



G-Cloud 15 – Service Definition Programme Recovery

Taleos Consulting – Lot 3

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TALEOS CONSULTING LIMITED

4 Lendy Place, Sunbury Upon Thames, Surrey TW16 6BB | +44 (0) 203 488 3937 | info@taleosconsulting.com
VAT: 191 8975 52 . Company Registration Number: 09103121



SERVICE OVERVIEW

Programme and Project Recovery (R-cube Rapid Response Recovery) is an approach developed through many years of experience stabilising and recovering large, complex technology and business change programmes, primarily in the public sector.

The R-cube approach is used where programmes are experiencing significant delivery delays, instability in live environments, or a high risk of overall delivery failure. It follows a structured recovery model, moving from rapid mobilisation and diagnostic assessment through tactical stabilisation and longer-term recovery planning, restoring delivery control and confidence.

THE BUSINESS NEED

Large and complex technology programmes can encounter significant delivery challenges, either immediately following deployment or during extended delivery phases. Common causes include weaknesses in process, design, resourcing, governance, or testing.

These challenges often lead to delivery delays, cost escalation, reduced stakeholder confidence, and declining team morale. In some cases, programmes are paused, placed into special measures, or face reputational, contractual, or legal risk.

Organisations require rapid, experienced intervention to stabilise delivery, regain control, and establish a credible path to sustainable recovery.

Taleos Consulting has worked with both public and private sector organisations, to restore customer confidence, improve staff morale and deliver a long-term, sustainable plan, along with immediate tactical fixes to move projects from “Code Red” (failing at multiple levels) to “Code Amber” (no high or critical P1 incidents) and finally to “Code Blue” (business as usual).

SERVICE DEFINITION

As part of the R-cube Rapid Response Recovery approach, Taleos Consulting deploys a Rapid Response Unit (RRU) as a reference delivery model. The RRU focuses on people, processes, and technology, providing intensive, short-term recovery support under clear leadership and agreed governance.

The RRU is typically comprised of experienced domain specialists with prior exposure to complex programme recovery scenarios. The team works closely with programme

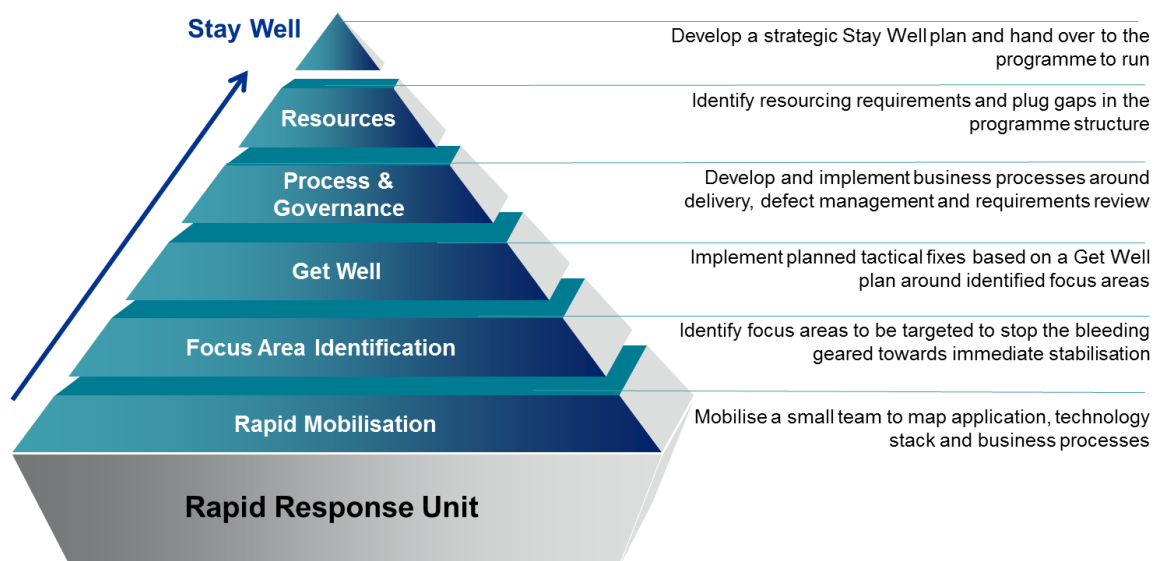
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leadership, business stakeholders, and delivery teams to diagnose issues, stabilise delivery, and support the implementation of recovery actions.

APPROACH

The process follows a structured approach from initial rapid mobilisation, identifying key impact areas, tactical fix deployments and strategic solution implementations



- Mobilising a small team of experts on site under the management of the RRU lead. The key focus of the team is to very quickly map the landscape and identify the failing areas to be “plugged”
- Working with in-house programme resources, split into focus areas. Being domain specialist, consultants have the ability to lead domain-specific investigation effort
- Deploy tactical fixes to “stop the bleeding” and bring the project from Code Red to Code Amber i.e. no P1 (high priority) issues and confidence begins to improve
- identify and address and existing business process, requirements and governance gaps
- Ensure that the programme has the right resources with relevant skills and experience.
- Develop a full Stay-well plan to bring the programme to Code Blue (BAU)

Working together with the programme

A typical RRU team is comprised of a small set of domain experts. The focused and dedicated team will deliver the immediate stability plan.

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SERVICE MANAGEMENT

This service can be delivered as a defined recovery engagement or on a day-rate basis, depending on urgency, scope, and programme context. Delivery arrangements are agreed with the buyer to reflect the severity of issues and required pace of recovery.

PRICING

Pricing is provided in accordance with the SFIA rate card. Engagements may be delivered on a time-and-materials or fixed-price basis, subject to scope and recovery requirements.

ORDERING AND INVOICING

Ordering, invoicing, and termination are in accordance with the Supplier Terms and Conditions for this service.

FURTHER INFORMATION

For further information on any or our G-Cloud services please contact Taleos Consulting at info@taleosconsulting.com

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