Alchemmy

G-Cloud 14
Service: Product & Adoption

Lot 3: Cloud Support

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Our Key Achievements

Successful delivery of large-scale digital and data change programmes for major public and private sector organisations, showcasing Alchemmy's capability to handle complex transformations.

Establishment of enduring partnerships with leading organisations, enabling strategic and beneficial changes across various industries.

Cultivation of a highly experienced team with a successful track record, reinforcing Alchemmy's reputation as a leader in consultancy.

What this means for you:

Alchemmy stands out for our unwavering dedication to customer service, innovation, and value, backed by a team of professionals who are committed to making a meaningful difference. Our unique approach to consultancy, focusing on genuine partnerships and collaborative success, makes Alchemmy the ideal choice for organisations looking to navigate and thrive in the complexities of business and technology change.

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Our Mission

Alchemmy was established with a pioneering spirit to transform the consultancy landscape. Its mission revolves around placing the priorities of both clients and team members at the core of its operations. Dedicated to creating innovative solutions and assisting clients through complex challenges, Alchemmy aims to deliver sustainable change that advances business and technology.

Why Choose Us

People-Centred Approach:

Dedicated to prioritising customer needs, making sure each action and decision is centred around the customer's best interests, while engaging stakeholders at every level of seniority.

Collaboration & Partnership:

Building genuine partnerships through a collaborative and trust-based approach, ensuring a seamless transfer of knowledge and expertise.

Innovation & Excellence:

A passion for great ideas and the pursuit of excellence in solving problems and implementing strategic changes.

Humility & Teamwork:

While taking work seriously, maintaining a culture of humility and promoting teamwork, emphasising a 'with you, not to you' philosophy.
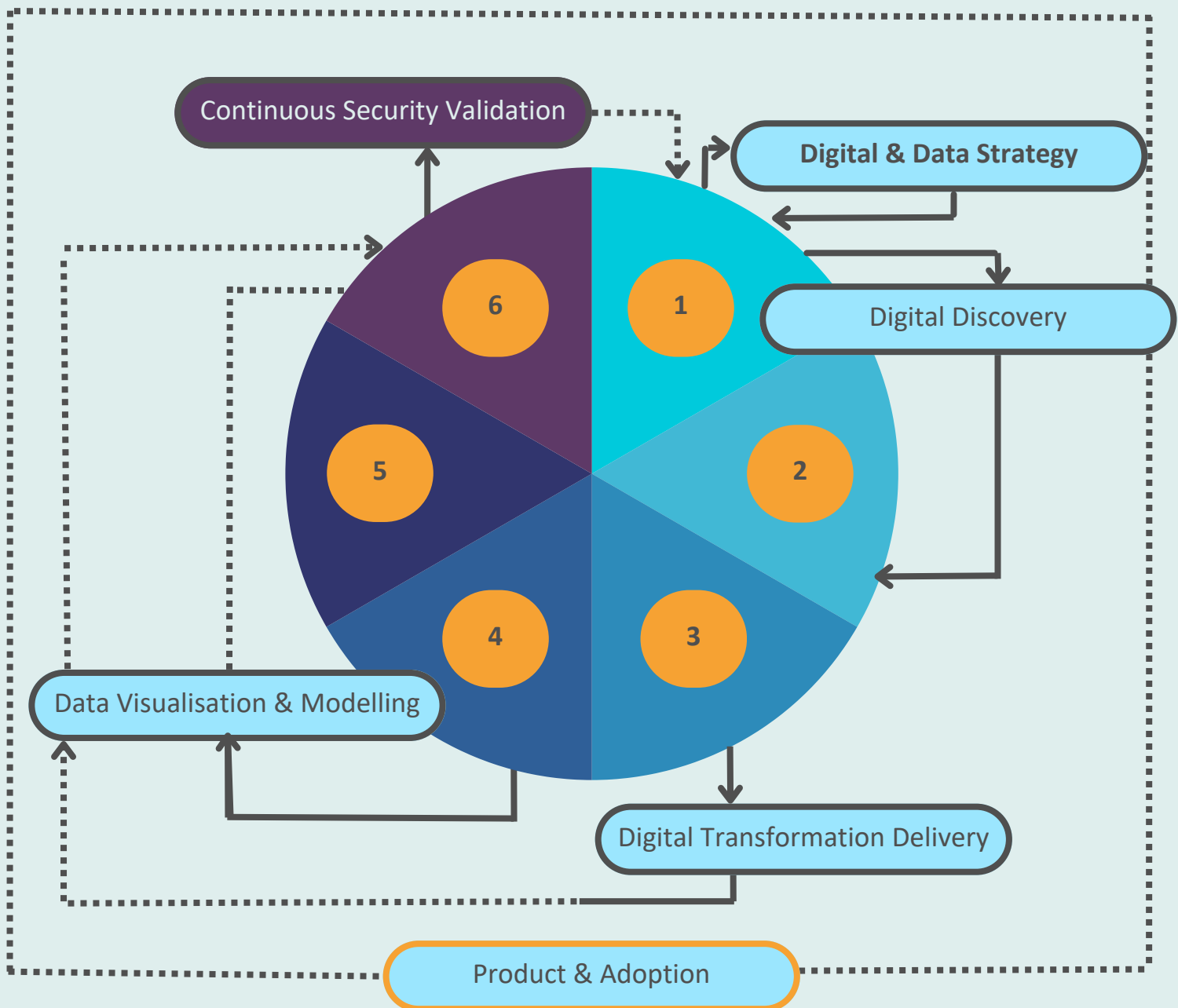
The Alchemmy Digital Lifecycle

