

Scrumconnect G-Cloud 14 Service description

Urgent Digital Delivery / Critical Digital Delivery



Digital. Made easy.



Overview: About Scrumconnect

We are a UK-based SME providing digital services to the private and public sectors.

We help define your product, engineer the solution and transfer skills.

- 1 Delivering more than 20% of top 75 public services
- 2 We are a **trusted partner** to major govt departments including DWP, HMPO, MoJ and DfE
- 3 Delivered successful digital programmes to SITA, Cora, Bank of England and ASOS.
- 4 The services we build achieve an average **95%+** user satisfaction rate
- 5 Creating **750 new jobs** over the next 3 years

Digital. Made easy

Our mission is to make digital services easy to use for our clients and their customers. To create great user experiences for everyone.

Track Record: Digital. Made easy

Delivering over **20%** of top 75 UK citizen-facing Public Services and a number of Private sector customer facing programmes.



68 user-centred digital services delivered across **14** major clients



350 people currently deployed on client projects



Department for Education



Ministry of Justice



Education & Skills Funding Service



Central Digital & Data Office



Department for International Trade



Department for Work & Pensions



Government Digital Service



UK Health Security Agency

cora

SITA

asos
discover fashion online



Bank of England



50m UK citizens use our solutions



Cabinet Office



Home Office

>User Insights

We put the user at the heart of everything we do. Through diligent user research, we get our solutions right first time.

Rapid Concept Development

We follow the concept of 'think big, build small'. By continuous iteration, our mentality is to develop a sustainable product.

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Collaboration



One Team Objective



Continuous Learning

Early Product Launch

Our job is to find the quickest route from idea to digital product for our customers. Early value to users results in a virtuous delivery cycle.

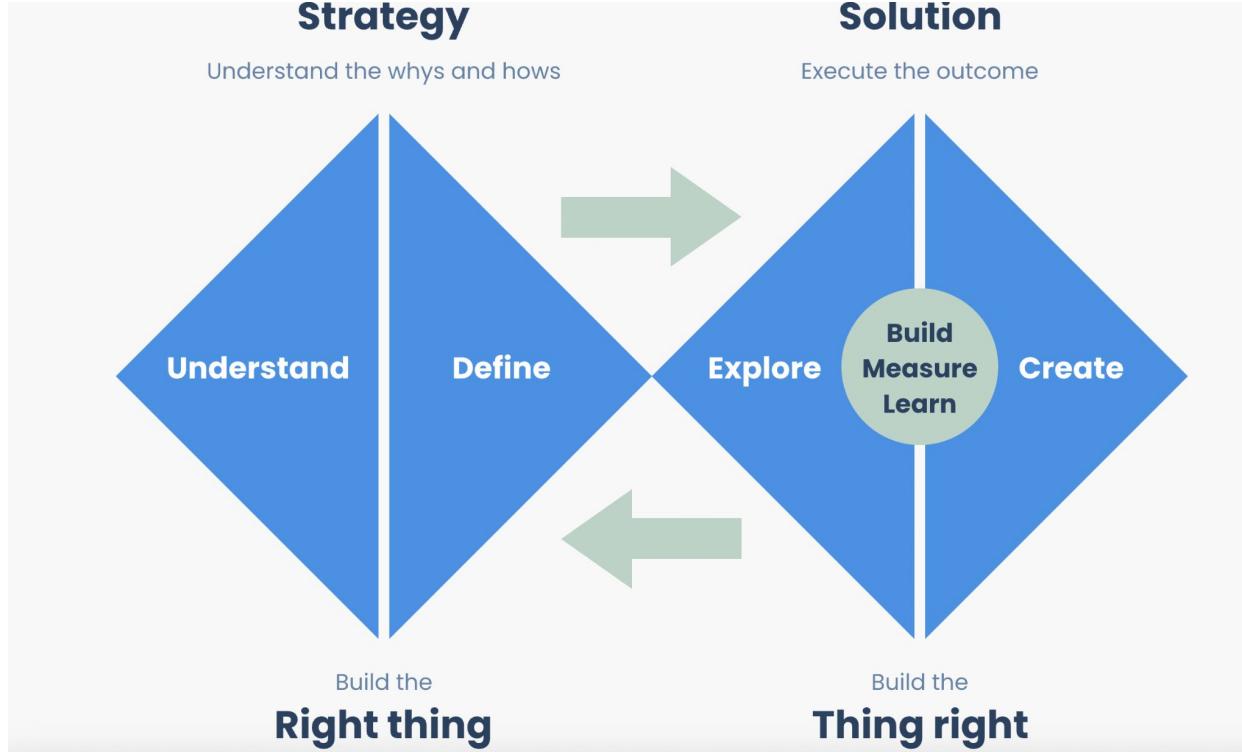
Agile Working

Our delivery, and indeed our organisation, is based on agile principles. Adopting GDS ways of working enables us to help our customers deliver fast and right.

