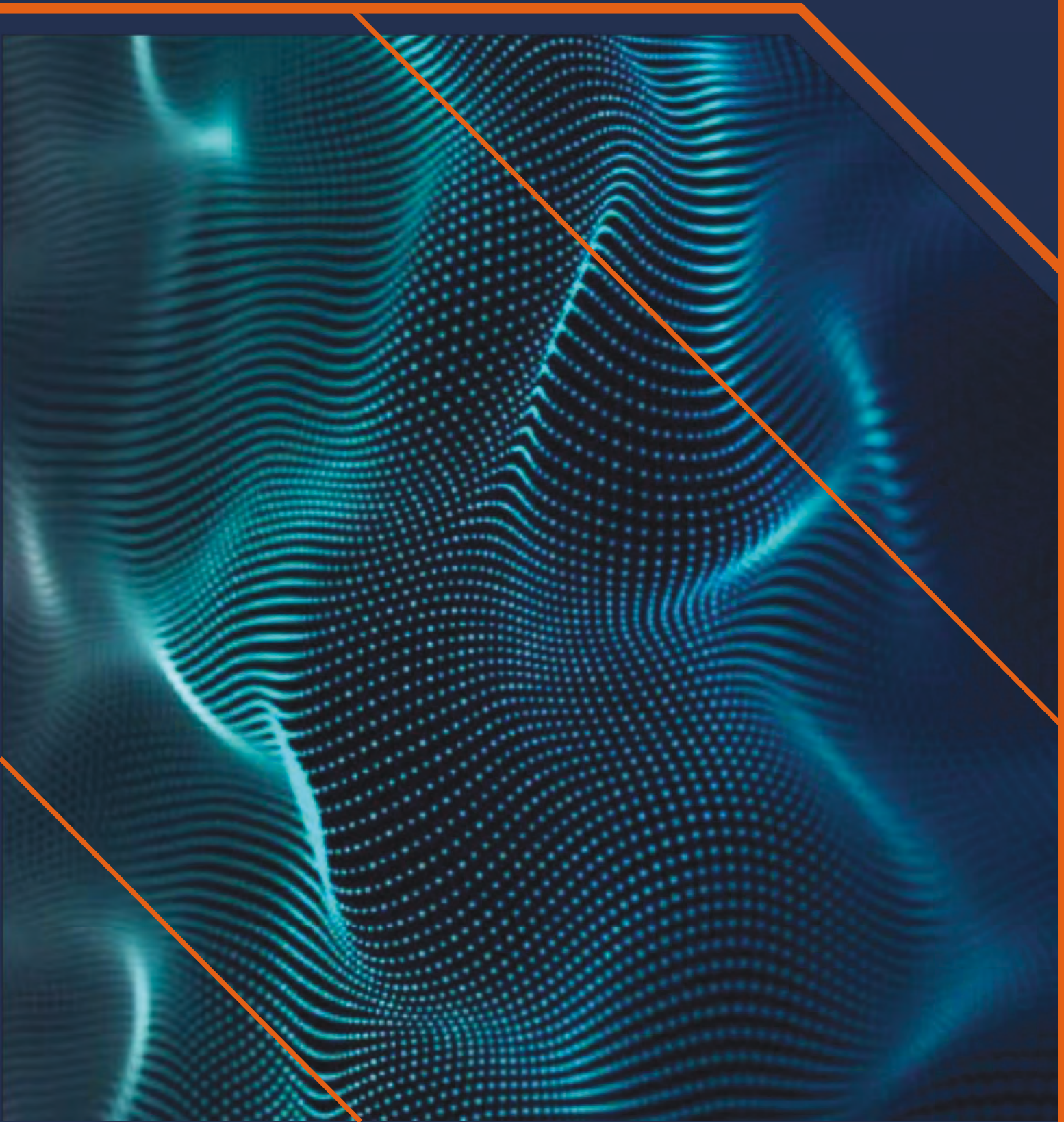




RedRock Consulting

Transformation & Change
G-Cloud 15 Services





We are RedRock

We are RedRock - a trusted delivery partner for government digital, data and technology transformation.

