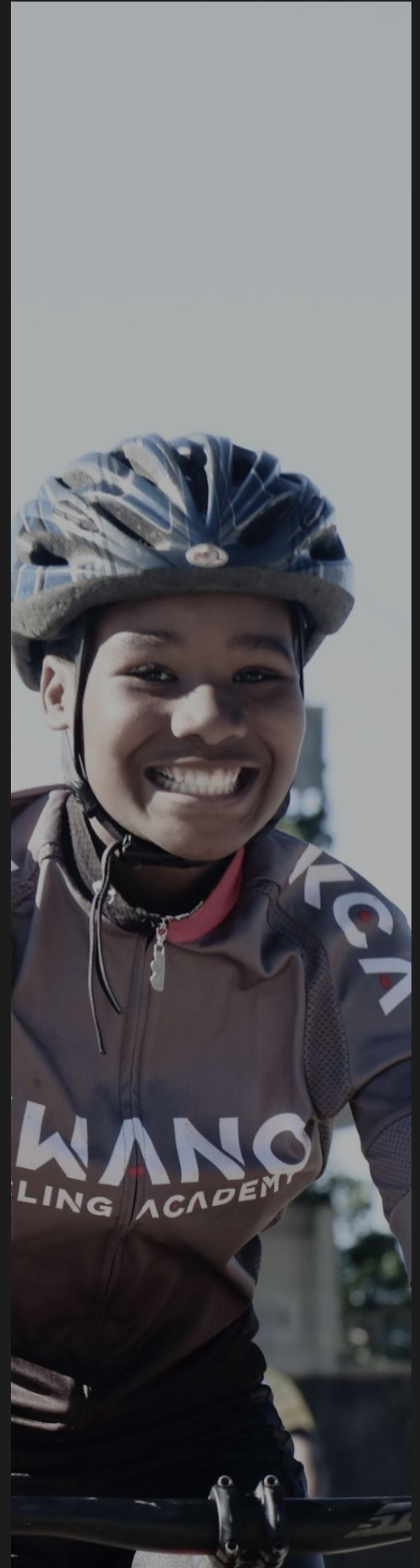
Our core offerings.

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

Digital Service Transformation

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.

www.buffalo.foundation

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