Key:

1 - Strategy & Planning -> 2 - Design & Development -> 3 - Implementation & Integration -> 4 - Visualisation & Modelling -> 5 - Training & Adoption -> 6 Review & Continuous Improvement

Our G-Cloud Consulting Services

Our G-Cloud Cyber Services

Continuous Security Validation

Digital & Data Strategy

Digital Discovery

Data Visualisation & Modelling

Digital Transformation Delivery

Product & Adoption

1

2

3

4

5

6

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Product & Adoption Overview:

Alchemmy uses industry-leading product-centric delivery and change methodologies to support organisations in navigating the complexities of cloud integration and adoption. We address resistance and encourage collaboration whilst ensuring alignment with organisational goals. We upskill your teams to enable sustainable change and the successful realisation of cloud benefits.

Features:

- **Product Roadmap:** Creates a clear product-centric strategy and implementation roadmap.
- **Process Mapping:** Baselining current organisation/product position to desired state.
- **Communications Planning:** Brings stakeholders along the change journey.
- **Readiness Assessment:** Understands organisational change requirements.
- **Requirements Management:** Mapping, design and implementation of user needs.
- **Stakeholder Management:** Understands organisational and individual needs.
- **Testing:** Provides requirements validation and quality assurance.
- **Training Design & Facilitation:** Upskills for effective transition.
- **Benefits Management:** Ensures realisation and maturity of digital change benefits.
- **Knowledge Transfer:** Consolidates experiences for future application.
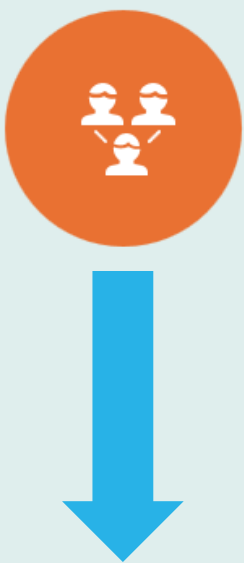
Benefits:

- **Digital Visibility:** Shows journey and direction of change.
- **Agile Expertise:** Experienced in Agile product adoption.
- **Digital Alignment:** Change aligns with organisational objectives.
- **Stakeholder Clarity:** Explains the necessity of change.
- **Change Readiness:** Assesses business maturity for change.
- **Stakeholder Engagement:** Minimises resistance for successful cloud implementation.
- **Risk Management:** Minimises and manages progress setbacks.
- **People-Centred:** Keeps individuals at the heart of change.
- **Benefit Monitoring:** Ensures company-wide change impact.
- **Sustainable Models:** Lessons and upskilling provide lasting change.