For two decades, we've helped public sector organisations modernise legacy services, unlock the value of their data, and design digital products that meet the expectations of citizens and the standards set by GDS. Our teams work collaboratively with departments, agencies and ALBs to solve complex problems, accelerate delivery, and build enduring digital capability.

We're platform agnostic and fiercely independent. That means our recommendations are driven entirely by your user needs, technical landscape and strategic priorities - not by vendor incentives or proprietary lockin. We focus on interoperability, open standards and longterm sustainability.

As a founder run SME, we offer exceptional value for money: flexible engagement models, transparent pricing, and experienced multidisciplinary teams who deliver at pace using proven agile, DevOps and productcentric ways of working.

Whether you need surge capacity, a delivery squad, specialist skills, or a partner to design and implement an entire capability, RedRock helps you strengthen your organisation, improve public services, and achieve measurable outcomes for citizens and society.



Ed Pikett - Chief Digital Officer and Public Sector Practice lead

Ed is a board member and RedRock's Public Sector Practice lead, having previously held senior Civil Servant positions in the Cabinet Office, 10 Downing Street, and as Digital Director at the Department for International Trade. He is a board trustee for Citizens Advice Lewisham

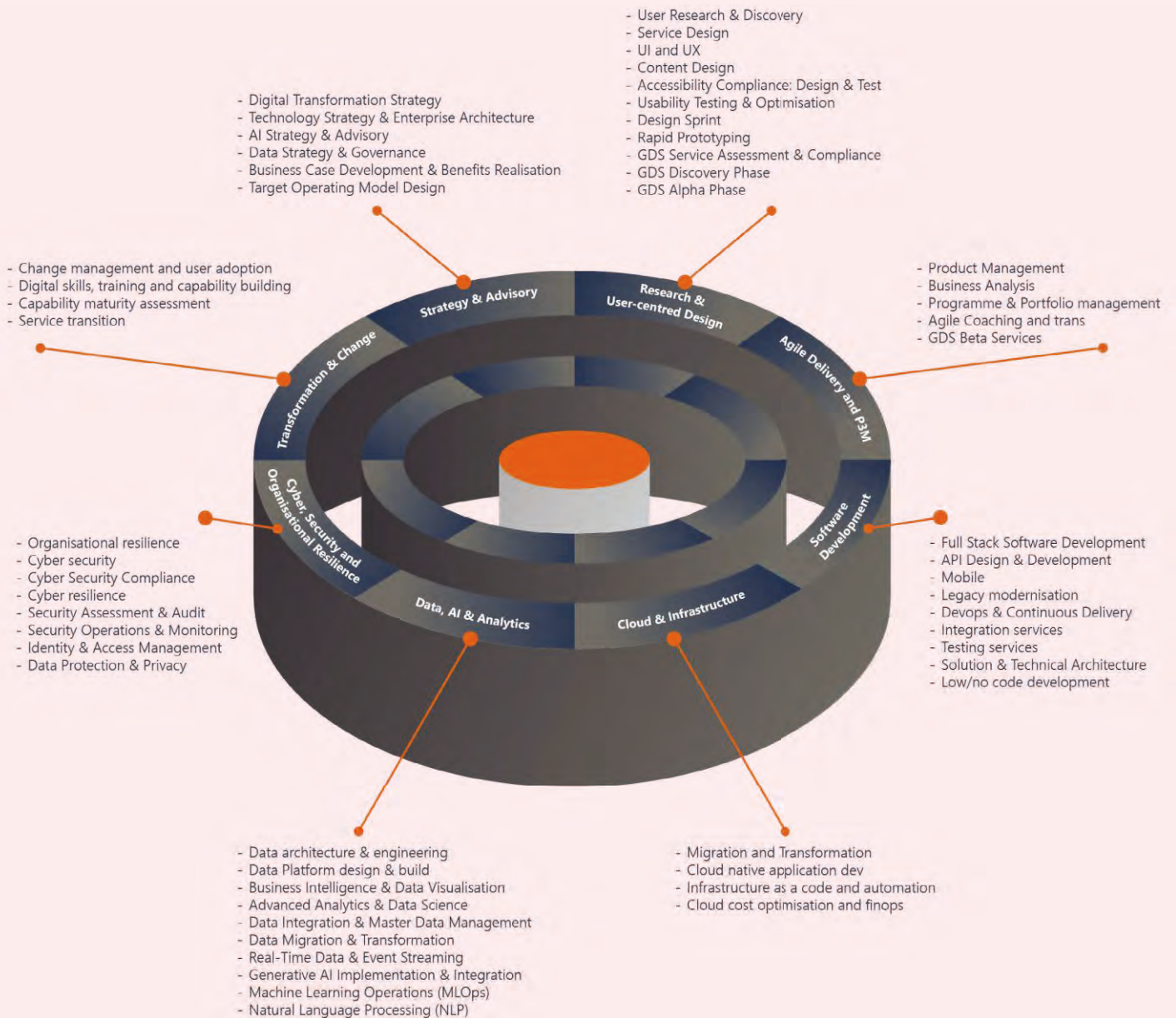
Edward Pikett Chief Digital Officer

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Our Capabilities





Transformation & Change

We've been helping organisations adopt new technology and ways of working for over 20 years. Transformation fails when people aren't brought along – so we focus on building capability, engaging stakeholders, and ensuring benefits are actually realised. Whether you're implementing new systems, transitioning services, or building digital skills – we deliver change management that creates sustainable adoption and measurable value.

How we help

Engage People, Not Just Process

We assess readiness, develop tailored change strategies, and engage stakeholders at every level.

Build Capability, Reduce Dependency

Through training, mentoring, and knowledge transfer, we create sustainable internal capabilities, so you're not reliant on external support long-term.

Prove The Value

We establish benefits frameworks, track realisation against targets, and provide evidence of ROI, and ensure transformation delivers on its promise.

Our approach

People-Centred, Evidence-Based

We combine change impact assessments with stakeholder engagement – using data to understand resistance and design interventions that work.

Hands-On Capability Building

We don't just deliver training decks – we mentor, coach, and work alongside your teams to build practical skills and confidence.

