

NODE4

G-Cloud 15

Service Description

Process Optimisation

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CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

ABOUT THE SERVICE

Process Optimisation offers a comprehensive approach to improving organisational operations by meticulously mapping current processes and identifying areas impacted by transformation. Leveraging these insights, it designs streamlined, new processes optimised for new technology utilisation. This method aims to realise the benefits outlined in the transformation business case, enhancing both efficiency and effectiveness in organisational operations.

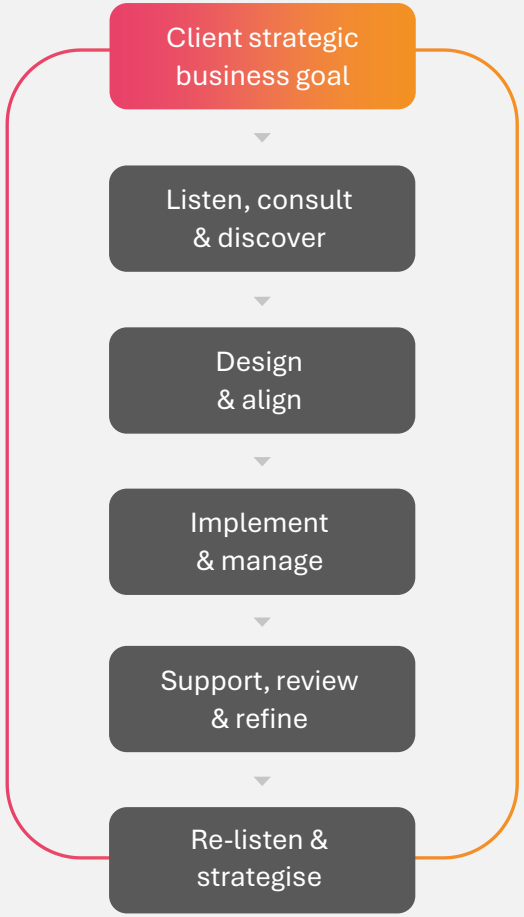
Key features of this service include detailed mapping of current processes within areas affected by transformation, identifying inefficiencies and bottlenecks in existing workflows, designing optimised processes tailored to technological advancements, and aligning process redesign with the transformation business case objectives. It incorporates best practices for process efficiency, ensures seamless integration of new technology, facilitates stakeholder engagement, provides training for new process adoption, continuously evaluates processes for improvement, and adheres to UK standards for quality and compliance in process design.

The benefits of Process Optimisation are significant, offering improvements in operational efficiency, effectiveness of technology use, alignment of operational processes with strategic goals, reduction of operational costs, increased employee productivity, smoother transition to new technology, improved service delivery quality, competitive edge through advanced operational practices, support for continuous improvement, and delivery of measurable benefits aligned with the transformation business case.

However, there are constraints to consider. The service requires a detailed understanding and documentation of existing workflows, which can be time-consuming and complex. Organisational resistance to change can impede the speed and effectiveness of new process implementation. Optimising processes to leverage new technology necessitates a high level of skill and an in-depth understanding of both current operations and technological possibilities, potentially requiring external expertise or significant internal training. Moreover, ensuring that these new processes remain adaptable to future changes is crucial for long-term operational success.

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ON A JOURNEY TO CHANGE, WITH YOU



WORKING TOGETHER TO ACHIEVE YOUR GOALS

NODE4 ASPIRE FRAMEWORK

A delivery framework built for innovation and value creation.

Node4's ASPIRE Framework delivers a consistent customer journey across all our delivery practices and outlines our approach to delivering end-to-end, secure and transformative services.

A	S	P	I	R	E
Assessments & Advisory	Strategy & Business Case	Design & Planning	Implementation, Testing & Go Live	Handover to Run	Service Evolution & CI/CD

One Transformation Journey – Many Pathways to Discover

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CONSULTANCY

Analysis and Strategy

- AI Roadmap
- Transformation Roadmap
- Knowledge and Collaboration Roadmap
- New Ways of Working Roadmap
- Business Transformation Strategy
- Digital Transformation Strategy
- Cloud Strategy

Plan and Implement

- Business Readiness
- Enterprise Architecture
- Journey to Cloud Consultancy
- Process Optimisation
- Programme Governance and Oversight
- Business Change and Technology Transformation Services

Run and Evolve

- Change Management Health Check
- Cloud Transformation Health Check
- Process Optimisation Health Check
- Realised Value Health Check
- Transformation Health Check
- Knowledge Management and Collaboration Health Check

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CLIENTS

1800 CLIENTS, 1800 INDIVIDUAL STORIES OF CHANGE. HERE ARE JUST A FEW

Foreign, Commonwealth & Development Office

Ministry of Defence

Ministry of Justice

Department for Environment Food & Rural Affairs

UK Export Finance

Department for Levelling Up, Housing & Communities

Homes England

SSRO
Single Source Regulations Office

NHS Digital

UKSBS
Shared Business Services

West Mercia Police

Leicestershire Police
Protecting our communities

Cheshire East Council

West Midlands Combined Authority

Care Quality Commission

Locala
Health & Wellbeing

Ofsted
raising standards
improving lives

HS2

HM Land Registry

acas
working for everyone

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CHANGE THAT MATTERS

We empower public and private sector organisations by delivering positive outcomes through technology and innovation.

