

Coaching, Skills Development & Knowledge Transfer

Frazer-Nash supports customers with the implementation of cloud systems and services by upskilling and coaching individuals and teams prior to implementation, and as an ongoing initiative throughout the process.



Service Definition

Frazer-Nash uses specialist skills to enhance talent management and development within customer teams. Combining accredited training, coaching, knowledge transfer and a range of complimentary consultancy techniques, we optimise the way your resources are developed, aligning their continuous personal development with organisational objectives for implementing and managing cloud-based systems and services.



Service Features

- Needs analysis focused on targeted solutions (training, coaching, consultancy interventions)
- Organisational design
- Workforce planning (functional and/or project centric)
- Upskilling and coaching (individuals and/or teams)
- Accredited training delivered flexibly, including virtual, digital, remote or classroom
- Supports resource outsourcing, on-boarding and induction
- Compensation, incentivisation and recognition schemes
- Resourcing and team diagnostics aligned to organisation's people strategy
- Career path and development mapping
- Agile, responsive resourcing supports long or short term needs



Service Benefits

- Strategic alignment of business objectives with staff learning and development
- Improved internal capabilities, continuous improvement
- Confidence that outcomes and interventions are based on root causes
- Suitably qualified and experienced people (SQEP)
- Improved staff motivation and retention
- Reduces need for Private Sector Support (PSS)
- Embeds new skills and cultural / behavioural change
- Produces high quality management information
- Fosters a coaching and mentoring culture in customer organisation
- Effective resource management and deployment



Detailed Service Definition

Frazer-Nash supports customers with the implementation of cloud systems and services by upskilling and coaching individuals and teams prior to implementation, and as an ongoing initiative throughout the process.

The customer gains a clear understanding of the training that will be required to use a new capability, and can address any skills shortfall through training workshops, development, coaching or mentoring in advance of the cloud system or service being deployed.



Detailed Service Definition

Frazer-Nash's consultants will prepare the customer team and equip them with the necessary skills to adapt to change and achieve operational capability within the new environment. This may include, or combine specific training, coaching and embedding of new processes.

Frazer-Nash provides web-based tools and processes to help bring structure to learning and embed change as organisations and teams move to a transformed business state.

Frazer-Nash can provide tailored training and certifications in PRINCE2, APMP, APMG, MSP, AGILE, ITIL, Management of Risk, cyber and information security and IT governance. As part of all Frazer-Nash services, we ensure that the best practice methods we apply during delivery are adopted by customer staff, so key skills and knowledge are retained following contract completion.



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