

Digital

The background is a dark blue field filled with intricate, glowing white and light blue circular patterns that resemble circuit boards or data maps. A solid orange horizontal bar is positioned below the 'Digital' text, extending across the width of the page.

Service Overview

Driving User-Centred Digital Transformation

i3Works' Digital capability combines user-centred design, analysis, delivery and product expertise to help organisations design, build and run digital services that deliver measurable outcomes for users and tangible value for businesses. As a dynamic SME consultancy, we bring extensive experience across all tiers of government and highly regulated environments, supporting clients throughout the full-service lifecycle, from discovery and delivery to live service and continuous improvement.

Our services align with the **Government Digital and Data (GDaD) Profession Capability Framework** and comply with **GDS Service Standards**. This ensures best practice in user-centred design, accessibility, security and value for money, while remaining pragmatic and proportionate to each client's context. We specialise in embedding agile and product-led approaches, enabling organisations to move away from large, high-risk change initiatives towards iterative delivery, evidence-based decision making and sustainable improvement.

End-to-End Digital Delivery

Our team provides comprehensive support across research, design and delivery. We conduct user and business research to understand needs, risks and opportunities, shaping strategies and roadmaps aligned to organisational and policy objectives. We design inclusive, accessible services that meet GDS and WCAG standards and deliver digital products using agile and hybrid models, with clear governance, transparent reporting and robust assurance. Service thinking is embedded throughout to ensure smooth transition into live service and continuous improvement practices that optimise performance and maximise long-term value.

A Trusted Partner

When you work with i3Works, you gain a partner, not just a supplier. Our consultants integrate seamlessly with client teams, providing leadership, challenge and hands-on delivery where needed. We operate at pace in complex stakeholder environments, balancing policy, operational and user needs. Our values - innovation, inspiration and integrity - underpin our approach, enabling us to build trusted relationships and deliver outcomes that endure.

Expertise and Flexibility

Our diverse team includes specialists in product management, agile delivery, business analysis, user research, service design, UX/UI design, interaction design and prototyping. Consultants hold recognised qualifications including Scrum, AgilePM®, SAFe®, PRINCE2® and PRINCE2 Agile®. As an SME, flexibility and responsiveness are central to how we work. We rapidly mobilise or scale teams, tailor approaches to client maturity and integrate with existing delivery functions. Continuous investment in professional development ensures our clients benefit from current best practice and emerging thinking.

What We Can Do For You



i3Works designs and delivers digital services with user and customer needs at the heart, whilst de-risking investment and accelerating delivery. We combine user-centred research and GDS-aligned services with professional product design, expert business analysis and disciplined Agile delivery to move you from insight to delivery.

Our teams will validate demand early (through Discovery/Alpha), shape viable products (through Beta/Delivery), and embed continuous improvement so services stay usable, accessible, and cost-effective - enabling our clients to thrive in an adaptive, and sustainable environment.

We collaborate with our clients to define strategy, prioritise outcomes, and with just the right governance, coach teams to continuously deliver it.

Expect measurable benefits, including lower delivery risk, faster time-to-value, higher user-satisfaction, stronger compliance with government service standards, and scalable, sustainable solutions that respect social value and low-carbon practice.

Key benefits:

- + Early evidence to inform “stop or proceed” investment decisions.
- + GDS-compliant, inclusive design that improves service adoption and longevity.
- + Agile product delivery that shortens time-to-value and controls cost.
- + Clear artefacts and governance for confident executive decision-making.
- + Hands-on coaching to build enduring internal capability.



Our Experience

Client:

DEFRA

Project/Programme:

**Digital Waste Tracking
Programme**

Situation

Defra was delivering seven key strategic programmes and required additional digital capability to accelerate delivery, improve quality, and maintain confidence across complex, policy-led initiatives.

Task

Our task was to provide high-quality digital resources across product management, business analysis, and delivery, and to stabilise and reset the Waste Tracking programme to ensure it aligned with service objectives, policy intent, and Government Digital standards.

Action

We deployed experienced product, delivery, and business analysis specialists across Defra's strategic programmes.

Within Waste Tracking, we defined and implemented an engagement model for an inception phase, onboarded a new supplier, and led a service reset. This included evaluating service objectives, clarifying policy intent, and assessing the appropriate approach for discovery. We facilitated alignment workshops with senior stakeholders and delivery teams to reassess scope, expectations, and delivery options.

Result

The inception phase was successful and led directly into Discovery, Alpha, and Beta phases. The programme achieved clearer direction, realistic delivery expectations, a robust business case, and viable delivery options. Senior stakeholder confidence was retained, enabling continued investment and progress towards service delivery.



