



G-Cloud Service Definition

Product & Programme Delivery.

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Product & Programme Delivery

Description

FSP's delivery experts have a common goal to enable organisations to realise business and user outcomes through delivery of value producing change. Our approach integrates expertise from our Delivery Management, Product Management and Business Analysis practices, offering a unique and tailored approach for each customer engagement to optimise business outcomes.

Features

- Expertise in project, portfolio & programme delivery and governance
- Adapting delivery to changing needs whilst remaining focused on outcomes
- Rigorous quality assurance and control to deliver excellence every time
- End-to-end tailored delivery from scoping through to benefits realisation
- Establish new ways of working, aligned to strategy and goals
- Supporting businesses set up in-house capabilities through coaching and mentoring
- Discern the root causes of business problems
- Transformation of Development Teams into high performing cross-functional Product teams
- Product planning and strategy development, including setting OKRs through collaboration
- Evolving product support into continuous improvement to realise full potential



Benefits

- Bringing together the right people at the right time
- Expertise in delivery approaches including PRINCE2, Waterfall, Agile & Product Management
- Partnership approach for delivering a tailored experience
- Ensuring solutions address business needs and effect beneficial change
- Understanding, defining and simplifying complex business problems
- Building a cohesive understanding between business objectives and technological capabilities
- Ensuring benefits are understood and measured throughout a project's lifecycle
- Enabling sustainable growth and long-term success of Digital Products
- Making better, more informed Product decisions to meet user needs
- Scalable, successful and maintainable Product teams



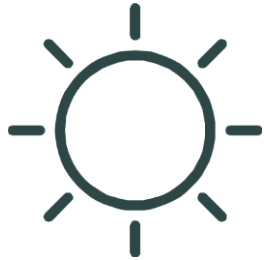
Our Approach

This section gives a brief overview of our project approach that can be adapted depending on the service being delivered. We understand that there is no one-size-fits-all approach to technology and consulting projects.

Our approach combines flexibility, experience, and industry best practices, and can be adapted to work in waterfall or agile processes to meet your specific needs. Typically, we segment each project, or project phase, into seven stages. This figure illustrates the seven stages of our project process. Not all projects require all seven stages.



Discover



During the Discover phase, we aim to understand your current situation, your challenges and desired outcomes. We envision a high-level overview of the solution and agree the scope of the project in terms of time, budget, deliverables and outcomes. Some projects require a Scoping Engagement which would fall within the Discover stage.

As part of our proposal, we will help you review and adapt internal processes to the new solution to create a sustainable long-term solution to drive commercial and operational efficiencies with greater reliability, quality and productivity.

FSP are committed to helping organisations reach their full potential. Introducing the right technology and processes to help organisations work more effectively is an important step in our overall approach. New technology can only be used to its full potential if change is effectively facilitated and enabled. We are dedicated to involving client staff in the introduction of change and to facilitate understanding and user adoption starting in the Discover phase.

Projects with an existing clearly defined set of requirements may be able to skip this stage.

Design



In the Design phase, we will work with you, often as a joint team, to agree the solution design from four different perspectives, if applicable:

- The conceptual design puts the user at the heart of an iterative approach, employing an evolving set of methods, tools and practices.
- The user interface design will be optimised for a defined hardware and browser estate including mobile and tablet devices. These will be agreed upfront and included where relevant in the Test and UAT strategies.



-
- The 'logical design' defines the design and configuration of the software elements of the solution and any custom components.
 - The 'physical design' defines the topology and configuration of the platform that will host the solution.

During this stage, we will work together to develop a delivery plan that will be managed by our delivery manager, in conjunction with you, to ensure that timescales are maintained, and that risks, opportunities, issues and blockers are dealt with quickly and effectively.

Develop



There are typically three main work streams within the Develop stage. The *Build* work stream involves the building and/or configuring of the solution artefacts to implement the required functionality. The *Platform* work stream involves the setup and configuration of any underlying infrastructure the solution will rely upon, and the *Test* work stream involves the quality assurance of the end-to-end solution.

If following an agile methodology, where appropriate, we shall release some or all of the agreed deliverables at regularly intervals to gain feedback and deliver incremental capability as quickly as possible.

Deploy



Following in-depth system testing and regular demos to confirm that the solution meets the agreed quality, the solution will be deployed into your environment ready for User Acceptance testing, which will be managed and reported on by our delivery manager. When the solution meets the agreed acceptance criteria for deployment to Production, FSP will work closely with your team to deploy the solution to the live environment and assist with cutover activities, if applicable. The deployment, configuration and cutover process will have been defined in advance and managed by FSP.





