

G-CLOUD 15



SERVICE
DEFINITION
DOCUMENT

STAKEHOLDER ENGAGEMENT & COMMUNICATION



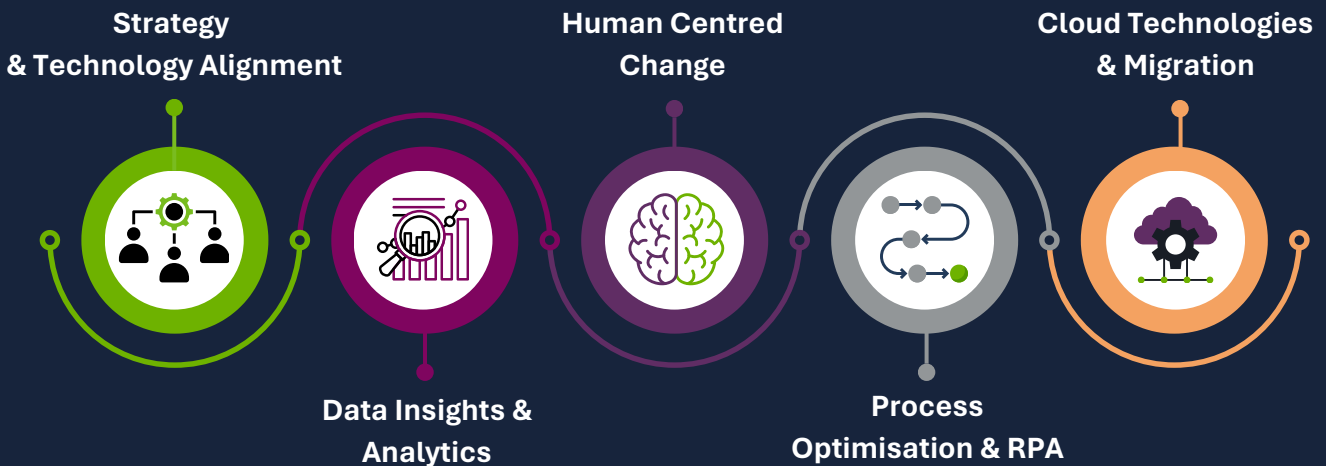
WHAT WE ARE AND WHAT WE DO

At Caja, we help organisations modernise and thrive in a fast-changing world. What makes us different is that we don't just create strategies - we deliver them.

We use data and innovation to drive real impact and long-term financial stability. By connecting technology, processes and people, we ensure change isn't just planned but delivered. Our approach blends Operational Excellence & Technology enablement (including RPA and AI), Human Centred Change and Organisational Design to embed change where it matters in day-to-day operations.

WHO ARE
CAJA

OUR SERVICES



WITH CAJA, ORGANISATIONS ACHIEVE:



Our Mission

Caja doesn't stop at strategy. We deliver, embed, and sustain change, helping organisations unlock value and build systems fit for the future.

Lower costs and more efficient operations

Exceptional customer experience through process excellence

Stronger resilience and adaptability, with more engaged and capable teams

Better, insight-driven decisions

Strategies that translate into action and results



Our Principles

Evidence First

We base decisions on data and insight, with clear, measurable results.

Technology with Purpose

We use technology when it meets real business needs.

Agility & Resilience

We design systems and processes that can adapt as circumstances change.

Keep It Simple

We remove unnecessary complexity, focusing on clarity and efficiency.

People and Customers at the Core

We engage and empower people, through changing behaviours, so change is adopted and sustained.

Partnership Mindset

We work collaboratively, co-designing solutions with our partners.



OUR EXPERIENCE

At Caja, we pride ourselves on crafting tailored solutions that drive success and innovation. The following case studies are a testament to our strategic approach, showcasing the significant impacts we have achieved in partnership with our clients. Each example highlights our commitment to transformative solutions and the real, measurable benefits our clients have experienced.



AWS Data Lake to Power InsightsQI



ERP Business Case Development



Adult Social Care Transformation Programme



Corporate Technology Programme

For more information and case studies - please visit <https://www.cajagroup.com/experience/>

STAKEHOLDER ENGAGEMENT & **COMMUNICATION**



Effective stakeholder engagement and communication underpin the success of all business change and cloud-enabled programmes and projects. Caja supports organisations to engage stakeholders early and meaningfully, ensuring that cultural, behavioural, environmental and economic factors are understood and addressed in the design of integrated business solutions. Our approach builds trust, clarity and commitment, enabling smoother delivery and more sustainable outcomes.

We support the full lifecycle of stakeholder engagement, from identification and mapping through to the development of engagement and communication strategies. Our services include the planning and facilitation of workshops, focus groups and stakeholder events, supported by innovative communication materials that combine verbal, visual and digital approaches to reach diverse audiences. We also undertake social and market research, stakeholder feedback and engagement surveys to inform and refine engagement approaches.

Caja applies user-centred design techniques, including journey mapping and persona development, to ensure communications and engagement are relevant, accessible and impactful. Where required, we provide conflict management and mediation support to address issues constructively and maintain momentum.

Through our stakeholder engagement and communication services, organisations achieve early consensus and buy-in to change, increasing the likelihood of successful delivery and benefits realisation. Clients benefit from reduced conflict, improved cooperation and greater transparency, resulting in lower stakeholder stress and the embedding of new ways of working in a sustainable and supported manner.



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