

Service Definition

Digital Delivery & Service Design as a Service

Overview of VIQU IT

VIQU IT is a UK-based digital and technology consultancy providing flexible access to skilled delivery, product, and service-design professionals.

We partner with public-sector organisations to deliver user-centred digital services aligned to GDS / DDaT role definitions, combining delivery management, business analysis, and service design expertise.

Service Summary

VIQU IT provides experienced Delivery Managers, Product Owners, Business Analysts, and Service Designers to support end-to-end digital service delivery.

We deliver agile, user-centred solutions aligned to the GDS Service Manual and Technology Code of Practice, ensuring effective collaboration, measurable outcomes, and long-term capability uplift.

Service Overview

Digital Delivery & Service Design as a Service provides public-sector organisations with flexible access to experienced digital delivery, product and service-design expertise to plan, deliver and improve user-centred services.

Our consultants can operate as embedded members of delivery teams, in collaboration with internal functions, or as a standalone delivery capability, depending on organisational maturity and programme needs.

We support services across Discovery, Alpha, Beta, Live and Continuous Improvement, combining delivery management, business analysis, product ownership and service design to ensure outcomes are user-focused, accessible and measurable.



VIQU Limited
Camomile House
6 Embassy Drive
Birmingham
B15 1TP

Phone Number: +44(0) 121 227 8200
Registration Number: 09170329

All delivery aligns with the GDS Service Manual, Digital Service Standard and Technology Code of Practice, promoting agile maturity, knowledge transfer and sustainable delivery capability within client organisations.

Service Scope

- Discovery-to-Live digital delivery management (Agile, Scrum, Kanban)
- Business analysis and requirements definition
- Product ownership and backlog prioritisation
- User-centred service design and prototyping
- Stakeholder engagement and service mapping
- GDS assessment preparation and assurance
- Delivery governance and reporting
- Supplier and dependency coordination
- Benefits realisation and continuous improvement
- Knowledge transfer and coaching for internal teams

Service Features

- Alignment with GDS Service Manual & Digital Service Standard
- Experienced delivery and service-design specialists
- Discovery-to-Live lifecycle coverage
- Product, BA and UX expertise
- Governance, assurance and reporting
- Flexible commercials (Time & Materials or SoW / Outcomes based)
- Security-cleared consultants (BPSS / SC / DV)



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- Knowledge transfer and agile coaching
- Collaborative, multi-supplier delivery
- Continuous improvement framework

Service Benefits

- Faster, higher-quality digital service delivery
- User-centred solutions aligned to GDS standards
- Improved stakeholder engagement and transparency
- Strengthened internal delivery capability
- Cost-effective access to proven specialists
- Consistent governance and reporting
- Reduced delivery risk and rework
- Embedded agile culture and best practice
- Clear benefits realisation tracking
- Sustainable delivery maturity

Onboarding and Offboarding

During onboarding, VIQU IT agrees delivery scope, roles, governance, and cadence with client stakeholders as part of a short initiation and discovery activity.

At offboarding, handover documents, lessons-learned, and knowledge-transfer sessions are provided to ensure continuity and capability uplift.

Credentials

- Cyber Essentials Certified – baseline government security compliance.



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- ICO Registered – GDPR and data-handling compliance.
- Consultants hold relevant certifications (e.g. Agile, Scrum and Lean certifications).
- Delivery aligned to GDS Service Manual and Technology Code of Practice.

Service Delivery Locations

Consultants are UK-based and available for remote, hybrid or on-site delivery as required. All consultants are eligible for public-sector security clearance (BPSS, SC, DV).

Delivery Model

Services delivered flexibly to meet organisational needs.

Engagements can be Time & Materials or Statement of Work / Outcomes based or hybrid model, agreed by scope and buyer preference.

This ensures agility, scalability and value for money.

Service Constraints

Delivery is typically remote or hybrid, with on-site attendance by agreement.

Where clearance (BPSS, SC, DV) is required, onboarding aligns to vetting timelines.

Access to client environments or security tooling may be required.

Delivery follows the organisation's security governance and change-control processes.

Engagements are Time & Materials or Statement of Work / Outcomes based.

Support Model

Support provided via email, phone and online communication during standard business hours (Monday–Friday, 9am–5pm).

Clients receive updates and responses through their account manager or lead consultant.

Users cannot directly manage or reprioritise tickets via a portal.



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