Training

Knowledge and skills transfer is a critical aspect in the transitioning of any solution. The main objective is to ensure all end users have the awareness, knowledge, and skills relevant to their levels of responsibility. The training requirements and the training plan are established and created during the *Design Phase*, and we use the ADDIE model as a foundation which a five-step process: Analyse, Design, Develop, Implement, and Evaluate. We deliver blended learning solutions according to the client's needs, culture and preferences. Prosci research shows that the person with the most influence on whether an individual adopts a change is their line manager. It also highlights the importance of sponsors. For this reason, at FSP, we always aim to develop confidence and competence in the management and leadership community and have solutions ready to help.



Review

This phase typically includes Project Reviews as well as capture, tracking and reporting of the benefits measured as agreed in the Benefits Plan during the Design phase. The reporting associated drives subsequent change and adoption activities in response to any poorly performing benefit. Any issues identified during this stage are captured in a forward plan and addressed subsequently. Additional requirements identified during the Project or post go-live will be captured in our Project Review documentation, which can then be used for potential subsequent releases.



Business Change

FSP understand that a successful Implementation of new technologies and processes is only possible with effective change management, active engagement and motivation of staff. We are therefore dedicated to not only ensure a smooth technical implementation but also general user adoption by developing a tailored communication and training approach, whilst managing, monitoring and reporting on all change management activities throughout the Project lifecycle. The figure below demonstrates four key stages of our Business Change approach.



Product Management Approach

We nurture Product teams and the products they create to get the best outcomes for our clients and their customers. Naturally building on FSP's people-centric culture to deliver product value through enabling people in product teams to do the best work of their careers.

Our offering:

- **Strategy:** Industry experienced Product Managers to understand business problems and inspire the team.
- **Discovery:** Supported discovery of the best solutions to our client's business problems in an ever-changing world.
- **Development:** Transformation of existing development teams into high performing cross-functional Product teams.
- **Enhanced support:** Evolving product support into continuous improvement to realise full product potential.

A Product Manager realises value for customers in a way that is viable for the business, is an advocate for customers and a champion for a cross-functional product team, who focused on outcomes rather than outputs. We would recommend involving a Product Manager when:

- The engagement involves changes to a 'digital product' that is owned and controlled by the organisation.
- There is a lack of clarity on the overall vision or the "why" a product is being built.
- There is a need to understand and define the client's business problem with a view to finding a digital solution.
- There is a lack of ownership or understanding of existing digital products within the client's IT support organisation.
- The client has existing digital products which have become stale/unsupportable and require product strategy to iterate and improve.
- The client has voiced an expectation or desire to work in a product-led way.



Delivery Management Approach

We partner with our clients to understand their unique needs, goals and ways of working to ensure that we deliver the best possible, tailored experience with people at its heart, ensuring the best outcomes for our clients. Our offering:

- **Connect:** We bring together the right people in the right environment, driving team alignment and building strong relationships with our client.
- **Control:** As custodians of the journey, we implement and maintain project controls and support the business operational excellence.
- **Outcomes:** Utilising our collective expertise and experience, we achieve win:win scenarios for both FSP and our clients by adapting delivery to changing needs whilst remaining focused on the outcomes.
- **Shaping:** We shape the journey to achieve the optimum outcome, building clarity and creative thinking into our engagements.

We would recommend involving a Delivery Manager when:

- We are trying to deliver a complex change.
- The change requires input from multiple teams.
- The activity or client needs a plan to be presented.
- You need support with governance, control, risk management.
- The client has a specific governance needs that are not the core skillset of the technical consultant.
- You need support with budget and schedule management.
- You need support with internal resource management.