Focused on Outcomes, Not Activity

We measure success by adoption rates, benefits realised, and capability built – not by training sessions delivered or documents produced.



Change Management & User Adoption

Transformation & Change

Service Description

RedRock ensure successful adoption of new technologies, processes, and ways of working through comprehensive change management. Our change specialists assess organisational readiness, develop change strategies, engage stakeholders, and implement change activities that minimise resistance, build capability, and ensure transformation benefits are realised.

Service Features

- Change impact assessment and readiness evaluation
- Change strategy and roadmap development
- Stakeholder analysis and engagement planning
- Communication planning and execution
- Training needs analysis and delivery
- Change champion network development
- Resistance management and mitigation
- Benefits realisation and adoption measurement

Service Benefits

- Increase adoption rates by 60%+
- Reduce resistance and project delays
- Ensure transformation benefits are realised
- Build organisational capability and confidence
- Improve stakeholder engagement and buy-in
- Reduce training and support costs
- Accelerate time to value realisation
- Create sustainable cultural change



Digital Skills, Training & Capability Building

Transformation & Change

Service Description

RedRock build digital, data, and technology capabilities across organisations through tailored training, mentoring, and knowledge transfer. Our specialists design learning pathways, deliver workshops and training, establish communities of practice, and provide hands-on coaching that creates sustainable capability and reduces dependency on external support.

Service Features

- Capability maturity assessment and gap analysis
- Learning pathway design by role and level
- Hands-on workshops and training delivery
- Mentoring and coaching programs
- Community of practice establishment
- Learning materials and playbook development
- Train-the-trainer programs
- Ongoing support and knowledge transfer

Service Benefits

- Build sustainable internal capabilities
- Reduce dependency on external suppliers
- Accelerate onboarding and productivity
- Improve employee engagement and retention
- Enable continuous improvement and innovation
- Reduce long-term costs
- Create center of excellence capabilities
- Improve quality and consistency of delivery



Service Description

RedRock's Service Transition service assists public sector organisations in defining and delivering SIAM capability that can either drive or support a transition into a Cloud based environment. RedRock's service transition approach ensures a seamless and responsive multi-vendor IT services function that an organisation can support and maintain themselves once delivered.

