



G-Cloud Service Definition

Cloud, Cyber & Technology Change Management and Training including Microsoft 365 (M365) and Copilot.

gcloud@fsp.co

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Cloud, Cyber & Technology Change Management and Training including Microsoft 365 (M365) and Copilot

Description

FSP's Prosci accredited change, communications, and learning experts use proven processes and tools, adapted to your culture and circumstances, to drive 'positive adoption' and new ways of working for Microsoft 365, Copilot and other cloud technologies. Our expertise and experience, ensure change lands first time, adds value, and lasts.

Features

- A partnership approach, flexing for your evolving goals and priorities
- Scalable processes and teams with specialist skills 'on tap'
- Proactive stakeholder engagement: top down, middle out, bottom up
- Creative communications focused on "what's in it for me?"
- Engaging learning of 'new ways of working' (not button pressing)
- Upskilling of your in-house teams (change / adoption and technical)
- Change professionals who use Microsoft 365 and Copilot every day
- FSP's technical experts on stand-by to support as required
- Alignment of people, process and technology
- Professional tools and templates re-branded for your organisation



Benefits

- Reduce risk, shorten timelines, get things right first time
- Align organisational efforts, remove barriers, create momentum
- Build senior stakeholder confidence with well-managed change
- Engage employees with bespoke video, eLearning, and animated content
- Deliver increased engagement and morale
- Demonstrate positive return on expectation and investment
- Create a culture of change readiness and positive adoption
- Support your in-house resources with the help they need
- Establish a re-usable approach for future change initiatives
- Improve in-house capability for future change initiatives



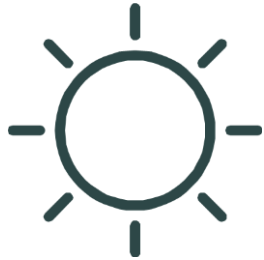
Our Approach

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.



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- 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.



Business Change Approach



Awareness

Pre-launch stage

- Raise awareness of problem and solution
- Create demand and confidence
- Position adoption as key to success
- Use personas and storyboards
- Communicate high-level goals for the programme
- Communicate personal ROI



Usage

Post Launch Activities

- Target early and late majority
- Feedback and action from execs, users, support staff
- Develop use cases and storyboards
- Train users and develop managers/leaders to drive the change (f2f/virtual, eLearning, bite-size videos, coaching)



Availability

Launch stage

- Promotional activities (lunch and learn, web casts, change champions)
- Ensure that first experiences are controlled and positive
- Create acceptance amongst early adopters
- Stop doing and start doing messaging
- Help & support resources



Adoption

Post Launch Activities

- Promote success stories
- Document new 'ways of working'
- Tips & tricks and FAQs
- Coach teams to maximise value

Post Launch Activities

- Promote success stories
- Document new 'ways of working'



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