Department
for Environment
Food & Rural Affairs

Our Experience

Client:

VEHICLE CERTIFICATION AGENCY

Project/Programme:

Partner Operations Digital Rollout

Situation

The Vehicle Certification Agency (VCA) was delivering a global digital transformation, replacing a manual PDF and email-based application process with a modern web portal and Microsoft Dynamics solution. Rolling this out to Partner Operations in India, China and Korea carried delivery risk due to language barriers, time zone differences, conflicting internal stakeholder views and concerns that local commercial incentives could reduce adoption.

Task

VCA required rapid, cost-effective support to clearly define and align As-Is, Transition and To-Be Partner Operations processes to enable successful adoption of the new digital service and reduce operational risk.

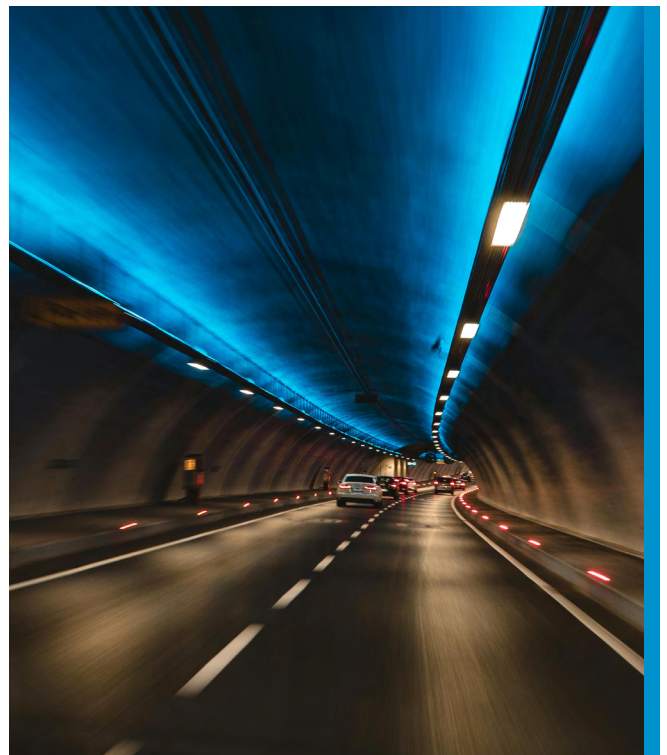
Action

i3Works mobilised within days to lead end-to-end process discovery and alignment. We conducted stakeholder mapping to identify key decision-makers and facilitated targeted workshops and one-to-one sessions to resolve conflicting views. Continuous engagement was maintained across VCA and Partner Operations, including attendance at Partner Operations training sessions across multiple time zones to fully understand the new digital solution.

To improve clarity and value for money, i3Works proposed a simplified approach to process documentation. We delivered 18 concise process flows supported by three icon-based To-Be visual flows to address language barriers and reduce complexity. Interactive, role-specific dashboards were produced using Microsoft Visio and Miro to ensure the outputs were accessible, reusable and easy to navigate.

Result

Within one month, i3Works delivered a clear and aligned view of Partner Operations processes. Stakeholder consensus was achieved, previously unidentified operational risks were highlighted and mitigated, and VCA was equipped to train Partner Operations more effectively. This enabled a smoother global rollout of the new digital service, reduced delivery risk and provided strong value for money through rapid mobilisation and high-quality, reusable assets.



Our Experience

Client:

MINISTRY OF DEFENCE

Project/Programme:

Emerging Trend Adoption

Situation

Defence organisations face increasing complexity in managing secure, resilient digital services while responding to rapid advances in technologies such as AI and Cloud. There is a strong need to adopt emerging trends safely, particularly where security, availability and compliance are critical.

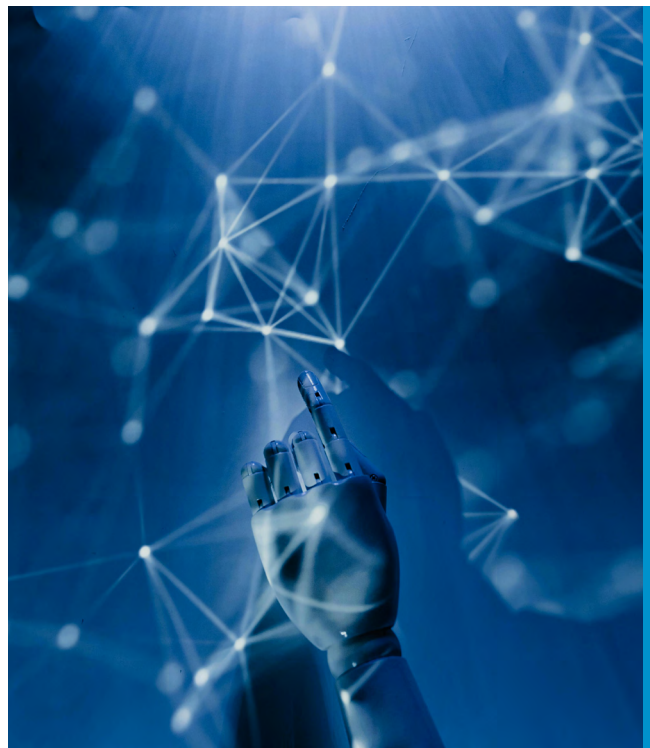
Task

Defence clients required expert architectural support to explore and adopt emerging technologies, including AI-driven service management and Zero Trust security models, while maintaining the high assurance standards expected across Defence and wider government.