Lean Experiments

We accept that we build systems in an uncertain world. We take calculated risks through lean experiments to get ahead of the curve.

Building for both quality and outcome without compromise



What we do

Our Urgent/Critical Digital Delivery service is tailored for organizations needing rapid deployment of digital solutions under tight timelines. This service is ideal for critical projects that require immediate attention and swift execution without compromising on quality or functionality. Leveraging agile methodologies and robust project management frameworks, we ensure that your digital products are developed, tested, and launched efficiently. Our team of experts specializes in handling high-stakes projects involving complex system integrations, emergency bug fixes, or critical feature rollouts. We provide round-the-clock development cycles, real-time problem-solving, and priority resource allocation to meet your urgent digital needs, ensuring that your business remains resilient and responsive in dynamic market conditions.

Service Features

- Rapid Deployment Capabilities: Utilizes accelerated development cycles and agile methodologies to significantly reduce the time from concept to deployment, ensuring quick market entry.
- Priority Resource Allocation: Allocates the best resources, including top-tier developers and project managers, to focus exclusively on your project, enhancing focus and output quality.
- 24/7 Project Management: Offers around-the-clock project management to address and resolve issues instantaneously, maintaining project momentum and meeting tight deadlines.
- Real-Time Problem Solving: Employs expert teams capable of immediate troubleshooting and decision-making, which is crucial for rapid development and deployment phases.
- Flexible and Adaptive Development Processes: Adapts processes on the fly to meet evolving project requirements and unexpected challenges, ensuring resilience and flexibility in project execution.

Service Benefits:

- Speed to Market: Drastically reduces development time, allowing businesses to respond to market opportunities and challenges more rapidly than competitors.
- Enhanced Focus and Quality: With dedicated teams and resources, projects not only progress faster but also with higher quality outputs and attention to detail.
- Operational Continuity: Ensures that critical systems and services are quickly restored or implemented, minimizing downtime and potential revenue losses.
- Adaptability in Crisis Situations: Provides the agility needed to pivot and adapt strategies quickly during unforeseen events or critical market changes.
- Competitive Advantage: Quick deployment of digital tools and services can provide a significant edge over competitors, capturing market share and customer loyalty.

Service Delivery:

- Immediate Project Initiation: Quickly assembles project teams and initiates development to meet urgent timelines, following a streamlined onboarding process.
- Intensive Collaboration and Communication: Maintains high levels of stakeholder engagement and communication throughout the project lifecycle to ensure alignment and adapt to changes rapidly.
- Robust Project Management: Implements strong project management practices that emphasize efficiency and effectiveness, supported by state-of-the-art tools and technologies.
- Continuous Monitoring and Optimization: Conducts ongoing monitoring of project progress against benchmarks and objectives, applying iterative improvements and optimizations as needed.
- Post-Deployment Support and Iteration: Provides comprehensive support after launch, including immediate bug fixes and feature enhancements to ensure sustained performance and satisfaction.

Why Choose Scrumconnect?



Track Record:

Experienced delivery partner for private and public sector clients



UK govt's trusted partner



Cross-Sector Delivery experience

DWP, MOJ, HMPO, DFE, GDS, SITA, Cora, Bank of England and ASOS



Value for Money

clear vision for improvement, TCO benefits, competitive rates, experienced team, knowledge transfer



Hand picked team

10+ years experience of picking bespoke digital teams to meet customer demands



Delivery Mindset

Delivered 40+ projects over Discovery/Alpha/Beta/Live



Quality

meeting user needs as default



Standards

Adherence to GDS and Industry SDLC and Designs, tech community participation. Certified to Cyber Essentials Plus, ISO 9001/27001

Award Winning Agile Software Engineering



asos

DWP Digital @DWPDigital · Nov 16, 2022
We're delighted to have won 🎉 in the Organisational Exit From the Pandemic category at the #UKITAwards.

We were joint winners alongside @Scrumconnect for the collaborative work carried out on the online Pensions Credit digital service.

See all winners ukitindustryawards.co.uk/ukitindustryawards...



UK Civil Service @UKCivilService · Feb 25, 2021
Next up, the Department for Work and Pensions wins the Digital, Data & Technology Award for their work on [Get Your State Pension](#). Fantastic work! #CSAwards



Thank you