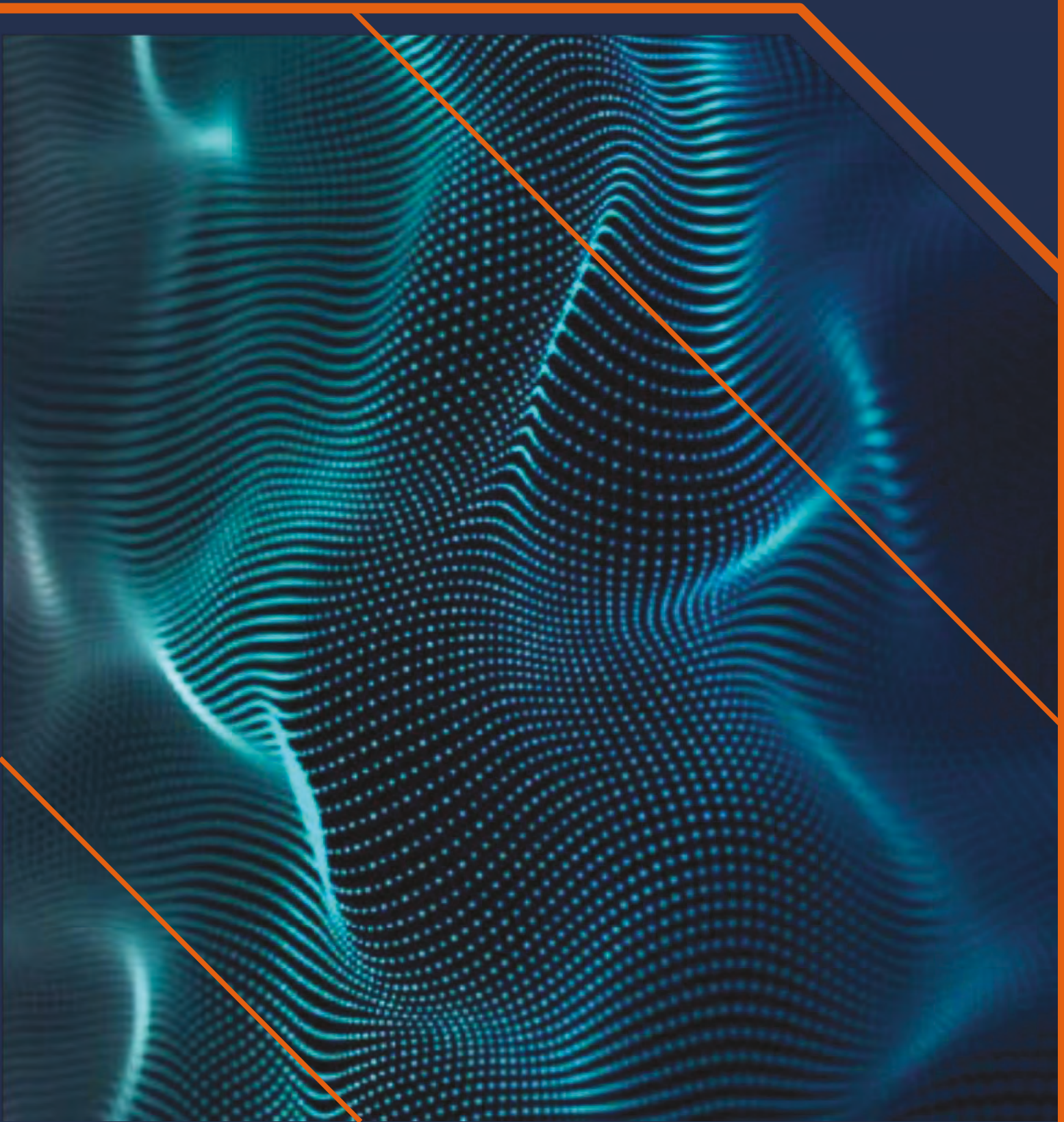




RedRock Consulting

Agile Delivery & Programme Management
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

