

G-Cloud 14

PwC and G-Cloud: Knowledge,
experience, value

Perform Plus Performance Improvement
Programme
May 2024





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Transforming Business using the Cloud

We have worked with many Central and Local Government clients to support the implementation of their business objectives using cloud technology. Enabling business and enterprise transformation using cloud is a complex, strategic consideration facing many private and public sector organisations.

Cloud technology and services have the potential to reduce cost, remove technology bottlenecks, and facilitate rapid business innovation. As a result, for most organisations globally, adopting cloud technology has become a question of “when and how” rather than “if”.

Opportunities for enterprises generally include a combination of one or more of the following:

- Implementing private and/or hybrid clouds for infrastructure and applications;
- Smarter use of public cloud infrastructure for optimising existing business functions;
- Using cloud for implementing new business services or digital operations; and,
- Reducing cost by moving to consumption based pricing models that only charge for the actual IT capacity and services used.

Migration or adoption of cloud must be properly choreographed for success. We understand the realities and the business and technical risks that should be fully considered, understood and mitigated before such a move. Critical considerations include:

- Alignment of business and technology objectives. This is essential to fully realise the targeted benefits of any cloud transformation or any refinement of existing cloud services. There can be a tendency to adopt cloud systems to fit current ways of working, rather than adopt and standardise processes where possible. The trade-offs between business, customer and technology requirements must be considered to make informed design decisions;
- Availability and reliability of services. The avoidance of operational downtime to mitigate in lost revenue, unnecessary operational cost or reputational damage that can disrupt business operations;
- Decentralised support structures. The need to tailor and revise the approach to operational security to cover the support structures employed by cloud service providers that will have a different risk profile for sensitive information.
- Data handling practices. Data classification and data-handling practices that reflect the data flow within a cloud environment must be understood and tailored accordingly to protect customer data.
- Data privacy. Compliance with GDPR to understand where and how information can be stored or processed. The cloud model enables data to bounce swiftly around the world by using available server capacity in various geographic locations, but this must be within the bounds of what is permissible. This is ever more of a concern as organisations review their front office, back office and out of office experiences.
- Future Technology Trends. Cloud applications are the stated direction of travel for the major application vendors, but any upgrade path must also cater for the future technology needs of the organisation and seek to minimise technical debt where possible.

A careful assessment of an organisation’s needs and different cloud service provider’s controls is required, enabling concerns to be addressed and the correct path to the cloud to be selected.

As a trusted advisor PwC provides the framework, and the wealth of private and public sector experience, to consider the combination of Business, customer experience and Technology activities outlined above. There is no single answer that covers each and every client organisation; we tailor our frameworks to client circumstances to support them:

- As a partner through the complete lifecycle of strategy to execution; and,
- With point business issues encountered during implementation or running the business.

Perform Plus Performance Improvement Programme

This section describes in more detail the service features and benefits included within this service definition document.

Perform Plus Performance Improvement Programme

Perform Plus changes the way employees engage, have fun, and excel at work. By marrying PwC's Perform coaching program with smart technology and data we're creating highly connected, highly engaged workers. That means more star performers driving stronger business outcomes for our clients.