Business Analysis Approach

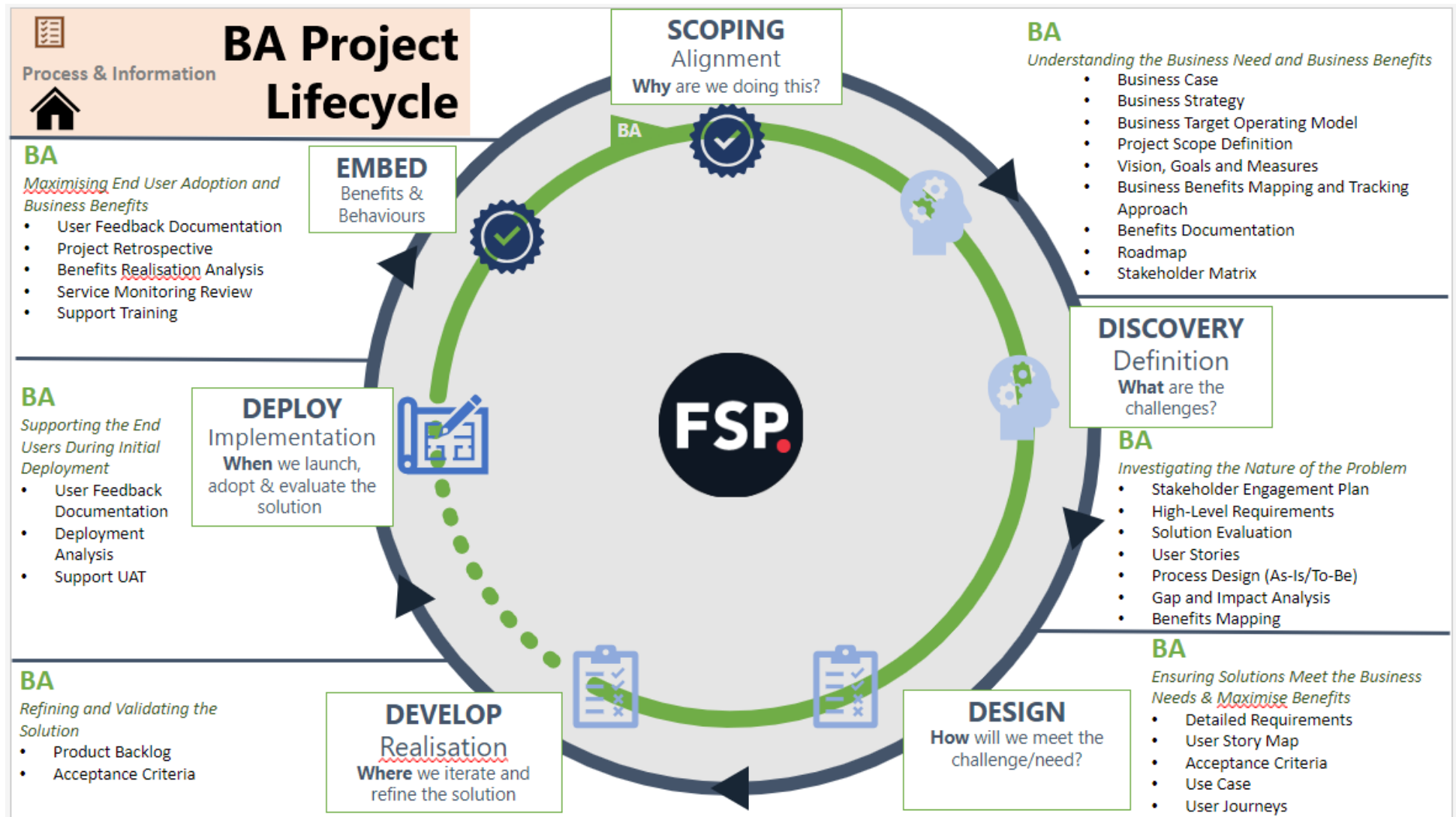
We bring clarity to teams working to solve complex problems. We delve into the detailed inner workings of business systems from a technical and human perspective. With investigative vigour, we define business problems and help to identify and embed solutions. Our offering includes:

- **Investigate:** We collaborate with users to understand pain points and discern the root causes of business problems.
- **Analyse:** We provide challenge to ensure solutions address root causes and affect beneficial change for the users and business.
- **Implement:** We work with delivery and product managers to support the implementation of technical solutions.
- **Benefits:** We embed and realise the benefits and establish new ways of working, aligned to business strategy and goals.

We recommend involving a Business Analyst is vital to the success of programme or project implementation. A few examples of when to involve a Business Analyst are listed below:

- **Scoping a project:** why are we doing this? We help to define the vision, goals and measures; identify the business benefits, complete a business benefits map and tracking approach and complete the business case and strategy documents.
- **Discovery Definition:** what are the challenges? We will collaborate with users to understand pain points and the root causes of challenges. Business Analysts will define functional and non-functional requirements, prioritise with the business and complete user stories. As-Is Processes to describe the current state, and To-Be Processes to explain the future state, can be designed and documented to enable the completion of a gap and impact analysis exercise.
- **Design:** ensuring solutions meet the business needs and maximise the benefits. We can complete detailed requirements together with relevant acceptance criteria; design user story maps, user journeys and use cases.
- **Develop:** where we iterate and refine the solution. We refine and manage the product backlog and acceptance criteria to validate the solution.
- **Deploy:** supporting the end users during deployment. We design end user documentation, gather feedback and support UAT.
- **Embed the Benefits and Behaviours:** monitoring end user adoption and business benefits. We complete benefit realisation analysis and service monitoring reviews.