Product & Adoption - Detailed Service Description

Testing

Deployment

Product & Adoption Delivery

Development

Product Strategy

Design

Review
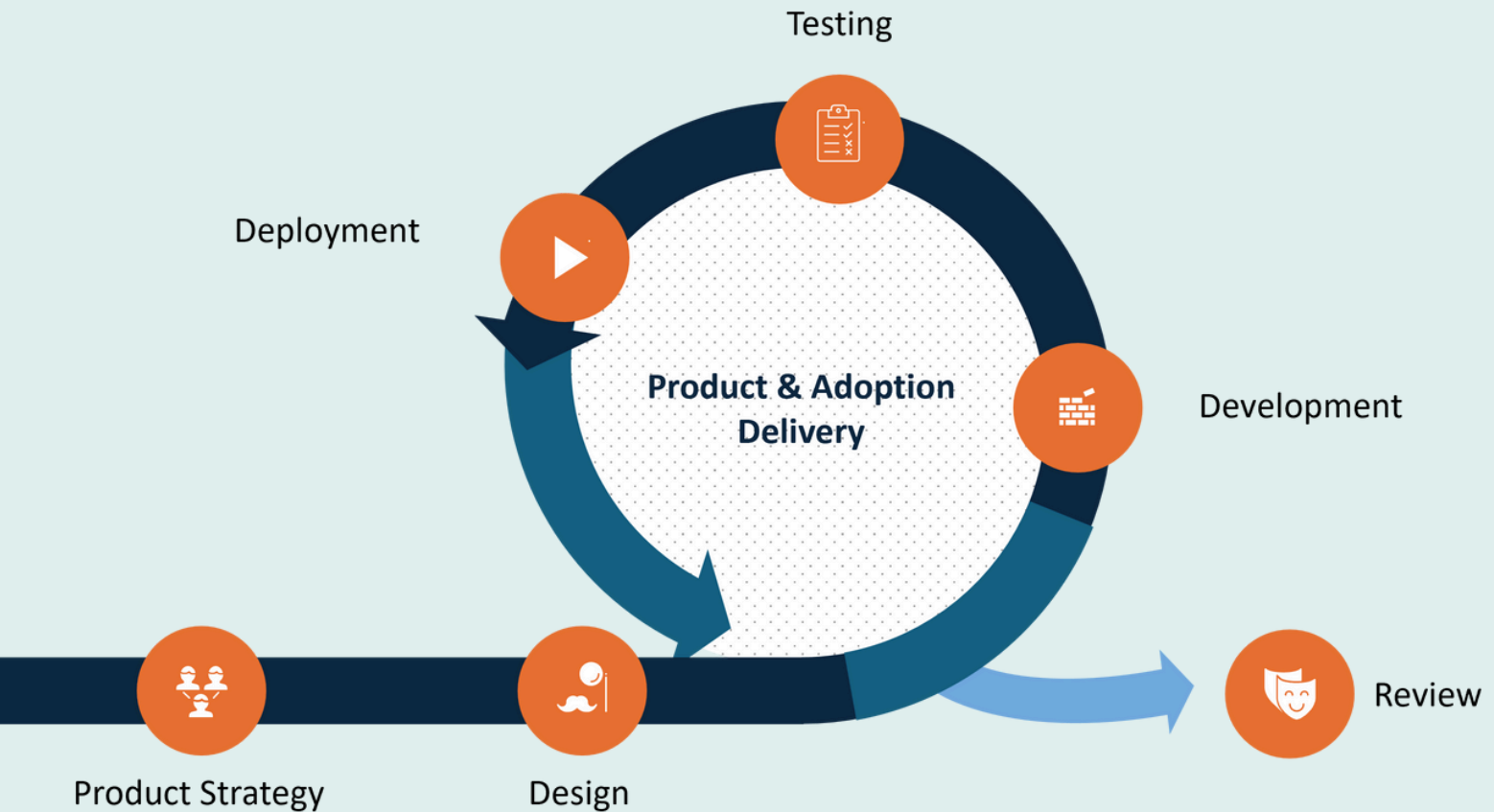
Fig 1: This represents the methodology we will employ during the Product and Adoption timeline; we will explore each of these sections in more detail below. Our process follows Agile methodology to underpin the entire engagement.