Service Features

- Design and creation of Service Catalogue
- Service Design, Service Transition and Service Introduction
- Service Management tool set identification and implementation
- ITIL v4 Service Review and Design
- Shape Roadmap and Strategy
- End to end SIAM Service Transition
- Issue, Incident and Problem Management
- Identify Procurement Strategy / Vendor selection and engagement
- Continuous Service Improvement
- ITSM Discovery and Business Analysis

Service Benefits

- Enables clients to take full control of their IT environment
- Effective vendor management through tailored SLAs/OLAs
- Tailored SIAM sourcing approach to meet the client's needs
- Measurable uplift in services delivered
- Drive cost savings from a competitive multi-vendor approach
- Access to practiced and accredited ITSM professionals
- Dedicated individuals and teams providing continuity until business outcomes achieved
- Understanding of the marketplace enabling identification of best-fit suppliers
- Client-centric approach with guaranteed impartiality and knowledge transfer



Benefits Realisation & Value Management

Transformation & Change

Service Description

RedRock ensure transformation programs deliver intended value through rigorous benefits management. Our specialists establish benefits frameworks, track realisation against targets, implement measurement systems, and provide insight that enables course correction and demonstrates return on investment to stakeholders.

Service Features

- Benefits mapping and dependency analysis
- Benefits realisation framework design
- Baseline measurement and target setting
- Benefits tracking dashboard implementation
- Regular benefits realisation reviews
- Value case refresh and updates
- Benefits realisation reporting
- Continuous improvement recommendations

Service Benefits

- Demonstrate ROI and value to stakeholders
- Ensure transformation delivers intended outcomes
- Enable evidence-based decision making
- Identify issues and risks to benefits early
- Improve accountability for outcomes
- Support business case validation
- Enable course correction when needed
- Build organisational benefits management capability



Transforming the Digital Workplace at a DHSC Agency

The Challenge

A DHSC agency was undertaking a major digital transformation to modernise its IT environment and support mobile, flexible ways of working. Legacy systems were slow, costly to maintain and limited collaboration, creating a poor user experience across 1,300 staff and three organisations.

Our Approach

RedRock was engaged as a Managed Professional Services partner to deliver a fully managed, end-to-end transition to a modern digital workplace. A dedicated, multi-disciplinary team worked alongside in-house staff, combining programme delivery, change management and training to ensure strong engagement and capability uplift.

Our Solution

Working collaboratively with the agency, we designed a digital workplace built around improved communication, collaboration and connection. Office 365 was implemented as the core platform, supported by modern collaboration tools and mobile devices, alongside a structured adoption programme including pilots, training, and hands-on learning environments.

The Outcome

The agency now benefits from a secure, flexible and future-ready digital workplace, with improved productivity, collaboration and user experience. Costs were reduced, internal capability strengthened, and staff empowered to work effectively from anywhere, enabling a more agile and digitally capable organisation.



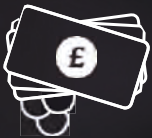
We are RedRock
Why Partner with RedRock?

Our values are rooted in excellence



Quality of Delivery

RedRock is fully aligned with the GDS Service Standard (14 points) across discovery, alpha, beta, and live phases. Our approach to delivery adheres to the Technology Code of Practice for secure, cloud-first, and standards-based delivery.



Value for Money

RedRock operates through transparent pricing models and cost controls aligned with Cabinet Office spend controls. We use HM Treasury Green Book Five-Case Model to evidence benefits and ROI.



Service Excellence

RedRock provides proactive governance, risk management, and stakeholder engagement throughout delivery. We maintain Cyber Essentials Plus certification for secure operations and supply chain assurance. We have never lost a client due to service.



Innovation

RedRock has a proven track record of embracing emerging technologies such as AI, automation, and low-code platforms to accelerate transformation. Promotes open standards and interoperability for future-proof solutions.



End-user Centric

RedRock designs services around user needs, supported by research and iterative testing. Our solutions are delivered with WCAG 2.2 AA accessibility standards in mind to ensure an inclusive digital experience.



