



Service Definition Document

Putting people at the
heart of change

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 Change and Transformation capability



Focusing on the people side of change

We are change management experts. We empower businesses to embrace change, navigate uncertainty and thrive in a constantly evolving business landscape.

We know that successful and enduring change happens when individuals change their behaviour. That's why our approach to change management focuses on changing the behaviour of the organisation and individuals.

Our behaviour focused approach to change

We will get to know your organisation, including your culture, values and vision and the change you want to deliver.

We prioritise ensuring your organisation and individuals are prepared for the change and feel confident – there's no change without behavioural change.



We use our extensive experience to select the best change management methods and multiskilled consultants for your transformation journey.

Through understanding your context, we put together a bespoke approach to change management that focuses on organisational and individual behavioural change, which results in successful, long-lasting change.

Our change and transformation services

We understand that change can be complex and daunting to navigate, which is why we provide four distinct change management services designed to address all aspects of your transformation.

Delivering lasting change

We help deliver positive change using engaging methods to achieve successful and enduring change.

Building change capability

We help develop your internal change capability so you have the knowledge, skills, processes and tools to deliver the changes you need to succeed.

Managing change portfolios

We help provide visibility and control of your change portfolio, ensuring strategic investment in the right changes at the right time.

Enabling change leadership

We help equip leaders to effectively drive and sustain change, ensuring commitment and contribution across all leadership roles.

Customer success stories in change and transformation



Embedding successful agile change

We are providing change expertise to create a flexible, outcome-based enterprise PMO service within an agile delivery environment. One of the key aims was to embrace an agile culture, reducing reliance on less dynamic traditional delivery approaches. To achieve this, we developed an agile change approach. We continually refresh our approach with agile and cutting-edge change techniques and tools, e.g. agile hothouses, the Human Sensor Network (including sentiment analysis), Organisational Network Analysis and Cynefin to assess change complexity. Using lean change techniques, such as running safe-to-fail experiments, has encouraged a culture which views failure as a learning opportunity. We introduced communities of practice and change agent networks to dismantle silos. Feedback has been overwhelmingly positive. The success of our change team is evidenced by its longevity, as we are in our 7th year working with the PMO.



We have always felt that CMC have acted in our best interests. We have no hesitation in letting them represent us to our customers, even when discussing difficult issues. This is testament both to the trust we have in their consultants, and to their success at engaging with senior public sector stakeholders.



Head of Programme, Welsh Government

As for CMC, I have nothing but the greatest admiration for your team. The people that have been working here with SBM were all top-professionals, and on top very pleasant people to work with. From all the consultancy firms working in the Odyssey24 program, CMC outranked them all (by a large distance).

Deputy Programme Director, SBM Offshore

CMC have given me some valuable extra tools in my toolkit, which I can share with other managers involved in the changes we're undergoing. Working with CMC has been a good, and beneficial experience. I would recommend that other people look at their approach to change.

Change Manager, County Council

Delivering global change

We acted as strategic partner to support SBM Offshore's global transformation programme, encompassing 11,000 people and multiple locations across five continents. We set up and managed their Change Management Office, building internal change management capability across project managers, HR, project sponsors and key staff. We set up a global network of SBM transformation leads, and provided expert communications and change support to the programme. We worked across disciplines to foster learning, collaboration and team-working, embedding the culture to 'work as one'. We produced change delivery strategies specific to each cultural centre. The programme delivered a measurable efficiency saving to SBM Offshore of 5% per annum (equivalent to a recurring \$200m/annum cost saving). We continue to provide change expertise to SBM to help them with various digital and other global transformations.





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



Certificate No:131192021



Certificate No:259082016



Certificate No:158462009



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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