NODE4

# G-Cloud 15

## Service Description

## Change Management



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CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

# ABOUT THE SERVICE

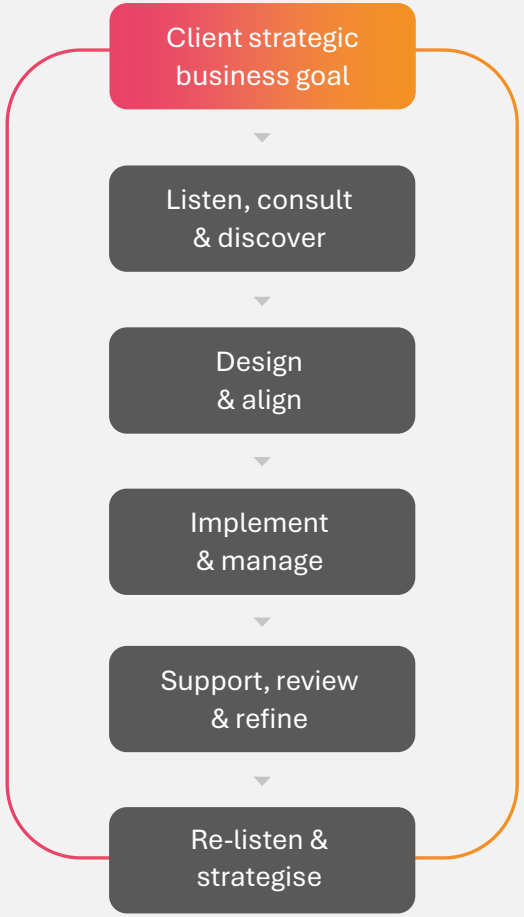
The Change Management service is designed to support businesses in navigating from their current state to their envisioned future, utilising the ProSci ADKAR Model and Business Analysis Framework. It offers a holistic approach that encompasses people, processes, and technology, guiding through planning, implementing, and monitoring changes, ensuring they become part of the organisational structure.

Features of the service include strategic application of the ADKAR Model, use of a Business Analysis Framework, comprehensive planning, detailed change management and communication plans, customised training, governance frameworks, resource planning, stakeholder mapping, and service management planning. These elements work together to ensure a smooth transition and integration of changes.

Benefits of engaging with this service include alignment of changes with strategic goals, smoother transition processes, improved stakeholder communication and engagement, provision of necessary tools and knowledge for staff adaptation, effective governance structures, optimal resource allocation, management of stakeholder expectations, maintenance of service quality, support for a resilient organisational culture, and a clear path towards achieving the desired future state.

However, there are constraints to consider, such as potential resistance to change within the organisation, challenges in stakeholder engagement, difficulties in aligning departmental goals, the necessity of effective communication, the need for organisational maturity to adopt the frameworks used, and the requirement for sufficient resources to support the change. These factors can impact the effectiveness of the change management process and need to be carefully managed to ensure success.

**ON A JOURNEY TO CHANGE, WITH YOU**




**WORKING TOGETHER TO ACHIEVE YOUR GOALS**

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# 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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# ADVISORY

## Analysis and Strategy

- Business Value Assessment
- Strategic Context and Problem Analysis
- Digital Service Design
- Strategy Consulting
- Business Case Development

## Plan and Implement

- Solution Architecture
- Architecture-as-a-Service
- Assuring Project Success
- Embedding Business Change
- Change Management
- Project Management as a Service
- User Research and Discovery
- Requirements Lifecycle Management

## Run and Evolve

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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

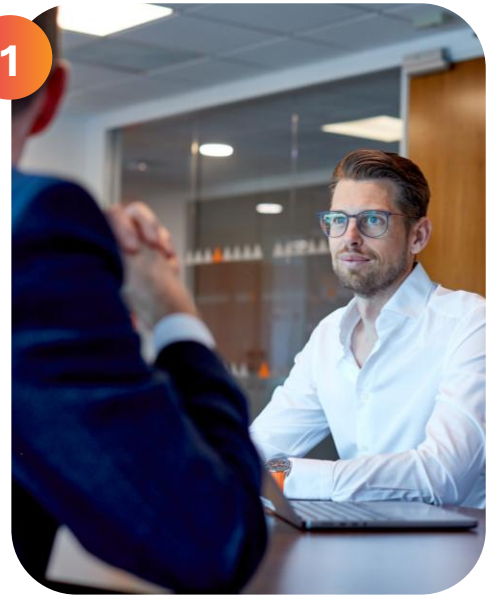
Best Workplaces™ Large Organisations Great Place To Work. UK 2022

