



## Service Definition Document

Putting people at the  
heart of change

[www.consultcmc.com](http://www.consultcmc.com)



# About CMC

We put people at the heart of change.

CMC is an award-winning SME consulting firm specialising in change and transformation for over 20 years.



We are employee-owned. This means all our people have a vested interest in delivering a superb service to our customers – one that keeps them coming back again and again.

And as we don't set sales targets, our people can focus on what they are there to do – help you with your change.

- We recruit people who are passionate about what they do and committed to delivering excellent work for our customers.
- Our people include thought leaders in their field, international keynote speakers and published authors.
- They combine multiple delivery capabilities to provide wide-ranging transformational support services, using their expertise to shape delivery into the right approach for our customers.
- We are in our element when engaging with others and bringing change to life.





Totally committed, flexible and always reliable and positive in the face of sometimes incredibly challenging asks, timescales and stakeholders.



*Head of Service, Houses of Parliament Restoration & Renewal Programme*

# Our core capabilities

For more details, see our relevant services on the Digital Marketplace

Clients across the private and public sectors benefit from our complementary capabilities and experience



## Setting the right foundations

In the digital era, business analysis is more in demand than ever before. From enhancing product or service development, to supporting strategic change initiatives or improving organisational effectiveness, our business analysts can help you.

**Business analysis**



## Making it happen

From IT projects to enterprise transformation programmes, our delivery services help businesses to focus on strategic priorities and the delivery approach they need to ensure success. Waterfall, agile or hybrid, our specialists have the tools and experience to ensure you deliver.

**Delivery management**



## Focusing on the people side of change

Whether it's a digital transformation, merger or other change that impacts people, we enable clients to embrace opportunities, overcome challenges and achieve remarkable results. We help you to drive change home and make it stick.

**Change and transformation**



## Getting everyone on board

Effective engagement and communication fosters inclusion, understanding and a drive to achieve shared goals. We can make your transformation resonate with the right people, in the right way, at the right time.

**Communications and engagement**



## Informing decisions and driving value

Whatever an organisation's level of data maturity, we support clients to understand their data landscape and bring out the most value from it for their business. This enables them to make informed, data-driven decisions.

**Data analysis and insights**



## Preparing for the future

We work with businesses to achieve agility at their core, from their strategy and organisational structure, to empowerment of their teams – all by cultivating a culture of innovation, collaboration and continuous improvement.

**Business agility**



## Making best use of technology

We support businesses to adopt AI to achieve their strategic aims. From defining a compelling vision and creating a robust adoption roadmap, to quantifying the actual impact of the change, we actively engage your people to maximise the adoption and use of your selected tools.

**AI adoption**



# Focus on – our Business Agility capability

## Preparing for the future

Every organisation is unique. Every organisation has its own challenges and barriers to overcome to enable them to respond in an agile way to cloud and digital challenges, especially when operating within complex and fast-paced environments. Continuously improving your organisation, your teams, your products and your services to ensure you can keep up with increasing demand is becoming the norm.

**Organisations or teams that can adapt and transform to respond rapidly to market pressures are more likely to succeed.**

Our approach to optimising business agility is based on our 4 dimensions of business agility model.



This includes supporting your full transformation, from developing the initial vision and OKRs, to assessing agile maturity, to managing backlogs, and communicating and driving change with teams and individuals.

Our enterprise coaching for senior execs helps to embed the leadership behaviours and culture required for agile or digital transformations. Our enterprise coaches are experienced in both coaching practice and agile.

Our team level coaching supports teams and team leads across the organisation to achieve the agility needed to deliver their products and services through a combination of coaching, mentoring and training.

Business  
agility  
transformation

Business  
agility  
organisation  
assessment

Our business agility assessment – based on *CMC's Four Dimensions of Business Agility* – identifies required changes to the characteristics and behaviours needed to support agility, rather than the methods and practices.

Agile  
executive  
coaching

Business  
Agility

Business  
agility team  
assessments

Our team assessment will identify opportunities to increase team agility, finding new ways of working to adopt and scale across teams and business areas, using feedback loops to embed a culture of continuous improvement.

Agile team  
coaching

Agile delivery  
improvement

Our Agile delivery improvement service helps you to adapt swiftly to changing consumer demands. Teams learn how to deliver valuable services through accelerated feedback loops, driving innovation and enhancing organisational agility and competitiveness.



# Customer success stories in business agility



## Enabling an adaptive approach

We are supporting the National Cyber Security Centre to be more adaptive. We have ensured business visions and plans align with and drive changes to their business processes, structure and technical capability work. Coaching senior leaders in agile thinking, building value chains/propositions and applying service thinking has enabled them to create a vision of the future that will drive iterative and incremental change across the business. The vision will change the way the operations area works based on agile thinking and practice, e.g. increasing transparency and decentralising decision-making. We are helping them to change the culture to work in more adaptive ways to face future challenges. This holistic approach to change based on agile thinking and principles ensures that business and IT strategies and value are measured once change is in place or technology and processes are in use.



My team received support from Lyn and CMC as part of a Business Agility Assessment to help us uncover new areas we could improve upon and challenge our existing biases in ways of working. From the outset of the engagement, CMC was professional and precise with the scope of the assessment, clearly setting out how to use the tools and when we could expect to receive insights and what these would cover. As part of a debrief to the whole team, Lyn and CMC provided us with deep insights into our ways of working, revealing patterns we had not seen before, whilst validating beliefs and observations that had previously been internal to our team. Most importantly, this information was provided without inference or judgement, with Lyn and CMC giving our team space and time to think, reflect and select the next important question to help in evolving our ways of working. I look forward to working with Lyn and CMC in future!