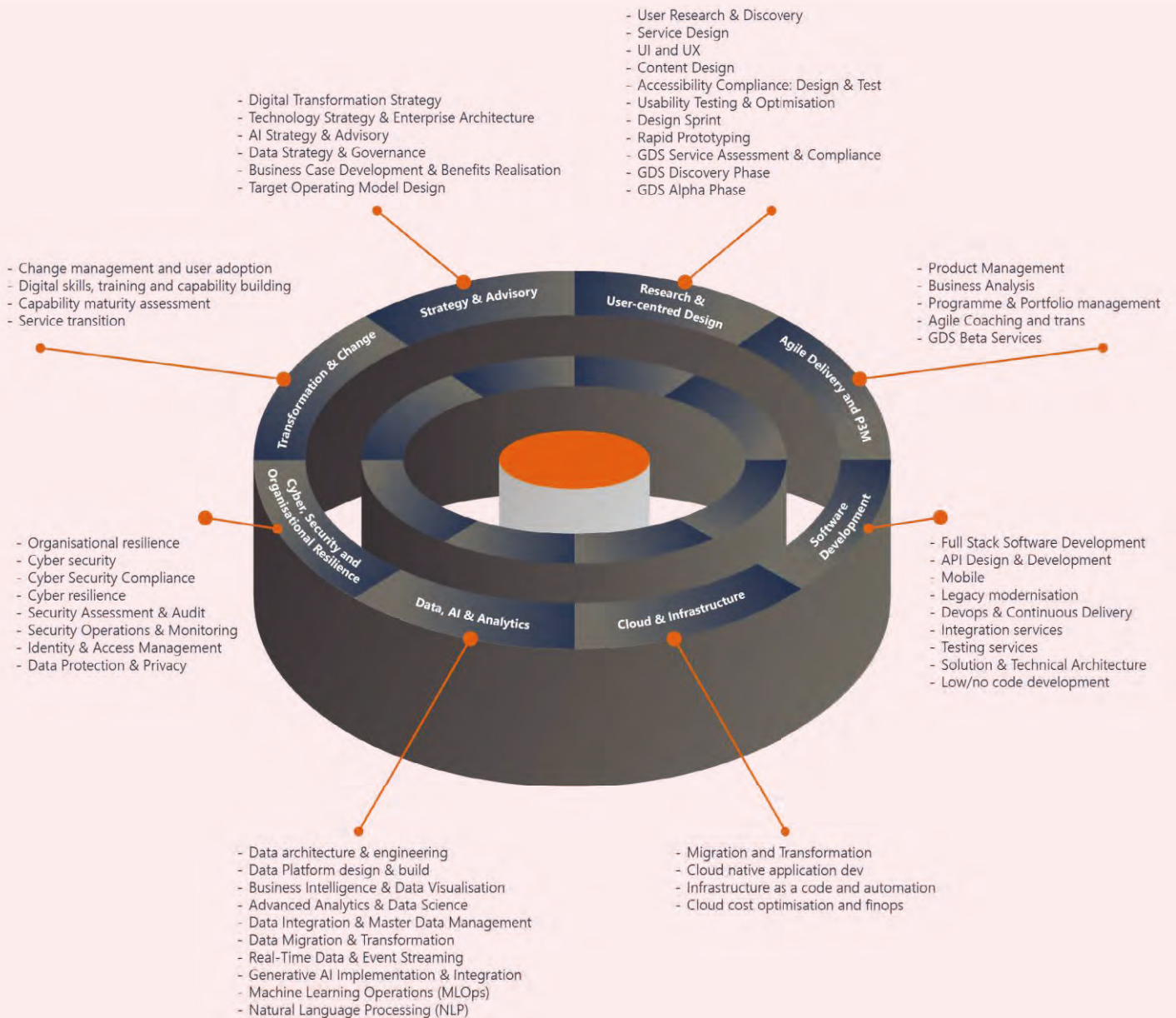
Edward Pikett Chief Digital Officer

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Our Capabilities





Agile Delivery & Programme Management

We've spent over 20 years helping organisations deliver transformation programmes that work. We combine product thinking, robust programme management, and practical agile delivery to achieve strategic outcomes on time and budget.

How we help

Focus On Outcomes

We prioritise work that delivers measurable user benefits, not just features from a roadmap.

Manage Complexity, Minimise Bureaucracy

Our programme managers run multiple workstreams, dependencies, and keep things moving without drowning you in administration.

Build In-House Capability

We embed with your teams, coaching and supporting them to deliver independently long after we've gone

Our approach

Pragmatic Agile, Not Dogmatic

We adapt agile principles to your context, whether that's Scrum, Kanban, SAFe, or the blend that works for you and your organisation.