Action

We applied AI analytics within service management to support incident prevention and automated triage, enabling a more proactive approach to event and incident management. In parallel, we designed and deployed Zero Trust architectures based on least-privilege access and continuous authentication to strengthen security and resilience.

Across our Defence engagements, including work with a confidential client, we led the development of novel architectural patterns and innovative cloud designs. These patterns were engineered to meet Defence security



requirements while enabling scalability and reuse. We also supported the Ministry of Defence in trialling ChatMOD, an internal large language model, to explore the practical application of agentic AI in a secure environment.

Result

Our work positioned Defence clients at the forefront of architectural best practice. AI-driven service management reduced reactive support and improved operational resilience, while Zero Trust implementations strengthened security posture. The architectural patterns and cloud designs developed are now being adopted more widely across government and intelligence communities, and the ChatMOD trial provided valuable insight into the safe and effective use of AI within Defence contexts.

Client Testimonial

Client:

DEFRA

Project/Programme:

Digital Waste Tracking Programme

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Since joining this project, I've had to make quite a few changes in terms of overall personnel for a multitude of reasons. One of the things made very clear to me early on was that i3Works shouldn't be going anywhere and having now worked closely with them, I completely understand why.

i3Works has been outstanding. Their BA skills and expertise are of a very high standard, but what really stands out is the way they have built strong relationships and bridges with some of our more challenging stakeholders. They take the lead on demos and calls, and have a real talent for simplifying complex digital concepts so that non-digital stakeholders can understand and engage with them.

They also aren't afraid to challenge appropriately, which I really value. Beyond that, they have been instrumental in making the "one team" approach between the supplier and DEFRA a reality from the digital side of things.

From a service owner's perspective, I couldn't be happier with i3's contribution, and I hope this feedback is useful in recognising the impact they continue to have on Digital Waste Tracking."

Service Owner **Digital Waste Tracking**

All Services on G-Cloud



P3M



Digital Services



**Business Change &
Transformation**



Architecture



Project Controls



**Climate Security, ESG and
Sustainability**



Assurance



Data and AI Automation



Service Management



Cyber Security

Driving Public Sector Transformation Since 2014

Who We Are

i3Works Ltd is a leading UK-based management consultancy, specialising in Project, Programme, and Portfolio Management (P3M), digital delivery, and transformation within the public sector.

The i3Group comprises [i3Works](#), [i3Secure](#), [i3NetZero](#) and [i3Data](#). We combine deep expertise with innovative thinking to deliver sustainable solutions that create measurable organisational improvement.

Our Expertise

We partner with major public sector organisations such as the MoD, HMRC, DEFRA & Home Office, applying best-practice frameworks like Agile, Waterfall, and hybrid methodologies to ensure flexibility and efficiency.

Our services include:

- + P3M
- + Business Change & Transformation
- + Project Controls
- + Assurance
- + Service Management
- + Digital Services
- + Architecture
- + i3NetZero (Climate Security, ESG and Sustainability Services)
- + i3Data (Data and AI Automation)
- + i3Secure (Cyber Security)

All delivered by specialist and accredited consultants, ensuring tailored solutions for every client.

Our Vision

i3Works is committed to shaping the future of consultancy through integrity, collaboration, and impact. We strive to be the consultancy of choice for public sector transformation, delivering exceptional results that exceed expectations and create lasting value for the communities we serve.

Forward thinking

The public sector is evolving—and so are we. Our future strategy focuses on:

- AI-driven delivery and automation for smarter, faster outcomes
- Digital resilience and cybersecurity to protect critical services
- Net Zero and sustainability initiatives embedded in transformation programmes
- Data-driven insights and predictive analytics for evidence-based decisions
- Workforce capability building to prepare teams for a digital-first future

By embracing our priorities, i3Works will continue to lead the way in delivering innovative, secure, and sustainable solutions that empower public sector organisations to thrive in a dynamic world.

Let's Shape the Future Together

Discover how i3Works can help your organisation achieve its strategic goals.

Visit: <https://i3works.co.uk>

Email: info@i3works.co.uk

