



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

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.

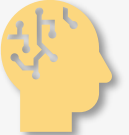
Data analysis and insights



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 Data Analysis and Insights capability



Informing decisions and driving value

CMC supports insight-driven decision-making through holistic data services. We map your data maturity, aligning goals with strategies. We craft roadmaps for data-driven success, integrating cutting-edge techniques, and turn complex data into easy to understand, impactful visualisations.

We empower our customers with a comprehensive suite of data solutions. From descriptive analytics providing insights into past performance to diagnostic analytics uncovering reasons behind trends, predictive analytics forecasting future outcomes, and prescriptive analytics offering actionable recommendations, we facilitate informed decision-making and strategic planning for sustainable growth and competitive advantage.

We will help you create and track metrics which align with organisational goals, ensuring clarity, accountability and informed decision-making for sustainable growth and success.


Metrics

We will help you develop a data strategy and roadmap aligned to your data maturity and business goals.


Strategy

We transform complex data into insightful visuals, providing clarity, enabling strategic insights and driving organisational success.


Visualisation

Our data services

We will streamline data collection, cleanse datasets, assess quality assessments and undertake varied data analyses, providing insights to enable informed decision-making.


Analysis

From data clustering to regression analysis, we can help to develop machine learning models, fine-tune large language models (LLMs) and support image analysis.


AI

Whether you need data asset mapping or data valuation, data flow analysis or data maturity assessments, we will explore and define your data landscape.


Mapping

Customer success stories in Data Analysis and Insights



Implementing data-driven benefits management

CMC supported the Environment Agency to identify and quantify benefits for a key portfolio, creating metrics and OKRs through a series of workshops. We identified what data could be collected to monitor achievement and created a set of evaluation metrics to track realisation. Having built a comprehensive data model to track programmatic benefits metrics and the organisational OKRs, we developed an interactive, visually compelling dashboard to display achievements against metrics. This enabled project managers to select their project and see line of sight from their project right up to strategic objectives. Programme managers could use this to quantify the contributions of constituent projects to strategic delivery and therefore optimise their portfolio.

“A really professional team of consultants who formed a strong team and showed great commitment in delivering a set of products that will provide excellent business justification and assurance for the portfolio going forward. We were especially pleased with the data model and scripts which will make the benefit map’s inevitable complexity much easier to navigate.”

Environment Agency

We regarded the CMC consultants as being a breeze to work with, showing a proactive understanding of what is required by a task, with the ability to just get on with it. Their feedback was greatly valued as was their willingness to stop and challenge when work was not adding value. We would absolutely engage them again. Their extensive knowledge and skills have been invaluable to the project. They have an excellent personal impact that really inspires confidence. Deliverables are always of the highest quality – the discipline they bring to delivery has perfectly balanced rigour with agility. No task is too great and they always have something in the toolbox that can solve any challenge.

HM Prison and Probation Service



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Synchronising multi-organisation records

CMC supported HM Prison and Probation Service to establish single core person records across >1million records and multiple government departments and keep them synchronised to maintain a single version of the truth. We undertook data landscape mapping across multiple cloud and legacy systems to create a data landscape diagram. We created a data dictionary describing the fields and rules across different systems to identify which fields contained relevant data and were therefore in scope. We assessed APIs across multiple systems, identifying appropriate documentation and working with data engineers to understand relevant data and domain events. We worked with data science teams to understand how implementation of the Splink algorithm could assist with entity resolution and identity modelling for person records. As a result, the project could collect correct data from legacy systems and use the algorithm to create and maintain single identity files.



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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