Evidence-Driven Prioritisation

Every decision is backed by user research, data, and business analysis, not politics or guesswork

Transparent Governance

We provide clear visibility on progress, risks, and dependencies so senior stakeholders can understand progress and make informed decisions



Service Description

RedRock defines and delivers digital products that meet user needs and organisational objectives. Our product managers combine user research, data analysis, and strategic thinking to create product visions, prioritise features, and make evidence-based decisions that Maximise value while building sustainable product teams.

Service Features

- Product vision and strategy development
- Roadmap creation and communication
- User story and epic definition
- Feature prioritisation using data and user research
- Stakeholder management and alignment
- Metrics definition and performance monitoring
- Go-to-market strategy and launch planning
- Product team coaching and capability building

Service Benefits

- Build products that users actually need and use
- Maximise value from limited resources
- Make evidence-based prioritisation decisions
- Align stakeholders around clear product vision
- Increase user adoption and satisfaction
- Reduce wasted effort on low-value features
- Enable continuous product improvement
- Build sustainable product management capability



Service Description

RedRock analyses business processes, requirements, and systems to identify opportunities for improvement and inform solution design. Our business analysts bridge the gap between technical teams and stakeholders, eliciting requirements, modelling processes, and ensuring solutions deliver intended business outcomes.

Service Features

- Requirements elicitation and documentation
- Business process modelling and analysis (AS-IS, TO-BE)
- User story and acceptance criteria definition
- Gap analysis and impact assessment
- Data flow and integration analysis
- Non-functional requirements definition
- Stakeholder analysis and management
- Solution validation and quality assurance

Service Benefits

- Ensure solutions meet actual business needs
- Reduce rework through clear requirements
- Identify process improvement opportunities
- Enable effective communication between business and technical teams
- Reduce project risk through thorough analysis
- Improve solution quality and usability
- Support evidence-based decision making
- Accelerate delivery through clear requirements



Programme & Portfolio Management

Agile Delivery & Programme Management

Service Description

RedRock manages complex transformation programmes and technology portfolios, orchestrating multiple interdependent workstreams to deliver strategic outcomes. Our programme managers establish governance, manage dependencies, track benefits, and provide leadership to ensure programmes deliver on time, budget, and quality while managing risk effectively.

Service Features

- Programme setup and governance establishment
- Portfolio prioritisation and resource management
- Integrated planning and dependency management
- Benefits tracking and realisation
- Risk and issue management across workstreams
- Stakeholder engagement and reporting
- Quality assurance and assurance support
- Programme close and lessons learned

Service Benefits

- Deliver complex, multi-workstream programmes successfully
- Optimise resource allocation across portfolio
- Manage dependencies and reduce delivery risk
- Track and realise intended benefits
- Provide visibility and control to senior stakeholders
- Ensure quality and compliance across programme
- Enable strategic decision making
- Build organisational programme management capability



Agile Coaching & Transformation

Agile Delivery & Programme Management

Service Description

RedRock transforms organisational culture and ways of working to embrace agile principles and practices. Our coaches work with teams and leadership to adopt agile methodologies, remove impediments, and create environments where empowered, cross-functional teams deliver value continuously while continuously improving their performance.

Service Features

- Agile maturity assessment and transformation roadmap
- Team-level agile coaching (Scrum, Kanban, SAFe)
- Leadership coaching for agile culture
- Facilitation of agile ceremonies and events
- Impediment removal and escalation support
- Metrics and measurement framework design
- Community of practice establishment
- Scaling agile across multiple teams

Service Benefits

- Accelerate team velocity and throughput
- Improve product quality and user satisfaction
- Increase team engagement and autonomy
- Reduce waste and improve flow
- Enable rapid response to change
- Build sustainable agile capabilities
- Improve collaboration and communication
- Create culture of continuous improvement



GDS Beta Phase

Agile Delivery & Programme Management

Service Description

RedRock's multidisciplinary teams guide government services through Beta and beyond, combining user-centred design, agile delivery and robust engineering to ensure services are intuitive, scalable and meet GDS standards. We focus on accelerating value, reducing risk and embedding continuous improvement to support long-term, sustainable service performance.