Perform Plus Performance Improvement Programme Service Features

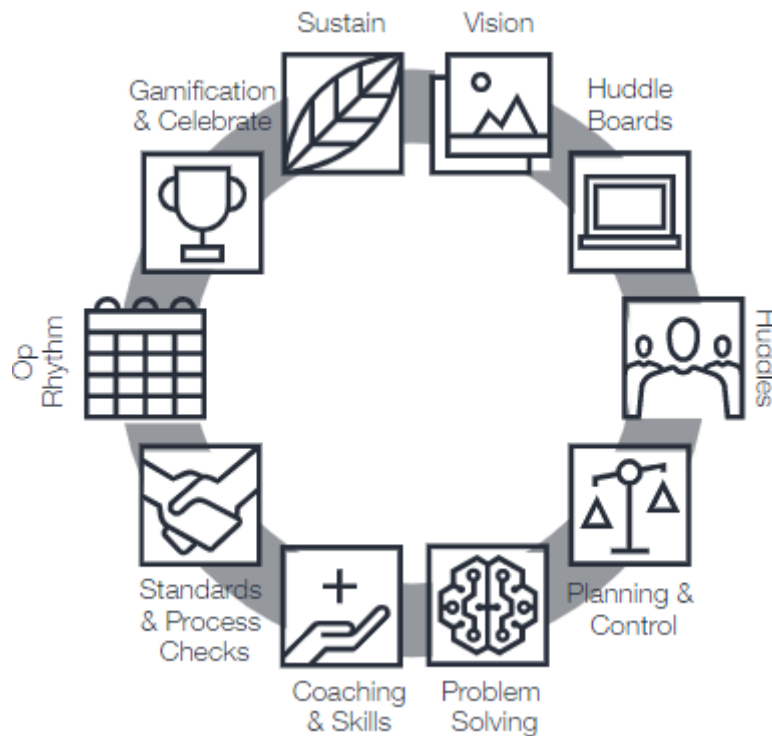
- 12-14 week custom designed operational excellence coaching programme
- Behavioural change approach that is underpinned and enhanced by technology
- Initial diagnostic to identify opportunities and design implementation approach
- 10 operational tools implemented alongside business as usual
- Each tool implemented weekly through design-build-test-improve framework
- Digital platform designed to enhance the impact of each tool
- >100 1:1 coaching hours per Team Leader and Manager
- 100 day sustainability planning to ensure new behaviours stick
- Option to purchase ongoing licence extension after sustainability package

Perform Plus Performance Improvement Programme Service Benefits

- Perform Plus unlocks performance potential in teams
- Record of delivering a 15-30% performance uplift
- Team Connectivity, brings enterprise wide continuity and connection
- Engagement, Perform Plus gamification unlocks team members potential.
- Up competitiveness. Motivate actions. Reward achievement
- Personalised goals, levelling up, and meaningful rewards.
- Visibility: Coaching around personal and group dashboards
- Ability to Track progress. Access key information. Communicate more effectively
- Ability to Solve problems, and make decisions firm wide

1. Making Lean Lovable

Perform Plus is an award winning operational excellence coaching programme. Over a period of 12 weeks we work face to face with managers and their teams to increase their capability and shape new work habits by introducing them to 10 tools. We introduce the tools around normal daily activity, so they become part of the team's day to day job from day 1. Perform Plus is both approachable and accessible. A true collaborative consulting experience to our clients. Create capacity, drive performance and build capability to foster a continuous improvement culture and sustaining benefits for your business & customers.



2. Connectivity

Perform Plus brings workers together. Teams share insights and information to bring enterprise-wide continuity and connection in a mobile world.

- **Link up workers** – Keep everyone looped in and included with “anywhere 24/7 access” that creates better communication, contribution, and community – regardless of an employee’s location.
- **Troubleshoot together** – Share and compare ideas with other teams, gain enterprise-wide context, and speed up problem-solving by opening queries across the entire organisation.
- **Create mentorships** – Pair employees with subject matter superstars to increase peer-to-peer training and upskilling, and create “go-to” resources by sharing leading practices, new standards, and expert insights off and online.

3. Engagement

Perform Plus’ gamification unlocks team members’ potential. Up competitiveness. Motivate actions. Reward achievement. And brings excitement to the everyday, with personalised goals, levelling up, and meaningful rewards.

- **Gamify performance** – Reward high achievement and reduce performance variations with game mechanics like shoutouts, spotlight competitions, top performers and meaningful rewards. We tailor the coaching and design to your organisation and the culture you want to create.
- **Build community** – Pit teams against each other with peer-to-peer challenges that shape qualitative behaviours. Socialising performance creates accountability and makes achievement something to shout about.
- **Inspire development** – Help employees visualise their journey and improvement by creating new levels for them to aspire to. Involve them in setting individual or team missions, and watch them become masters of their own performance.

4. Visibility

Coaching around personal and group dashboards get people focussed around shared goals. Track progress. Access key information. Communicate more effectively. Solve problems, and make decisions – from employees to execs.

- **Live updates** – Get real-time performance updates and data. All information is readily accessible and easy to understand, for faster, proactive responses.
- **User-specific dashboards** – Gain up and downline visibility so leadership can create healthy competition with peer-to-peer challenges. All for full transparency that leads to measurable self-improvement.
- **Actionable data** – Drill down into team and individual team members' KPIs and more, switching between views. Detailed snapshots turn data into meaningful coaching dialogues and smarter, more strategic decisions.

For an in depth overview of Perform Plus please see our video here:

<https://www.youtube.com/watch?v=M6TvlUQw-gE&feature=youtu.be>

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