



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 AI Adoption capability



Making best use of technology

CMC's AI Adoption Services are designed to help you leverage artificial intelligence technologies to achieve your strategic goals through driving adoption and utilisation of your selected AI solution.

Our comprehensive approach covers every stage of the AI adoption journey, from initial strategy alignment to scalable implementation and beyond. Combining expertise in AI adoption with a focus on organisational readiness and strategic alignment, we empower businesses to unlock the full potential of AI and achieve sustainable competitive advantage.



Strategic alignment and readiness

We will:

Understand how AI adoption aligns with your organisation's strategy and goals, helping to define clear objectives and key results (OKRs).

Assess organisational readiness for AI adoption.

Evaluate your data readiness and maturity for AI applications, identifying gaps and recommending actions.

Craft a clear and inspiring vision statement that describes your desired future state.



Roadmap development

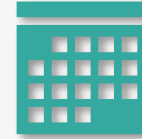
We will:

Develop personas and identify use cases to guide AI implementation efforts.

Prioritise most impactful use cases.

Create a detailed AI adoption roadmap aligned with your technical implementation roadmap.

Develop change and communications plans, communicating with stakeholders and facilitating the adoption of AI technologies during the early rollout phase.



Implementation support

We will:

Provide guidance and support to organisational teams on training and testing AI models.

Deliver change, communication and adoption plans to support the early rollout of AI solutions.

Create networks of champions and super users to ensure the change lands well.



Scaling adoption

We will:

Expand the scope of AI models and increase the number of adopters within the organisation.

Deliver change, communication and adoption plans to optimise adoption and utilisation of AI technologies to maximise their impact.

Embed AI adoption into the organisational culture and track adoption metrics over time.



Impact measurement

We will:

Track adoption and utilisation, monitoring AI uptake, and benchmark against industry to show effectiveness.

Use tools such as ADKAR, sentiment analysis and network analysis to analyse employee impact and assess changes in operations.

Calculate AI's return on investment and its impact on customer satisfaction.

Visualise the benefits achieved from AI adoption, both qualitatively and quantitatively.

Customer success stories in AI adoption



Adopting an LLM in a complex government agency

We supported a large government agency with a highly complex IT environment to successfully integrate a large language model (LLM). This adoption posed numerous challenges, including legal and regulatory hurdles, technological integration complexities, and changes to ways of working.

We supported the change aspects of this transformative initiative, enabling seamless integration and minimising disruption to daily operations. We promoted cross-functional collaboration throughout the process, and maintained regular feedback loops with users and stakeholders. Team members from multiple domains – change, commercial, legal, engineering, data science and research – worked closely together, sharing expertise and insights, and leading to innovative solutions.

The LLM was successfully integrated into the organisation's operations, improving efficiency and decision-making. Legal and compliance requirements were met. Employee adaptation to the new technology was swift, with minimal disruption to daily tasks. Employees have been empowered to make more informed and data-driven decisions, benefiting their work and improving the work experience. Efficiency gains and cost savings have simultaneously benefited the organisation's bottom line.

CMC has produced excellent work by scrutinising the information on the Copilot volunteers and firming up a change strategy. I was impressed by CMC's strong analysis and engagement skills, proactivity and thoughtful input to Copilot and wider change meetings.

***Head of Change,
Government department***

Creating personas using AI

We used a large language model (LLM) to create virtual customer personas. Key characteristics of each stakeholder were encoded into the LLM in order to generate realistic responses. The project team used these to test ideas on these personas rather than in real life. This provided an idea of the likely responses.



Supporting Copilot pilot

This customer was one of only 80 UK organisations (13 UK public sector) to be invited by Microsoft (MS) to participate in the the Early Access Programme (EAP) of Copilot. CMC provided change management support in the early stages. Following the issuing of a survey across the organisation to identify potential benefits, We mapped the respondent landscape to highlight which business areas had responded and identify those which needed further follow up. We collated the >400 responses, undertaking a change impact assessment to understand what impact Copilot could have. We identified key themes and categorised areas of benefit aligned to strategic priorities. This discovered some potentially significant improvements to productivity and efficiency in a number of departments and individuals. This analysis was used to identify areas for the Copilot trial, based on the biggest impact on ways of working and lowest cost to the organisation. Finally we created a change plan including communications for the pilot and aligned this with the project plan.



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



John Daley

Managing Director

e: john.daley@consultcmc.com

m: 07810 356620



Jeanette Lane

Deputy Managing Director

e: jeanette.lane@consultcmc.com

m: 07769 677272



Call us.



01633 492030

Email us.



contact@consultcmc.com

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