About FSP

Enterprise Transformation delivered through integrated capabilities

FSP is a leading, trusted transformation partner helping organisations modernise, secure and scale with confidence. Through integrated Data & AI, Cyber Security, Cloud and Change Delivery capabilities, we enable organisations to unlock tangible value, turning strategy into action, and innovation into measurable outcomes.

Our success is underpinned by an unwavering commitment to excellence, a people-centric culture, and best-in-class operations that deliver sustainable results. As a long-standing and highly accredited Microsoft Solutions Partner, with designations across Digital & App Innovation, Modern Work, Security, and Data & AI, we work alongside clients as one team to drive meaningful, lasting change.

We navigate the complexities of data sensitivity, confidentiality, governance and compliance with deep expertise, blending strategic insight with engineering-led delivery to meet the most demanding requirements across highly regulated sectors. Our security and quality credentials, including ISO27001, ISO9001, ISO20000, ISO14001, Cyber Essentials Plus, CREST-approved penetration testing and SOC capabilities, give clients complete confidence in resilience, maturity and operational integrity.

FSP is proud to have been recognised by Best Companies™ as a 3-star 'World Class' workplace (the highest level of accreditation) in 2022, 2023 and 2024, and to have been ranked as No.1 in the UK, No.1 in the South-East (Regional League Table) and Top 5 in the Technology sector. FSP has also been recognised three times as No.1 Best Workplace™ in the UK by Great Place to Work®.

Below is a detailed overview of the services and solutions we provide:



OUR CORE CAPABILITIES BY BUSINESS UNIT

DATA & AI

Data Discovery & Strategy

Data Management

Data Engineering

Data Products

Data Analytics

AI Strategy

AI Engineering

Microsoft AI

Change & Culture

Responsible AI

CYBER SECURITY

Advisory

CISO, VCISO

Architecture & Identity services

Pentesting & Attack Simulation

Audit and assessment

(ISO27001, DCC, CE, CE+)

Security Engineering

Risk Reduction

Threat Modelling

Security Operations Centre

Culture & Awareness

CLOUD

Cloud Strategy & Architecture

Software Engineering

Platform Engineering

QA Engineering

Modern Workplace

Business Applications

Omnishoring

Multicloud

App Modernisation

FinOps and GreenOps

Governance & Compliance

Azure / AWS

M365 / D365

CHANGE DELIVERY

Business Analysis

Change Consultancy

Delivery Management

Agile & Product Delivery

Programme Management

User Centred Design

Business Change & Adoption

Learning & Skills

Business Architecture

Service Architecture

Service Management



WHY FSP

Strategy and Change Through Delivery

A holistic, end to end approach to solving client challenges, guiding organisations from strategic planning to successful implementation. As a trusted partner driving transformation, optimised operations and resilience.

Deep Expertise of Offerings and Vendor Independent

Comprehensive solutions across digital strategy, cybersecurity, AI, cloud and data, enabling clients to meet diverse needs through a single trusted partner.

Extensive Experience in Regulated Environments

ISO27001, ISO9001, ISO2000, ISO14001 certifications, along with CREST-approved penetration testing and SOC capabilities, demonstrate a commitment to the highest standards of security and quality. Extensive experience & people security cleared to work in highly regulated and secure environments.

World Class Culture

Multi-award-winning workplace that promotes innovation, collaboration and excellence. Our people-first culture ensures that our team members are motivated, engaged and empowered to deliver their best work.

Best in Class Client Experience

Consistent high NPS scores and externally evidenced at +83. Providing positive experiences that drive long term loyalty and growth, which elevates our client experience to world class standards.

Industry Leading Operations

Operational excellence ensuring scalable, efficient and sustainable delivery. This enables growth, reduces costs and enhances agility, whilst empowering organisations to adapt quickly to market changes.

Our Purpose



Thrive & Succeed

Enable people and organisations to thrive for a successful future



Always Human

Role model human and responsible leadership



Future Impact

Actively contribute to a sustainable future



Unite & Inspire

Unite people and inspire future generations



Our Values



True Belonging

Demonstrating fairness, compassion and empathy

Ensuring a supportive and inclusive environment

Respecting everyone for being themselves



Excellence Everywhere

Operating with pace and consistent high standards

Driving continuous improvement and innovation

Delivering remarkable experiences and interactions



Creating Opportunity

Prioritising mutual success, growth and win-win for everyone

Engaging and impacting our communities

Committing to continuous learning and challenging ourselves



Client Feedback



Major Defence Contractor

"I would like to double down on the statement that they deliver, they are rocksteady, they do what they say they will do, and they are always a pleasure to work with." – *IT Manager*.



