

Consultancy Services

Service Definition

Service Overview

Stalis delivers specialist consultancy services to NHS and public-sector organisations, including social care providers. Leveraging over 40 years' experience in digital transformation and organisational change, we provide expert advisory support across strategy development, business case creation, options appraisals, infrastructure assessment, and interim technical leadership for critical deployments.

Stalis Consultancy Services combines deep sectoral expertise with vendor-agnostic advisory to support organisations in making informed decisions, developing robust business cases, and implementing successful digital and operational transformation initiatives. We remain fully focused on advancing each client's strategic objectives and operational capabilities, prioritising their best interests above all considerations.

Our consultancy team works collaboratively with client leadership to navigate complex challenges, build consensus around recommended approaches, and deliver practical, actionable guidance that translates strategic intent into sustainable operational outcomes.

Features of the Service

- Specialist strategy development and digital transformation roadmap creation for NHS and public-sector organisations
- Business case development covering financial analysis, risk assessment, benefits realisation and implementation planning
- Options appraisals providing comparative analysis of alternative approaches with financial and operational impact assessment
- Infrastructure health checks and reviews assessing current systems, capability gaps, resilience and modernisation pathways
- Vendor-agnostic advisory ensuring recommendations prioritise client needs and commercial interests
- Interim technical leadership for deployments providing on-site or remote direction for complex technology implementations
- Change management and stakeholder engagement support to drive adoption and organisational readiness
- Risk assessment and mitigation planning across strategic, operational, financial and technical dimensions
- Executive advisory and governance support including board-level presentations and strategic steering
- Workshops and facilitated sessions to build internal capability and align stakeholder perspectives
- Post-implementation review and lessons-learned capture to inform continuous improvement
- Flexible engagement models including project-based, time-and-materials, and retained advisory arrangements

Benefits of the Service

- Develops comprehensive digital and operational strategies aligned with organisational objectives and financial constraints
- Enables evidence-based decision-making through rigorous options appraisals and comparative analysis
- Reduces implementation risk through thorough planning, change management and stakeholder engagement
- Delivers realistic, deliverable business cases supported by detailed financial and operational analysis
- Identifies hidden infrastructure risks and modernisation opportunities through expert health checks
- Provides continuity of leadership and decision-making during critical deployment phases
- Builds internal capability through knowledge transfer and stakeholder engagement
- Accelerates transformation initiatives through proven methodologies and industry best practice
- Strengthens governance and assurance across planning and implementation phases

- Reduces cost of poor decisions through expert advisory at critical decision gates
- Ensures vendor independence, allowing clients to make commercially optimal technology choices
- Supports stakeholder alignment around transformation vision and delivery roadmap

Back Up and Recovery

Not applicable.

On-boarding / Off-boarding

- Stalis consultants will engage with client stakeholders during initial scoping to establish objectives, constraints, and engagement terms.
- All consultancy work will be conducted in collaboration with nominated client contacts to ensure knowledge transfer and internal capability building.
- Stalis will deliver all outputs in formats agreed with the client, typically including executive summaries, detailed reports, presentations, and workshop materials.
- Upon project completion, Stalis will ensure all supporting materials, analysis, and recommendations are transferred to the client.
- Off-boarding includes a project closure meeting with key stakeholders to review deliverables, confirm outcomes and discuss any ongoing support requirements.
- If ongoing advisory support is required beyond the initial engagement, Stalis will outline continuation options and associated terms.

Implementation Plan – How is the Service Commissioned for the Buyer

Stalis begins each engagement with a discovery and scoping workshop to establish the client's objectives, constraints, key stakeholders, and success criteria. Following this workshop, Stalis prepares a detailed engagement plan outlining project phases, deliverables, timescales, resource requirements and review gates. This plan is agreed with the client before any substantive work commences.

During the engagement, Stalis delivers work through a combination of workshops, analytical work, expert advisory sessions, and stakeholder engagement activities. Progress reviews are held at agreed intervals to confirm alignment, address emerging issues, and adjust approach where necessary.

Upon completion of each phase or workstream, Stalis presents findings, recommendations and proposed next steps to client leadership. All deliverables are documented in formats suited to client governance requirements, including executive summaries, detailed reports, and presentation materials for board or committee review.

Delivery is tailored to client needs and can be conducted on-site, remotely, or in hybrid arrangements depending on project requirements and client preference.

Pricing Overview

Consultancy services can be priced on a project basis, time-and-materials basis, or through retained advisory arrangements. Pricing is established through discussion with the client during the scoping phase and reflects the scope, duration, seniority of resources, and complexity of the engagement.

Please see Stalis Lot 3 Cloud Support pricing

Service Constraints Summary

Stalis Consultancy Services are delivered by experienced advisors, typically on a project-by-project basis or through ongoing retained advisory relationships. Engagements are tailored to client requirements and may include single workstreams or comprehensive multi-phase programmes.

Resources required from the Client

- Nominated client sponsor and project manager to provide direction and coordination
- Availability of key stakeholders for discovery, workshops, and validation sessions
- Access to relevant source documentation, existing strategies, and supporting business information
- Confirmation of decision-making authorities and escalation routes
- IT infrastructure and secure access for remote working if applicable

Security

Stalis consultants comply with client security and data handling requirements. All client information is treated as confidential and held securely in accordance with GDPR, data protection regulations, and client-specific information governance policies.

Stalis is DOH DSPT (formerly IGSoC), ISO 27001:2022, Cyber Essentials Plus and ISO 9001:2015 certified.

Service Levels Overview (performance, availability, support hours)

Consultancy services are typically delivered Monday to Friday during standard business hours (09:00 to 17:00), with flexibility for client meetings and events outside these hours as required.

Service availability and support arrangements are agreed during the scoping phase and reflected in the engagement plan and terms of engagement.

Full details are available in the Stalis Terms of Engagement and Maintenance Agreement.

Ordering and Invoicing

Stalis Consulting Service can be ordered and invoiced in alignment with standard public sector procurement processes.

Termination of Contract

Consultancy engagements are typically commissioned on a project basis with agreed timescales and deliverables. For retained advisory arrangements, contracts can be terminated at the end of a review period (typically 3 or 6 weeks) subject to agreed notice periods

Support

- Ongoing support and advice are provided throughout the engagement period and during any agreed retention or support phase:
- Regular engagement with client stakeholders to provide advisory and address emerging questions
- Flexibility to adjust scope, approach or timescales in response to evolving client needs
- Availability for escalation and decision-support at critical junctures
- Post-engagement availability for clarifications or follow-up advice as may be required
- Option to extend engagement or transition to retained advisory if ongoing support is needed

Full details are provided in the Stalis Maintenance Agreement and available on request.