***Agile and DevOps Delivery Lead, Private sector client***



## Embedding an agile, outcomes-based mindset

We are currently successfully delivering an award-winning transformation with a UK government client through a series of 6 month transformation blueprints, breaking down the overall vision into a series of outcomes. This makes each change manageable and achievable, and promotes an iterative, adaptive approach which flexes according to experiential learning. Our consultants are embedded within cross-functional, multi-disciplinary teams, supporting agile team structures and ways of working, and communicating learning and successes. We have embedded a new operating model, where resources are aligned to required outcomes and priorities. We have developed multiple Communities of Practice (CoPs) to embed continual improvement. These activities have supported a cultural shift towards agile ways of working, and supported senior leaders to champion and exemplify the change they want to see.



Very positive about the team and extremely happy with the quality, cost and timeliness of the work completed.



*Programme Director, CDDO, Cabinet Office*

# We make a difference

We may be a small company, but we are mighty in our approach to making a positive change in all that we do.

## Looking after our people

Wellbeing is a top priority for us. We know that if our team members feel supported, valued and empowered, they are much more likely to thrive, both personally and professionally. We are genuinely committed to supporting our people to be happy and healthy, and creating safe spaces to open-up.



## Being inclusive

We are deeply committed to embracing and celebrating difference, valuing diversity and promoting inclusion. Every person brings their whole self to work at CMC, sharing their unique perspectives, experiences and talents. It is through appreciating and treasuring these differences that we thrive as a team.



## Supporting our community

Charity and community means a huge amount to us at CMC. We support selected charities and are a friend of the Community Foundation Wales. But it is the exceptional charitable endeavours of our people that truly bring our commitment to life. We take immense pride in our collective contributions, knowing that together we are making a difference.



## Protecting the environment

We are a net zero company. Our carbon reduction programme focuses on sustainable practices and supporting flexible working, reducing travel and other business-related emissions. Any carbon emissions that we do produce are 100% offset with an annual donation to the Woodland Trust, protecting, restoring, and creating UK Woodland.





# We assure our delivery

## Business assurance accreditations

The quality of our services is evidenced through our corporate accreditations which include:

- ISO 9001: Quality – assurance that our services are managed and delivered effectively and to a high standard
- ISO 27001: Information Security Management Systems – confidence that our systems and data are well-managed and stored securely
- ISO 14001: Environment – evidence that we are committed to minimising our impact on the environment
- Cyber Essentials Plus – peace of mind that our systems and data are robustly protected



## Memberships

Our commitment to providing high-quality services at the forefront of industry thinking is supported by our ongoing investment in professional memberships.





A really strong performance from a team whose skills complemented each other well – they really listened to our needs and requirements and adapted their way of working to deliver what we needed.



*Portfolio Director, Environment Agency*

# Service provision details

## Service management

As service scale, complexity and required operating arrangements vary significantly between customers, we agree tailored service management arrangements with the customer at service start. We designate account managers to act as the primary point of customer contact, and to assure service delivery quality and customer satisfaction. They are practising consultants, who work closely with customers to understand not just service deliverables but also the culture and business strategy. This ensures highly effective service delivery and adds value. We do not offer technical support services as they are not relevant to the services we provide; however CMC resources work flexibly to support the delivery of pre-agreed customer requirements. Our consultants are available to speak to on the phone or via email as our customers require. Standard availability is Monday-Friday 09.00-17.30hrs.

## Mobilisation, on-boarding and off-boarding

We work closely with our customers to ensure efficient entry and exit to and smooth running of our services. Our typical mobilisation approach includes:

- Familiarisation
- Understanding the context – what you need and how best to achieve it
- Building our partnership – how we work together
- Establishing joint management – robust delivery assurance

At service start, we scope full requirements together with the customer and agree an appropriate model and approach for optimum delivery. This includes identifying all assumptions and requirements to enable effective delivery from day 1. At service close, we hand over deliverables to a nominated client representative, and ensure skills and knowledge transfer is complete.

## Service levels and performance

Where appropriate, we will agree service levels and performance measures which are relevant to the contract. Our account managers track customer satisfaction informally on an ongoing basis and also take regular formal customer feedback. Our standard feedback process includes areas such as achievement of deliverables to time and quality, overall performance, specialist knowledge and skills personal impact and skills transfer.

## Pricing overview

Pricing is usually on a time and materials basis using our standard SFIA rate card. As services required by customers vary significantly in terms of size and complexity, specific rates and payment mechanisms, including any volume discounts, will be discussed and agreed with the customer based on the programme of work and the level of experience required.

## Ordering and invoicing process

Prior to service commencement, we will agree with the customer the scope of services required and service specification, to be documented in the call-off contract and purchase order. Invoices are submitted monthly in arrears, payable within thirty days.

## Assurance and business continuity

CMC is ISO 27001, ISO 1400, ISO 9001 and Cyber Essentials Plus accredited. All our resources are as a minimum Baseline Personnel Security Standard (BPSS) cleared, and many are security-cleared (to SC and DV). Data backup/restore and disaster recovery are not relevant to the services we provide; however we have business continuity and disaster recovery plans in place as part of our ISO 9001 accredited Quality Management System.

# Talk to us



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