

Change Management

Frazer-Nash delivers a robust, actively managed transformation that both facilitates the local transition to cloud based services, and creates wider business champions, coaches, mentors and change leaders across the organisation.



Service Definition

Frazer-Nash's Change Management services provide support to undertake change initiatives during cloud-based systems and services projects and programmes. We apply robust methodologies to transformational change initiatives, while ensuring your people are a key part of the process. We assess organisational readiness and manage change to a successful conclusion.



Service Features

- Establishes the need and business case for change
- Developing cultures for successful change
- Design and implementation of organisational and business change initiatives
- Change impact assessments and management of risk
- Establishes readiness, monitors and controls change initiatives
- Supports upskilling and learning and development programmes
- Embeds new ways of working and continuous improvement
- Supports delivery through all phases of transition
- Implements governance, including change and scope management
- Stakeholder strategy, management and communications planning



Service Benefits

- Robust business cases and justification for change, aligned to strategy
- Reduced risk of failure or lack of system/services adoption
- Increased confidence in delivery of change and realisation of benefits
- Continuous improvement and capability enhancement across the organisation
- Increased stakeholder buy-in and focus on people
- Achieves goals quicker, ensuring delivery of objectives and quality parameters
- Increased realisation of planned and emergent benefits, while reducing dis-benefits
- Transfer of detailed knowledge of industry best practice methodologies
- In-house teams increase capabilities from facilitated learning environment
- Delivery from PRINCE2 and APMG International Change Management Professionals



Detailed Service Definition

Frazer-Nash provides an appropriately sized and skilled team of Change Management consultants who ensure all enabling and constraining factors that may impact a change initiative are considered, accounted and planned for. This includes the critical integration of people, processes and tools.

Frazer-Nash delivers a robust, actively managed transformation that both facilitates the local transition to cloud based services, and creates wider business champions, coaches, mentors and change leaders across the organisation. This vastly increases an organisation's capability to manage subsequent enhancements, changes or integration with other products and teams, successfully.

We plan change, build sponsor confidence and provide support to drive improvements from change, earlier.

We offer tailored courses and certifications, including the APMG International Change Management Foundation and Practitioner examinations, so the best practice methods applied during the delivery of our service can be adopted by your staff with key skills and knowledge being transferred, sustainably.



Why Frazer-Nash Consultancy?

We are an independent consultancy offering a broad range of cloud consultancy services. We have been at the leading edge of digital engineering and software development for over 35 years. We are 'solution agnostic' and provide truly independent advice. We are not tied to any hardware or software products; we design cloud-based solutions which are built on knowledge acquired from a broad range of applications developed across multiple platforms. We utilise this knowledge to add value to our clients through the technological advantages offered by cloud integration.



Our Commitment to Quality

From every aspect of engagement and communication we are committed to providing services and deliverables of the highest quality, to ensure we continually meet and exceed the expectations of our customers. Our processes include suitable controls to ensure progress is closely monitored and decisions are appropriately scrutinised.

In addition to a project manager, every project has a dedicated project supervisor (who impartially monitors and approves monthly progress reports) and dedicated project auditor (who ensures quality is followed). At a deliverable level, all customer outputs are verified for technical accuracy, and approved as appropriate for their purpose by two independent reviewers. Our Quality Management Systems is certified to ISO 9001 and the TickITplus scheme (for software development).



Our Security

Our processes and certification are fit to handle sensitive and classified information up to Top Secret. The majority of our staff are security cleared to at least SC and over 200 of our staff hold DV clearance. We are also experienced in handling highly sensitive commercial information, with the ability to separate teams as necessary for security and conflict of interest requirements. Our IT systems are certified to ISO 27001 and Cyber Essentials Plus.

Our Approach to Subcontracting

Our large base of full-time staff can be supplemented where required through partner companies and trusted associates providing us with flexibility and scale whilst retaining control. We are adept at quickly subcontracting a range of organisations when needed, from sole traders to large multinational companies, through the lifecycle of a project. Our processes focus on identifying, assessing and contracting an appropriate supplier; defining a scope of supply; flowing down terms and conditions where appropriate, and managing risk to ensure the purchase is delivered on-time, within budget and to the required quality. This includes undertaking a due-diligence process to commercially and technically 'approve' the suppliers we work with.



Resourcing

We employ over 1200 technical staff across all grades, from Follow to Set Strategy, with a vast range of specialities, backgrounds and experiences. To enable agile and flexible resourcing, we are grouped into a range of technical delivery areas (e.g. Information Systems, Cyber, Modelling, Software etc.), which can be applied to a range of sectors (e.g. Central and Local Government, Police, Health, Energy). This resource focus combines with our strong portfolio, programme and project management to allow us to monitor demand on a dynamic basis and respond to the changing demands of the project through its lifecycle.

Our staff work across a range of industry sectors allowing us to ‘cross-pollinate’ ideas and techniques between different domains. We build teams, led by a single responsible project manager, that are tailored to the specific challenge. We are fortunate to have a diverse range of capabilities within the same company, including information security, and human factors specialists. This allows us to efficiently and promptly deliver multi-disciplinary projects that meet your specific requirement.



Our Commercial Approach

Our commercial approach is flexible to provide best service and value to our clients.

We will discuss with you the specifics of the support and services you require and build an appropriate commercial model to deliver this scope. This could be a defined scope fixed priced service, or provision of time and materials agreed day rates suitable for a developing scope.

Where you have service requirements for an extended period, and where we have control of the resource flexibility, we are also able to offer an agreed single blended day rate for support at a range of grades.

Next Steps

To discuss your requirements in
more detail or
place an order for services
please contact us at
ccs@fnc.co.uk