Service Features

- Service design and roadmap planning for Alpha-to-Beta transition
- Agile delivery with CI/CD automation and iteration
- User-centred design and accessibility-focused usability testing
- Automated functional and accessibility testing for assurance
- Open standards adoption and assisted-digital support
- Strong governance and clear stakeholder communication
- Multichannel user-adoption strategies with feedback loops
- Flexible engagement models and scalable teams

Service Benefits

- Faster Beta delivery reducing cost and time-to-value
- Iterative improvements driven by real user feedback
- Assurance for Beta: accessibility, security and scalability
- Low-risk delivery through collaboration and robust testing
- Alignment with GOV.UK Service Standard and GDS principles
- Cost-effective engagement reducing total ownership costs
- End-to-end delivery solving whole user problems
- Future scalability through emerging-technology alignment



Supporting HM Land Registry to Deliver Secure, User- Focused Digital Services

The Challenge

HM Land Registry needed to modernise legacy, paper- and PDF-based processes that were slow, error-prone and heavily dependent on manual casework. The organisation required secure, GDS-compliant digital services that improved data quality and processing speed while building sustainable in-house delivery capability.

Our Approach

RedRock partnered with HMLR as a trusted technical delivery partner, working in blended, multi-disciplinary teams from Discovery through to Live. Our approach combined user-centred design, modern engineering and DevOps practices, and continuous knowledge transfer through paired working and mentoring.

Our Solution

We delivered fully digital, GDS-compliant services such as the Digital Registration Service, replacing PDF submissions with structured online data capture and real-time validation. Machine learning capability was introduced to automate remaining PDF processing, alongside enhancements to workflows, CRM integration and reporting platforms.

The Outcome

Error rates were significantly reduced and processing times improved by around 50%, saving thousands of caseworker hours each year. HMLR gained improved data quality, more resilient and scalable services, and confident in-house teams equipped to own and evolve digital services long term.



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.