Collaborative

RedRock fosters collaborative environments where teams share insight, expertise, and are accountable. We break down silos through co-design, joint planning, and transparent agile delivery to ensure smoother delivery, greater alignment, and achieve positive outcomes.



Partnership Charter

On every engagement we develop a partnership charter, demonstrating our commitment to ways of working. This is a co-created document setting out shared values and goals.

By agreeing these principles upfront, we create a shared foundation for transparent communication, joint decision-making and collective accountability. The charter clarifies how we work together day-to-day, including expectations around governance, cadence, roles and ways of collaborating across blended teams.

It also ensures both organisations remain aligned throughout delivery, providing a reference point to navigate challenges, maintain trust and keep focus on shared outcomes. This approach fosters stronger relationships, supports smoother delivery, and embeds a genuinely collaborative culture that endures beyond the life of the engagement.





We are RedRock

We Champion Fresh Ideas And New Technologies,

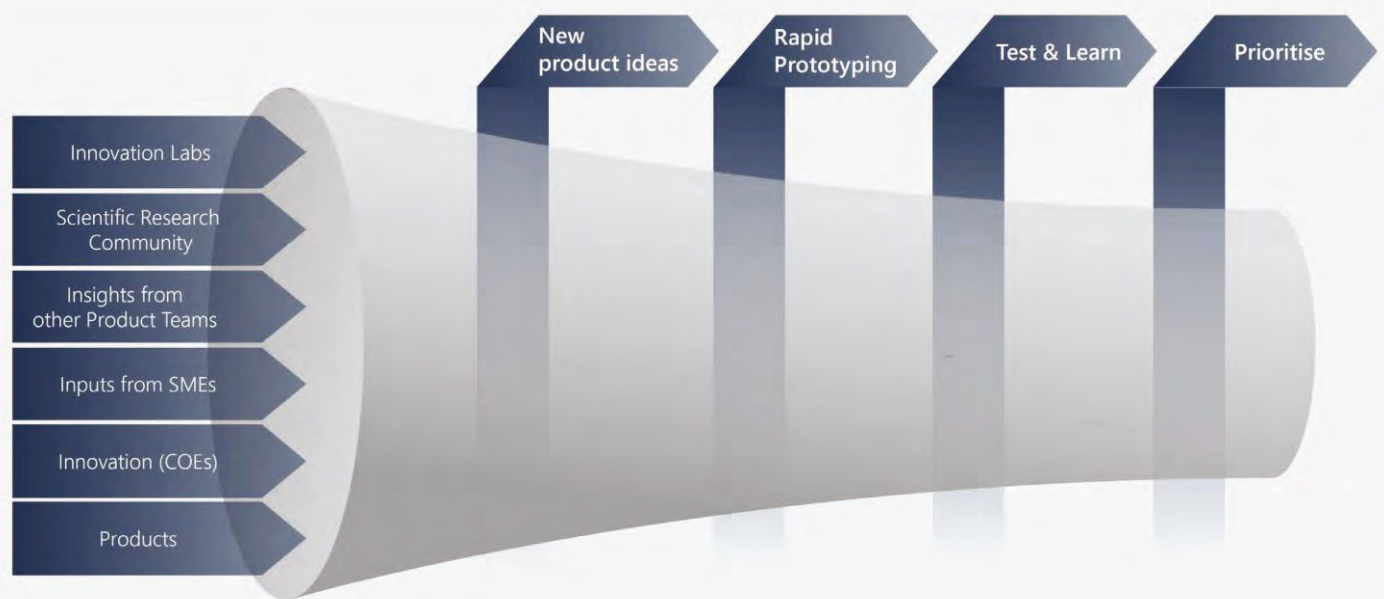
Innovation is at our core

The Government defines innovation as **'the creation and application of new knowledge to improve the world'**

We go beyond pilots, projects and labs. We build the skills and culture that help organisations to innovate because good ideas cannot flourish in a hostile environment.

