

DIGITAL TRANSFORMATION SERVICE DEFINITION

1. Introduction

- Shaw Consulting supports Housing, Care, Local Government, and NHS organisations in delivering impactful digital transformation.
- Our approach aligns with the UK Government Digital and Data Roadmap, Cloud First policy, and Technology Code of Practice to ensure strategic, high-value, and sustainable outcomes.

2. Our Service

- **Scope:** End-to-end digital transformation covering strategy, business case development, process redesign, procurement, and delivery leadership.
- **Applicability:** Suitable for organisation-wide transformation or targeted modernisation of service areas.
- **Coverage:** People, process, technology, data, service design, programme delivery, and procurement governance.
- **Compliance:** Aligned with NHS DSP Toolkit, GDPR, Housing Regulator expectations, and Local Government procurement and assurance frameworks.

3. Key Features

- Strategic Vision: Roadmap development and long-term IT strategy alignment.
- Financial Rigor: Robust business case development ensuring clear value for money.
- Operational Excellence: Business process re-engineering to modernise legacy workflows.
- End-to-End Procurement: Expert advice and full lifecycle support through solution selection.
- Delivery Leadership: High-level programme planning, coordination, and independent delivery reviews.

4. Benefits

- Achievement of long-term ambitions and delivery of defined objectives.
- Guaranteed value for money supported by robust compliance and risk assurance.
- Improved workplace efficiency and significantly reduced staff stress.
- Higher customer satisfaction and identification of best-in-class solutions.
- Demonstrable social value aligned with public sector missions.

5. Requirements and Change Process

- Rapid mobilisation aligned with organisational priorities and service pressures.
- Flexible scope refinement throughout the programme lifecycle.
- Change management embedded within governance and public-sector assurance frameworks.

6. Deliverables Tracking

- Transparent milestone and output tracking for governance and audit readiness.
- Supports Housing Regulator, NHS, and Local Authority reporting expectations.

7. Performance Management

- KPIs aligned to service outcomes, operational improvements, and customer experience.
- Regular reporting to executive teams and programme boards.

8. Pricing

- Transparent pricing based on SFIA rate structures.
- Optional fixed-price modules for business case development, process redesign, and procurement support.

9. Added Value

- Knowledge transfer to uplift internal digital capability.
- Support embedding continuous improvement and governance frameworks.
- Social value guidance aligning transformation to community outcomes.