Product Strategy

A successful product and adoption journey relies on you having a comprehensive business case for it in the first place. The first stage of our delivery gets this done, defining the product vision, objectives and how it benefits the organisation and the people who are going to affected by the change. We assess the 'as-is' state and agree the 'to-be' success criteria, ensuring a holistic view of the products impact on the organisation is taken. We will do this through several activities including: comprehensive change impact assessment, defining personas/use cases, and associated risk/benefit assessments.

Product Strategy Continued

Product team optimisation is fundamental to the product strategy and lifecycle. Together we will review the current working environments and methodologies to better understand the readiness for efficient delivery. Following the review, we will provide a set of solutions to enhance the organisations' ability to deliver the product strategy. This could be exploring new Agile ways of working such a SAFe, Scrum and Kanban or realigning roles and responsibilities to ensure transparency and accountability. We will work with you to ensure a suitable product organisational structure is in place from the very beginning of your product journey.

The product strategy will set out a scope that seeks to understand what your product and adoption requirements are whilst aligning to your wider business objectives. We will work with you to build a thorough stakeholder engagement map ensuring that every person of interest and influence is documented and brought on the product's journey.
This will provide the backbone of our next offering component, Design.

Design

Once we have a clear view of the overarching vision, we will build how that looks at a more granular level for the users, what each use case/persona requires and how that aligns with the business strategy and objectives.

At this stage we engage with the users through a coherent communications plan which establishes an appropriate communication frequency with stakeholders throughout the project lifecycle. To begin the design we will detail what their feature requirements are and ensure these are elaborated, along with prioritising the steps required to fulfil the requirements. This will enable us to be more precise in our resource planning and help specify the constraints and key aspects that inform the architectural design of the product.

Gaining buy-in and engagement in the product at an early stage is a key part of successful adoption. To ensure this happens a communications strategy and plan will be designed to engage with key stakeholders so that they are aware of the vision and progress of the product. This will help to reduce resistance further down the line.
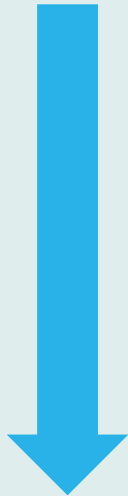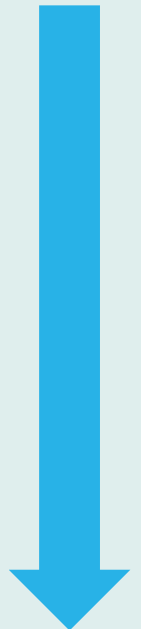
Design Continued

Benefits management is crucial in any project lifecycle and is something we will design together early on. Understanding and tracking the expected benefits and disbenefits is important for your change journey and will feature frequently in the communications strategy. Together, we will document the benefits of your product and adoption lifecycle to track value experienced during the Deployment phase.

To ensure the product lifecycle development stays on track, a risk management office will be established that will document and account for any risks, assumptions, blockers or dependencies: all of which will have their own mitigation plan to prevent any blockers or restrictions to our progress.

Development Facilitation

With our already agreed ways of working, teams will begin engineering the product according to the documented user requirements. The requirements will continue to be managed along with new queries as user needs change with time, which can be captured through a 360-feedback tool. Alchemmy are deeply experienced in working with fast paced, ever-changing environments, re-prioritisation and re-alignment will take place throughout the development process to ensure the end-product reflects the current environmental needs.

Work towards the product's development will be conducted iteratively, with timely demonstrations completed, ensuring stakeholders are consulted at every stage. Sprint retrospectives will also feature to monitor team health assuring we are aligned with our product team optimisation plan.