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

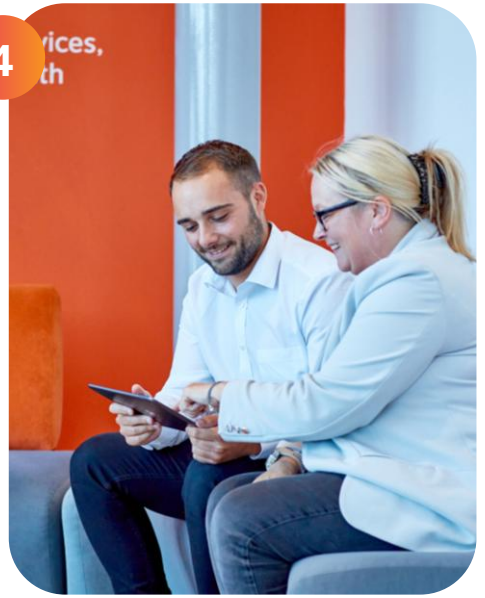
3



## SCALE & AGILITY

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

4

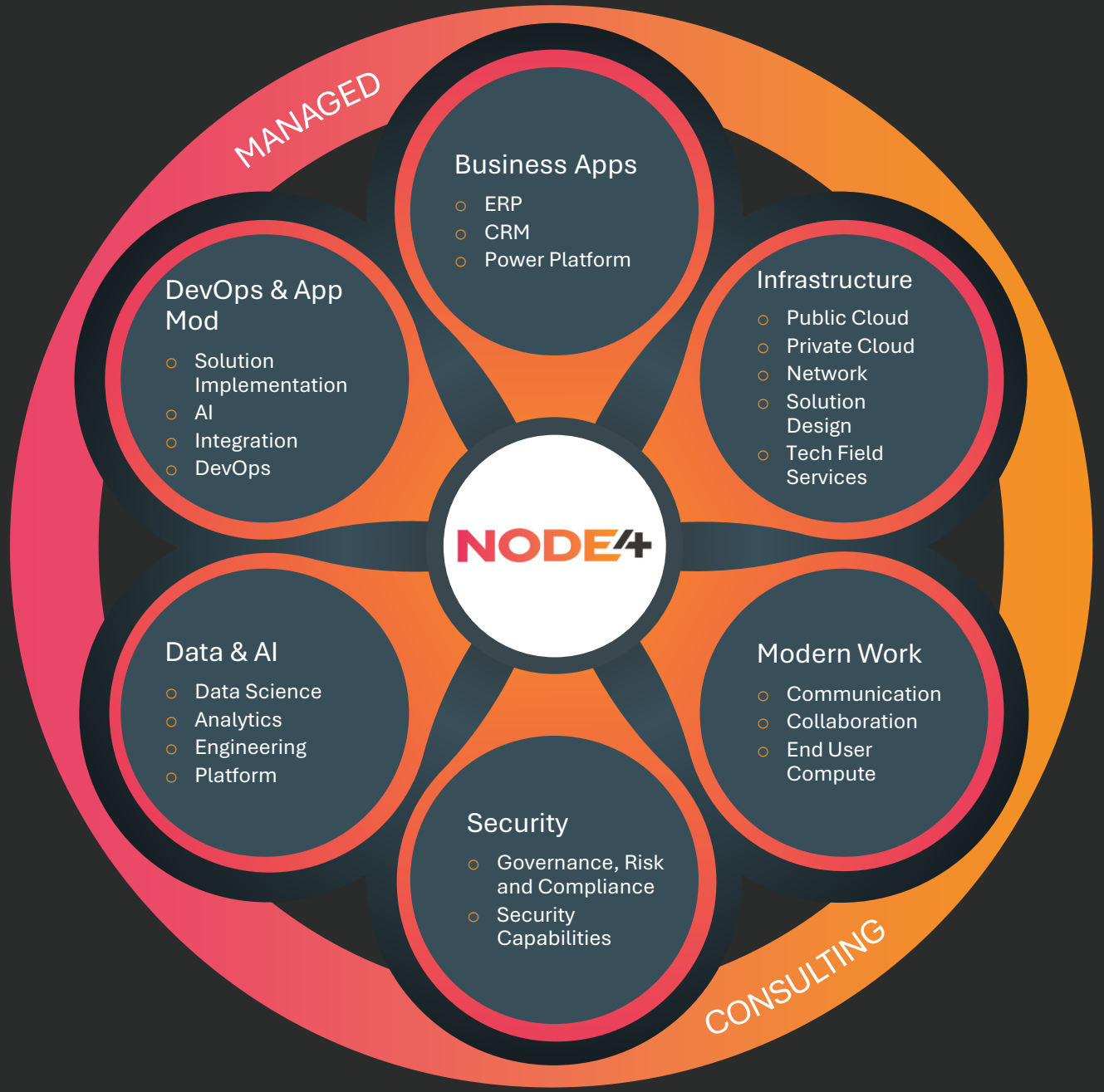


## WE DELIVER

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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