Our clients value RedRock for our willingness to:

- Disrupt and challenge the status quo, while being humble and integrative
- Make decisions in the face of uncertainty, legitimised through a process of test of learn
- Provide and follow a clear plan of action, while adapting to and improvising for the unexpected
- Explore new possible futures, while focusing on outcomes and committing to real-world effects
- Keep the big picture in mind while also considering citizens' needs at an individual level; being reflective and critical while having a strong bias towards action





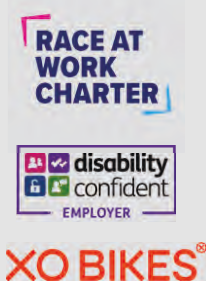
What we care about

We care deeply about our home city and hire accordingly to ensure that we are a true representation of Bristol and its diverse communities. At the core of our values is delivering positive change holistically. We embed Corporate Social Responsibility into how we operate, ensuring we deliver commercially while creating positive societal impact.

Through our Triple Bottom Line approach, we measure performance across economic, social and environmental factors. We promote an inclusive culture, respect for the environment, and a strong, supportive community.

Equality

RedRock believes diversity is a strength. We are signatories of the Race at Work Charter, Women in Tech, and the Armed Forces Covenant. We are committed to equality in employment, skills, and pay, and we support disabled people, women, LGBTQ+ communities, ethnic minorities, ex-offenders, people facing homelessness, and those from diverse socio-economic backgrounds.



Well-being

Our team are our identity and their wellbeing is paramount. We are always working towards improving how we support them. Since winning the Best Companies Small Business award in 2021, we have increased the wellness fund available to all our staff and now have five mental health first-aiders.



Sustainability

Since first reporting our carbon emissions in 2019, RedRock has taken a holistic approach to achieving our ambitions of being carbon neutral by 2026. In this time, we have reduced our emissions by 87.5% and are confident of hitting our goal.



Community

Our local community matters to RedRock. We've built strong partnerships with Bristol-based charities, including funding 16 places for young people facing socioeconomic disadvantage on the Empire Fighting Chance programme. We also prioritise buying and hiring locally: 24% of our suppliers are within three miles of our office, and 78% of our team live within ten miles.





G-Cloud 15 Services Overview

Our services taxonomy is designed to deliver maximum value

Strategy & Advisory

- Digital Transformation Strategy
- Technology Strategy & Enterprise Architecture
- AI Strategy & Advisory
- Data Strategy & Governance
- Business Case Dev & Benefits Realisation
- Target Operating Model Design
- Capability as a Service

Research & UCD

- User Research & Discovery
- Service Design
- User Experience (UX) Design
- Content Design
- Accessibility Compliance: Design & Test
- Usability Testing & Optimisation
- Design Sprint
- Rapid Prototyping
- GDS Service Assessment & Compliance
- GDS Discovery Phase
- GDS Alpha Phase

Agile Delivery

- Product Management
- Business Analysis
- Programme & Portfolio Management
- Agile Coaching & Transformation
- GDS Beta Phase

Software Dev & Engineering

- Full-Stack Software Development
- API Design & Development
- Mobile Application Development
- Legacy Modernisation & Re-engineering
- DevOps & Continuous Delivery
- Integration Services
- Testing Services
- Solution & Technical Architecture
- Low/No Code Development

Cloud & Infrastructure

- Cloud Migration & Transformation
- Cloud-Native Application Development
- Infrastructure as Code & Automation
- Container Orchestration & Kubernetes
- Cloud Cost Optimisation & FinOps