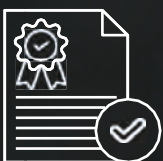
Innovation

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,

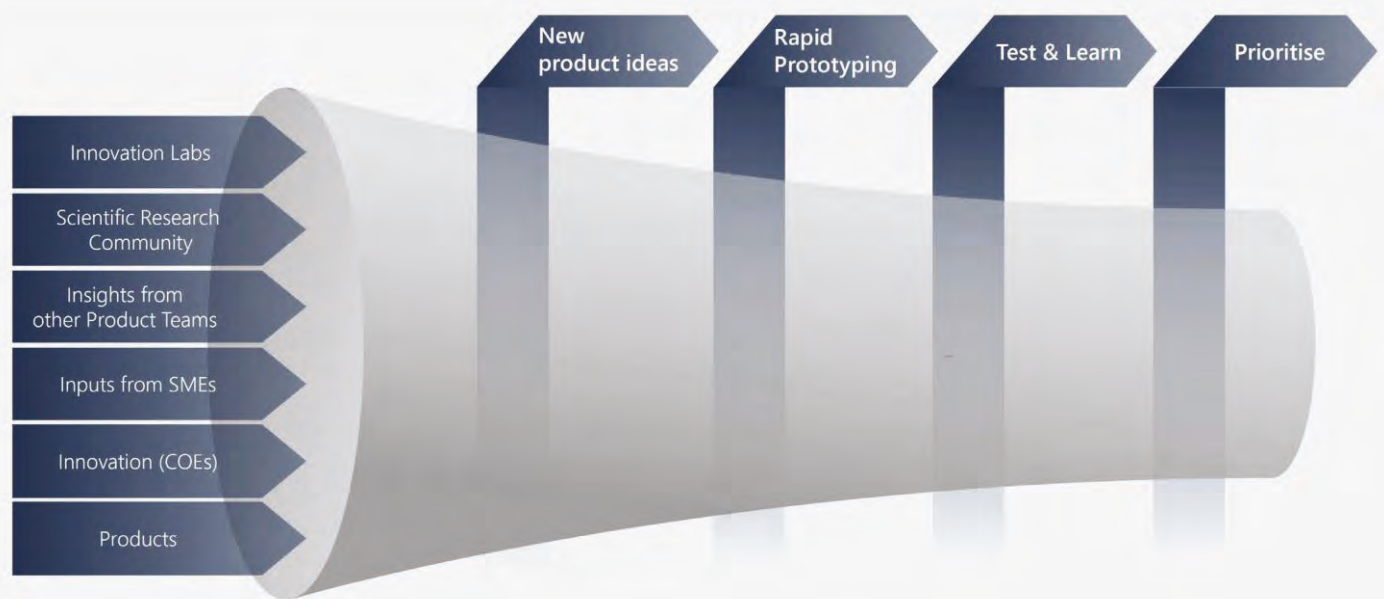
Innovation is at our core

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





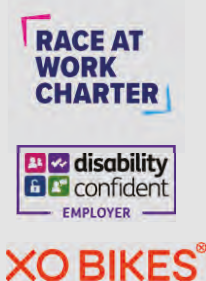
What we care about

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

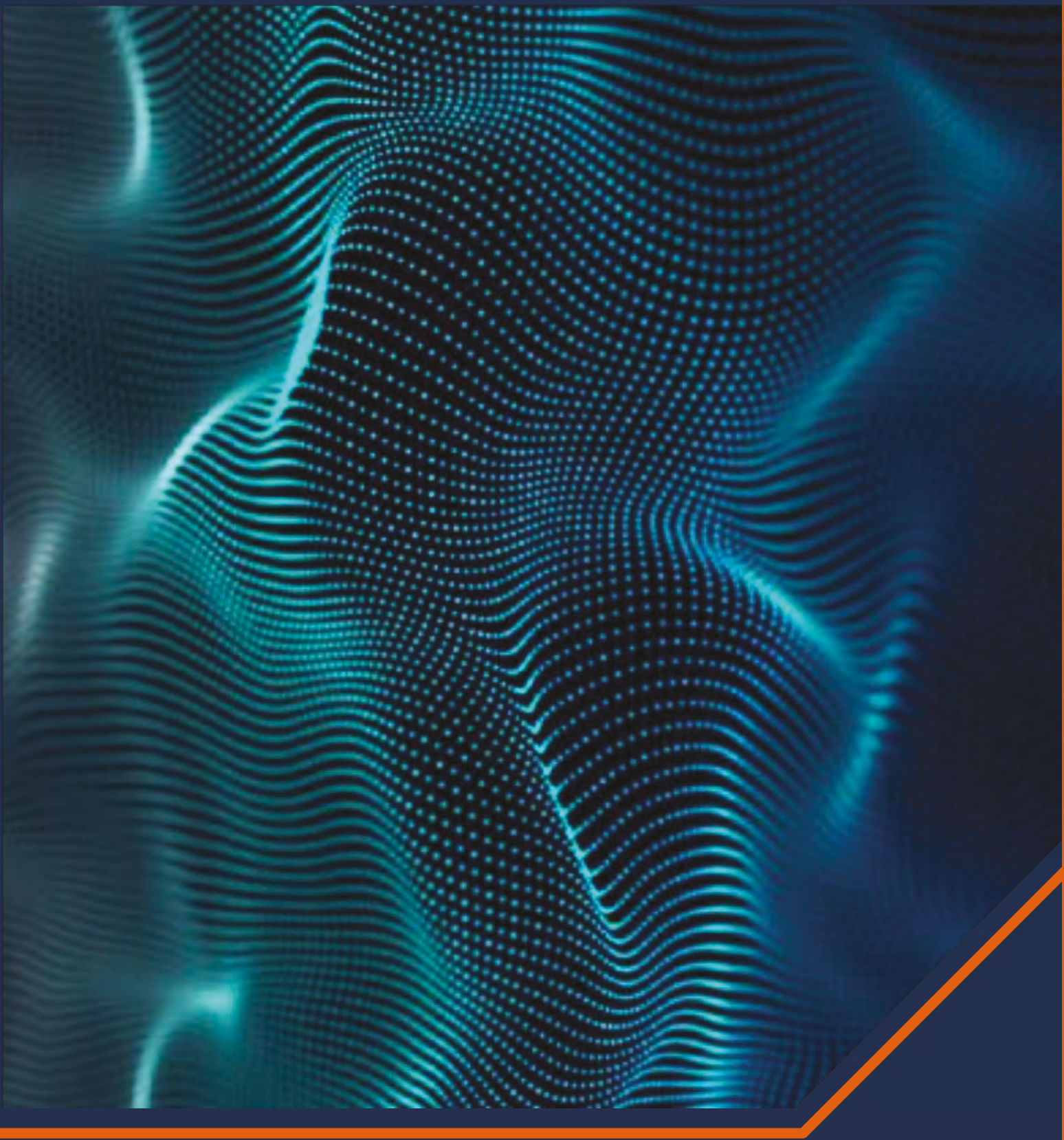
- Data Architecture & Engineering
- Data Platform design and build
- Business Intelligence & Data Visualisation
- Advanced Analytics & Data Science
- Data Integration & Master Data Management
- Data Migration & Transformation
- Real-Time Data & Event Streaming
- Generative AI Implementation & Integration
- 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