Testing - Does it work?

During the testing phase we work to ensure the product is delivering the necessary requirements to a satisfactory level. The goal is to validate whether the product is delivering the user and business requirements. We will do this through the facilitation of Internal Quality Assurance (QA) and User Acceptance Testing (UAT).

Testing Continued - What does that mean?

QA is completed before UAT and done to fix any technical issues to ensure a functional product according to the given requirements.
UAT is completed by the end user to ensure any usability issues are flagged to ensure that a viable product is created. UAT is crucial to ensure the functional product can meet real-world expectations.

We work with you to design a variety of value metrics that can be applied to products to collect data. This could include user impressions, time to complete actions or general user experience analysis. This provides actionable feedback that can be delivered back to product owners and their developers.

Deployment
To the fun part – where all the benefits come to life

We will create a tailored deployment plan that aligns with your business objectives and timelines.
The deployment plan will contain the following:

- **Comprehensive communications strategy:** informing and preparing users for the upcoming deployment, highlighting key benefits and addressing any concerns.
- **Training Workshops:** targeted training tailored to different user groups to ensure they are proficient in using the new product effectively from day one.
- **User Support Resources:** creating user-friendly support resources such as demos, FAQs, video tutorials, and help guides to assist users during the transition period and beyond.
- **Monitoring and feedback mechanisms:** establishing mechanisms to monitor user adoption and satisfaction post-deployment, with regular check-ins to address any issues and gather feedback for continuous improvement.

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Review - How did we do?

We will ensure analysis of the objective and subjective feedback mechanisms is completed to showcase the benefits realised. A full-scale review will be carried out of the realised outcome vs the intended outcome set out in the Product Strategy & Design phases, to ensure the business and user requirements have been met.

At Alchemmy, we are driven to ensure that you are set up successfully for us to step away. To do this we ensure we embed the change by documenting good practice, decision records, lessons learned and ensure the onboarding process for new joiners is set up to create sustainable, long-lasting change.

Case Study: NS Cloud Adoption

Clarifying Complexity: Alchemmy's Strategic Vision Paves the Way for Seamless Cloud Migration

The Challenge

Alchemmy were tasked with articulating a pre-migration to cloud strategy for a business area (150+FTE). The area had a serious lack of clarity and understanding due to the complexity of the transformation. As this was a multi-product migration the product strategy had to encompass the whole domain. Alchemmy's Product Strategy was to de-mist the minds of the business area and clarify the actions required to prepare for full scale migration.

Their Testimonial

"This is going to really help our teams understand what they need to do and where they fit in with the overall strategy."

"This is so good!" - indicating a positive reception to Alchemmy's efforts in driving clarity and direction amidst the migration challenges.

Solution: Design & Development

In the Design and Development phase Alchemmy engaged with the different teams to understand their As-Is and align the leadership teams objectives with their individual requirements. Alchemmy were then able to create a pre-migration strategy aligning the overarching cloud migration strategy, the business area leads, and the individual team's requirements. The UAT in the testing phase brought about some 'real-world' challenges that were solved prior to the strategy being deployed – managing the risk before it became a 'real-world' issue.

Outcome

In the Design and Development phase Alchemmy engaged with the different teams to understand their As-Is and align the leadership teams objectives with their individual requirements. Alchemmy were then able to create a pre-migration strategy aligning the overarching cloud migration strategy, the business area leads, and the individual team's requirements. The UAT in the testing phase brought about some 'real-world' challenges that were solved prior to the strategy being deployed – managing the risk before it became a 'real-world' issue.

Compliance & Certifications:

Alchemmy holds ISO27001 and Cyber Essentials Plus Certifications

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Pricing

Please refer to our Pricing Document and SFIA Rate Cards available on Digital Marketplace under G-Cloud 14.

Ideal Customers

We are industry agnostic, our services are relevant from management to leadership and to provide a general data health check or to transform specific capabilities. Our service is focused for those who are struggling with operational performance or efficiency and for customers who require change management expertise with a technical and business lens.

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