

cmc

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 Delivery Management capability

Making delivery happen

From key IT projects to major technology portfolios and complex business transformation programmes, we can help you focus on what is strategically important and the delivery approach you need to ensure success.

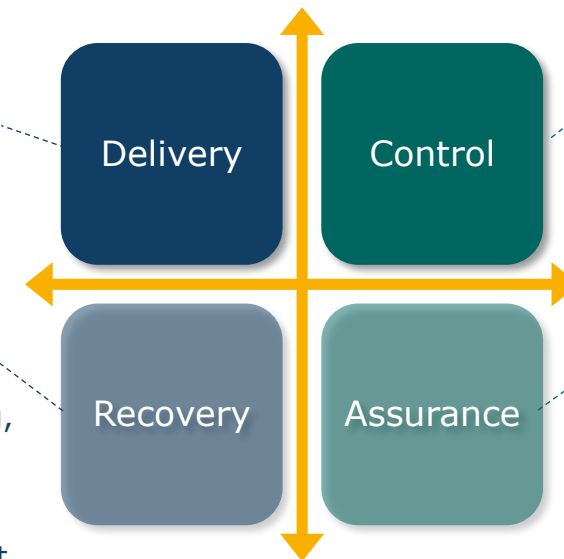
Our core capabilities include providing experts to lead or support successful delivery, effective controls to provide clarity and enable informed decision-making, assurance services to check delivery health and keep you on track, and recovery services for when things aren't going right.

We get that organisations are faced with the challenge of achieving more with less. With competing priorities and tight budgets, it's crucial to focus on the most impactful work. We're here to help organisations make the right choices and support them in achieving their goals.

No matter what the size or complexity of your project, programme or portfolio, we use best practice to create a tailored delivery approach aligned with organisational strategic goals. Throughout the process, we stay attentive to your primary aims, ensuring we deliver exactly what is needed, when it is needed - with real benefits and real value.

Delivery has many forms – from work package management to portfolio coordination, from agile delivery to waterfall project management. We select and tailor the right solution for your delivery needs. Whether it's a delivery lead or a full multi-disciplinary delivery team, we can provide what you need.

Effective controls support effective delivery. We know that controlling your delivery is key to achieving your required outcomes. We have the people, tools and techniques to bring proportionate, tailored control to your projects, programmes and portfolios, ensuring delivery success.



If your projects and programmes aren't delivering, we can help. Our experts can identify how to get back on track. Whether you need a single project recovery expert or a multi-disciplinary tiger team, we can evaluate your projects what's going wrong, and provide a pragmatic plan to accelerate recovery.

It's all too easy for projects to go astray, whether from scope creep or lack of clarity over objectives. Our robust assurance services ensure you and your costs stay on track, focusing delivery on your end goals.

Customer success stories in delivery management



Introducing a portfolio approach

We helped Ordnance Survey deliver their challenging transformation. We assessed P3M3 and change maturity, then supported them to create the transformation programme. We established a PMO and all of its processes and procedures, then introduced portfolio management. We provided experienced delivery managers and business change expertise, including leadership coaching and support. Outcomes included an approach to prioritise and balance investments against strategy, a consolidated portfolio with common delivery processes and governance, and improved executive insight into the investment portfolio, facilitating better decision making and providing increased assurance.



CMC has been an instrumental part of enhancing Ordnance Survey's investment portfolio capabilities to enable us to deliver our ambitious strategy. They have provided a range of specialists and best practice advice, as well as leadership when required. The CMC team have fully integrated into the delivery capability of Ordnance Survey, and I believe that they have always acted in our best interests.



Chief Financial Officer, Ordnance Survey

Your reshaping, rigour and implementation of the PMO and planning function has been first rate...and you leave us in a million % better place than when you joined.

Senior Manager, Ordnance Survey

CMC's teamwork was obviously from the start, they not only gelled very well with each other but also with other suppliers and the CDDO team providing much coherence for the overall delivery. By establishing the programme, CMC have given us the tools we need to move this vital work forward – thank you.

Programme Director, CDDO, Cabinet Office

Establishing a critical digital programme

We supported the Cabinet Office's Central Digital and Data Office (CDDO) to establish a major programme to transform the provisioning, management and assurance of public sector web domains, reducing the UK's cyber risk. We established the PMO and effective programme governance supported by pragmatic controls, strategies and ways of working. We created a comprehensive programme definition and blueprint as well as detailed, aligned programme, business change and benefits realisation plans. We used hybrid agile and waterfall methodologies to ensure successful delivery in a complex and uncertain environment. We developed an engaged stakeholder network willing to help shape the programme and able to represent the interests of over 3,000 diverse organisations. We continue to support them with the next stage of delivery.





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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