Data, AI & Analytics

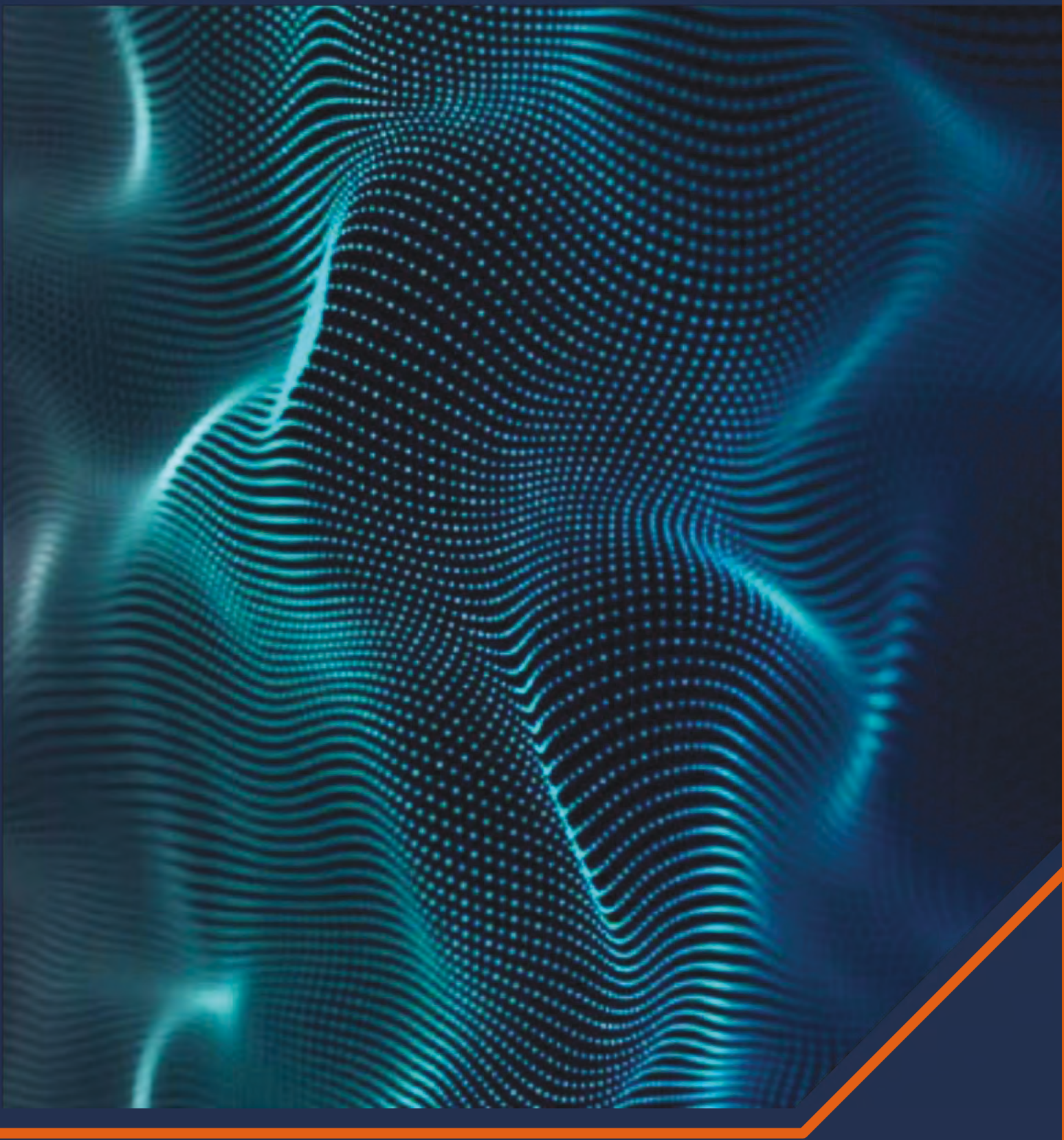
- Data Architecture & Engineering
- Data Platform design and build
- Business Intelligence & Data Visualisation
- Advanced Analytics & Data Science
- Data Integration & Master Data Management
- Data Migration & Transformation
- Real-Time Data & Event Streaming
- Generative AI Implementation & Integration
- Machine Learning Operations (MLOps)
- Natural Language Processing (NLP)
- Intelligent Process Automation (IPA)

Cyber, Security & Organisational Resilience

- Cyber, Security & Organisational Resilience
- Organisational Resilience
- Cyber Security
- Cyber Security Compliance
- Cyber Resilience
- Security Assessment & Audit
- Security Operations & Monitoring
- Identity & Access Management (IAM)
- Data Governance & Privacy

Transformation & Change

- Change Management & User Adoption
- Digital Skills, Training & Capability Building
- Benefits Realisation & Value Management
- Service Transition



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RedRock