Harnessing our knowledge, passion and talent we help our clients reach their full potential.

We call it change that matters.

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THE JOURNEY SO FAR...

2004 - 2014

THE EARLY YEARS

Founded in 2004
By Andrew Gilbert
Opened 3 data centres
LETN acquisition

2015 - 2016

BUILDING SOLID FOUNDATIONS

Bowmark Investment
Premier IT & Reconnix acquisition

2017 - 2018

DEVELOPING PUBLIC CLOUD

N4Stack Launched covering public cloud, data & DevOps
HSCN achieved

2019

ACQUISITION SUCCESS

Secura acquisition
Employee Experience Awards winner

2020

PANDEMIC RESPONSE

Launched N4Engage
COVID-19 Response
Launch of SD-WAN

2021

EVEN MORE GROWTH

Starcom acquisition
TNP acquisition
MS Azure Expert MSP
Providence Investment

2022

LOOKING TO THE FUTURE

risual acquisition
Tisski acquisition
Launched Azure Hybrid Cloud
Great Place to Work 3 years in a row

2023

THE FUTURE IS HERE

TNP, risual, Tisski and core Node4 teams join together
BizApps and Power Platform capability rollout
Microsoft Inner Circle status acquired through Tisski
ThreeTwoFour acquisition

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IT'S OUR CULTURE THAT MAKES A REAL DIFFERENCE TO YOU

When it comes to ESG, our actions speak for themselves.

NET ZERO by 2030

We already power our data centres with renewable power. Beyond that, we partner with Carbon Neutral Group to offset our other emissions.

UNITED NATIONS SUSTAINABILITY DEVELOPMENT GOALS

We're continually working to align our CSR strategy and activities with the United Nations 17 Sustainable Development Goals (SDGs) at both a local and national level.

Each of our employees is fuelled by a passion for technology and what it can do to make your organisation grow.

We're vibrant, passionate and united by a dedication to delivering **EXCEPTIONAL SERVICE AS A STANDARD**, not only to our clients, but to each other too.



Best Workplaces™ Medium Organisations Great Place To Work. UK 2020

Best Workplaces™ Large Organisations Great Place To Work. UK 2021

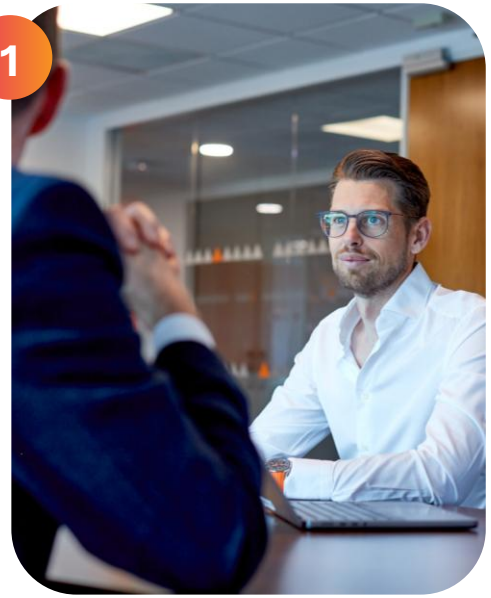
Best Workplaces™ Large Organisations Great Place To Work. UK 2022

VERY GOOD TO WORK FOR 2023 cert.b.co.uk

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WHY PARTNER WITH US?

1



PROVEN

20 years delivering outcomes as the IT partner of choice for over 1800 organisations

2



CAPABLE

Utilising our expertise & knowledge from the highest IT accolades & accreditations to deliver innovative technology solutions