Defence Organisation

"FSP impressed me from the very beginning in terms of their approach, knowledge, expertise and output. They are a very versatile organisation with good subject matter expertise and service delivery." – *Head of Programme Management*.



"I have nothing short of a perfect experience working with FSP. The workforce has partnered with me to deliver exceptional service and products to benefit our firm. FSP deliver a stellar service that embeds themselves within the department seamlessly, to the extent that the assumption is they are employees of the firm. They go above and beyond expectations and have personally assisted me in understanding technology offerings." – *Dominic Rodney, Business Relationship Manager*.



Financial Services Organisation

"FSP continually demonstrate experience and value by providing guidance during the process on best practice. The team are always on hand to support the process, and the feedback from the portfolio companies is always very positive. They are always consummate professionals and deliver on their commitments." – *Chief Technology Officer*.





"FSPs strengths are that feeling of partnership, we worked well collaboratively, and I could feel that. They were always approachable." – *Group Digital Workplace Manager.*



"We have been delivering a multi-year digital transformation programme across all aspects of our organisation, moving to a cloud-native architecture and undertaking a complete application transformation. FSP worked with us to define our vision, plan our programme and have been our strategic delivery partner providing invaluable expertise and commitment." – *Head of IT & Transformation.*



Strategic Advisory	Cloud Engineering	Modern Workplace	Data & AI	Attack & Defend	Governance, Risk & Compliance	Managed Services
Digital CxO Leadership	Cloud Consultancy for Microsoft Azure and AWS	Microsoft 365 Maturity, Strategy & Roadmap	Microsoft Azure Data Services Consultancy	Managed Operations Centre	Policy & Standards	Application Support
Target Operating Model Consultancy	Cloud Readiness Assessment	Microsoft 365 Audit & Migration	Big Data Solutions	Attack Surface Review	Security Controls Framework	Incident & Problem Management
Digital & Data Strategies & Roadmap	On-Prem to Cloud Application Assessments	Microsoft 365 Config & Custom Development	Data Proof of Concept	Red Teaming	Cyber Security Programme	Change & Impact Management
Requirements Discovery & Solution Design	Cloud Migration Strategy	Microsoft 365 Intranet	Apache Spark Development	Pentesting	Security Assessments	Platform & Code Maintenance
Enterprise & Solution Architecture	DevOps Strategy	Microsoft Power Platform App Development	Azure Databricks Configuration	Vulnerability Management	Security Reporting & KPIs	Service Request Management
Governance Design & Implementation	Cloud Solution Architecture	Microsoft Teams Consultancy	Data Platform Build & Configuration	Cyber Advisory Services	Security Risk Management	Application & Performance Monitoring
Focused Innovation & Concept Labs	Custom Application Design & Build	Microsoft Viva Suite Consultancy & Deployment	Data Visualisation	Cyber Incident Management	Data Governance Services	Service Reporting
	Integration Services	Microsoft Copilot Readiness & Rollout	Master Data Management	Security Strategy	Security Incident Planning	Platform Health Checks
	Messaging Bus Based Integrations	Microsoft Dynamics 365 Solutions	Machine Learning Model Definition	Security Due Diligence	Certification Support	Configuration Management
	Complex Web Applications	Microsoft Dynamics 365 Maturity Strategy & Roadmap	Artificial Intelligence Proof of Concept	CISOaaS	Third Party Security	Capacity Management
	Mobile Applications	Microsoft Dynamics 365 Design & Development	Data Governance	Strategic Consultancy		
	Cost Analysis and Optimisation	Microsoft Dynamics 365 Config & Custom Development	Generative AI			
Products & Programmes	Change & Adoption	Microsoft 365 D365 Implementation & Maintenance	Security Architecture & Technology	Respond & Recover	Identity	Service Management
Business Analysis	Business & Cultural change	Information Protection, Data Governance & Compliance	Strategy & Operating Model	IT Due Diligence Review	Identity Programme Management	Service Strategy
Business Process Mapping & Improvements	User Research & UX Prototyping		Design & Assurance	Cyber Team as a Service	Identity Governance & Administration (IGA)	Service Design
Digital Project Management	Training		Deployment & Operation	M365 Security Review	Identity Strategy Consulting	Service Management Tooling
Project & Programme Delivery	e-Training (for Technical & Organisational change)		Security Leadership	Cyber SOC Support	Identity Access Management (IAM)	Service Management Maturity
Project Change Delivery Consultancy	Technology Adoption & Support		Optimisation & Innovations	ISO27001 Audit Support	Privileged Access Management (PAM)	
PMO Consultancy				Cyber Essentials Assessment	Active Directory Reviews	

