



**Baringa**  
Brighter together

# G-Cloud 15

Baringa Partners LLP

**Cloud Operational Excellence**

Service Definition Document



# Introduction to our Cloud Support Services

## An Introduction to Baringa

Baringa Partners LLP is an award-winning management consultancy specialising in government, energy, financial services, utilities, telecoms and media, and consumer products. It partners with organisations when they are developing and delivering key elements of their business strategy, as well as working extensively with government and regulators providing policy and advisory services.

Baringa is recognised both in the UK and internationally for its unique culture for which it has been awarded a number of accolades.



**This is why we stand out from the crowd**

- ✓ **More 'geek' than generalist:** we are leading experts in our chosen disciplines
- ✓ **Small, senior team deployment:** we all have core industry experience and specialisms
- ✓ **Hands-on experience:** every client benefits from senior engagement
- ✓ **Double digit growth & Great Place To Work for the last decade:** we help our clients achieve the same
- ✓ **Flexible, not dogmatic:** our proven assets accelerate our clients' strategies
- ✓ **Partnership & collaboration:** we understand our clients' businesses inside-out
- ✓ **Bespoke, innovative solutions:** we use these to overcome any inefficiencies

|                                   |                                                                                                                                                                            |                                                                                                                                                                         |                                                                                                                                       |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Our Model</b></p>           | <p><b>1 Partner : 10 Employees</b></p>                                                    | <p><b>20+ Business Practices</b></p> <p>We are experts in our chosen fields and have deep industry knowledge and capabilities</p>                                       | <p><b>8 Offices Worldwide</b></p> <p>2,000+ employees and 130 Partners across the UK (1,550), Europe (250), USA (100), APAC (100)</p> |
| <p><b>For Our Consultants</b></p> | <p><b>Great Place To Work</b></p> <p>Voted top 10 'Great Places to Work' for 15 years running. This creates a highly motivated, engaged and passionate consulting team</p> | <p><b>Employee Engagement</b></p> <p>Our employee Net Promoter Score is the highest in the consulting industry, and it's in the top 5% of all businesses worldwide!</p> | <p><b>Talent Magnet</b></p> <p>As a result, we can attract, develop and retain the most talented consultants</p>                      |
| <p><b>For Our Clients</b></p>     | <p><b>Reputation Built On Results</b></p> <p>Our results speak for themselves: over 80% of our work is referral, recommendation or repeat business</p>                     | <p><b>Client Engagement</b></p> <p>Our net promoter score from clients is in the top 5% across industry</p>                                                             | <p><b>Unique Experience</b></p> <p>Our clients tell us that they enjoy the distinctive experience of partnering with Baringa</p>      |

## An Introduction to Our Cloud Support Services

Our accomplished team helps UK-based and global organisations to implement technology change and run more effective technology-enabled businesses. We partner with organisations across different sectors to deliver value from their cloud programmes, providing strategic guidance and executing across strategy, enterprise data management & governance, data architecture, DevOps, data migration, data visualisation, reporting and Artificial Intelligence (AI) implementation.

We work across all major public cloud platforms including AWS, Azure and GCP to accelerate delivery of value for our clients alongside developing and hosting our own solutions. We're independent of specific cloud vendors and are experienced with designing, building and running cross- and multi-cloud solutions.

Our teams hold both architecture and engineering cloud accreditations across AWS, Azure and GCP, offering Cloud Support Services across a range of capabilities, alongside various accreditations in market leading insight generation tools.

In addition, we provide advisory and implementation services around various market-leading cloud software / platform as a service across data infrastructure, data management and data exploitation.

# Cloud Operational Excellence

## Overview

At Baringa we provide a full suite of Cloud Operational Excellence services from design of Programmes through to training and implementation. Our Cloud Operational Excellence approach includes training, coaching and deployment of enhanced team ways of working, End to End process design and improvement and Leadership training in the principles, methodologies and behaviours that make Operational Excellence sustain in an operation. Throughout, we integrate AI-enabled insights and automation opportunities to future-proof operations. Projects are delivered by LCS qualified Cloud OE experts, and certification to individuals within the business can be awarded by Baringa qualified coaches.

## Key Service Features

**The key features of our Cloud Operational Excellence Services include:**

- Cloud Operational Excellence training and coaching (virtual and face-to-face)
- Leadership behaviours training and coaching (virtual and face-to-face)
- Bespoke Tools, Templates, frameworks and Methodologies which are AI-enabled
- End to End and Team ways of working Roadmaps
- Voice of the Customer insight
- Root cause problem solving
- Capacity management and Capability Development
- Developing a culture of Operational Excellence and Continuous Improvement
- Developing a Test and Learn mindset
- Benefit realisation toolkits
- AI-enabled diagnostic tools for process optimisation and predictive risk management

## Service Benefits

**Potential benefits of our Cloud Operational Excellence services include:**

- Service will be aligned to Lean Competency System (LCS) accredited standards
- Operational Excellence delivers benefits quickly across the customer value chain
- Approach drives sustainable benefits past the first 12-18 months
- Leadership and operations management capability development
- Approach ensures Leadership remain committed to the benefits and investment
- Early benefits realisation and capacity release for ongoing improvements
- Heightened motivation, performance and engagement
- Visibility of team capacity and right first-time handling
- Productivity and capacity improvements
- AI-driven insights enable future-ready operations, continuous improvement, risk anticipation

*For more details please see our cloud service offering on the Digital Marketplace*

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