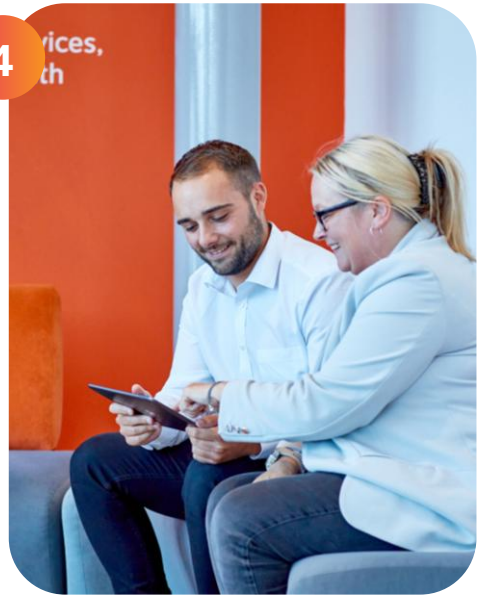
3



SCALE & AGILITY

We are big enough to deliver yet agile enough to care, always ensuring exceptional service comes as standard

4

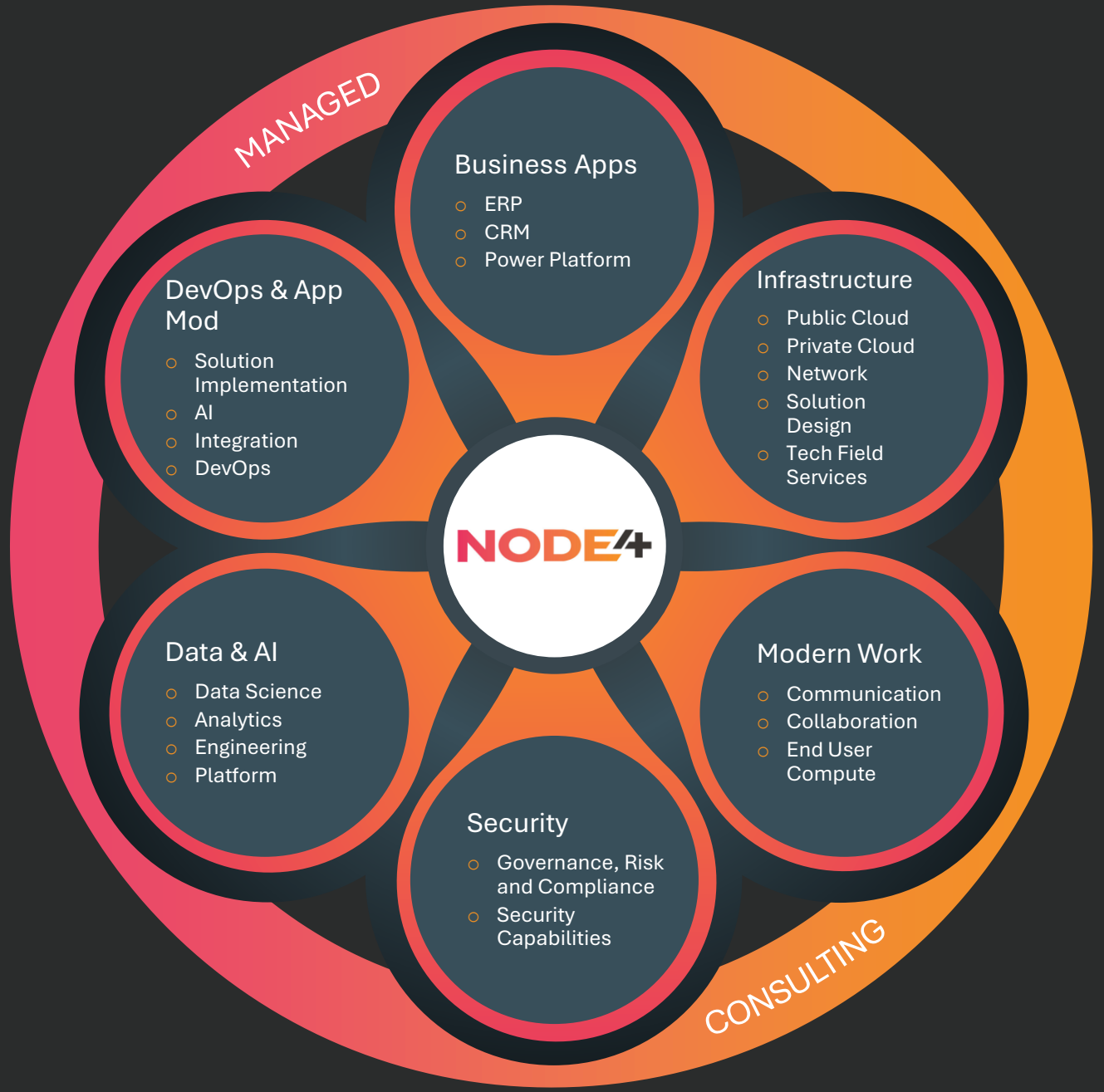


WE DELIVER

Everything we do is developed & executed with your outcomes in mind to ensure we deliver change that matters

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NODE4 CAPABILITIES



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