

G-Cloud 15



Service Design and GDS Delivery

reading room

Our approach.

We dive into every project with an open mind, always **questioning the status quo** to find the best solution.

Our team **collaborates closely** - internally and with clients - ensuring every idea and strategy is refined to meet your needs. We pride ourselves on our independence, enabling us to remain agile and focused on delivering the **best outcomes** for you.



Curiosity



Collaboration



Independence





Why we exist.

At Reading Room, we believe in the transformative power of technology. We exist to help businesses **unlock their potential** by creating digital solutions that make a lasting impact.

We are driven by the idea that technology is not just a tool, but a means to **elevate your business**, engage your audience, and create meaningful experiences.

Our work goes beyond just completing projects - it's about **creating outcomes that last**, pushing boundaries, and solving real challenges with creativity and innovation.

Stacks of digital know how.

With a strong presence in London, Bristol, and the North West, Reading Room combines local insight with **nationwide expertise** to deliver exceptional digital solutions.

20+

years in business

100

digital specialists

200

loyal clients

4

offices worldwide



A few of our clients.



Why Reading Room?

These successes showcase our ability to integrate strategy, design, build, and marketing to **achieve lasting outcomes.**

The Royal Warrant.

The Royal warrant is a symbol of quality, excellence and a long-standing relationship.

We are extremely proud to recently join this exclusive club of suppliers as holders of the Royal warrant.



By Appointment to
His Majesty The King
Supplier of Website Development and Management Services
Reading Room Digital Limited
London

Ticks of approval.

We're nimble when it counts but also recognise the importance of security & compliance. Others recognise us too and we're approved by:



Crown
Commercial
Service
Supplier



Certifications.

We're nimble when it counts but also recognise the importance of security & compliance.

Others recognise us too and we're approved by:



Service Design and GDS Delivery

Service Description

Reading Room can help you to deliver great digital services through the cloud to meet the needs of your customers and service users.

Services delivered through the cloud are more accessible, scalable and flexible. We use agile methods and strong user-centred design focus, paired with

the latest cloud technologies to help you to deliver for your customers and service users. We focus on KPIs for service delivery, provable ROI and improved

customer satisfaction.

We can also provide a fully managed cloud-hosting and support service with 24x7 cover, working with Azure and AWS, our cloud hosting partners.

Service Design and GDS Delivery

We can help you with:

- Planning, design and implementation for cloud delivery services,.
- Stakeholder and service-user involvement in design, prototyping and testing
- Business process-mapping, workflows and dataflows
- Performance frameworks and benchmarking for assessing cloud services
- Refinement and redevelopment of existing cloud services
- Resilience, contingency and disaster recovery planning for services
- Cloud hosting and technical architecture review
- Planning for total cost of service delivery

GDS Service Design Standards

We follow the agile methods of GDS Service Manual:

- Discovery: this phase is about understanding the potential and scope for a new or improved service, through working with your business, your stakeholders, customers and service users. We use a wide range of qualitative and quantitative research and analysis techniques to establish user needs, understand business goals and priorities and investigate the environment into which the new service will be delivered.
- Alpha: this phase involves the development of a proof of concept to test and iterate the user experience, and to make decisions about the technology stack that will support delivery in the cloud. This is a highly involved phase of activity for the project team in which we'll engage with your customers and service users to ensure we're aligned with their needs.
- Beta: this phase is where we build the service for real, working in an environment identical to live, using the same cloud technologies and hosting infrastructure that will be deployed in the eventual service when it goes live. Testing and refinement will continue through a closed, private-beta MVP, and then an open, public-beta, using feedback to iterate and improve.
- Live: once the beta product has been developed to a stable condition, we can transfer to live BAU delivery. Monitoring and feedback systems will be in place to ensure ongoing service improvement and enhancement.

Service Design and GDS Delivery

Helping you pass GDS service assessments

We are experienced, at helping clients to pass GDS Service Assessment, whether run internally within the parent department or by GDS themselves. We've taken clients through every stage of assessment, from Discovery to Transition into Live.

Outcomes and benefits

- Align services with user needs and business goals
- Maximise ROI on your cloud-based service delivery
- Achieve channel-shift to digital services, reducing cost of delivery
- Scalable cloud-based services to cope with changing levels of demand.
- WCAG 2.1 Accessibility standard compliance
- Conforms to GDS Service Design Standard and service assessments
- Support, training and skills transfer for your service delivery team
- ISO27001 certified & Cyber Essentials Plus certified

Onboarding and Offboarding

- We're happy to discuss your current setup and needs so that we can onboard your existing sites and services efficiently. This could include content and code reviews
- We offer a free initial consultation together with a demonstration of our work and project process
- For every client we will appoint a full-service team and agree resourcing allocations once we know more about your needs. We can work on a fixed price or capped T&M basis

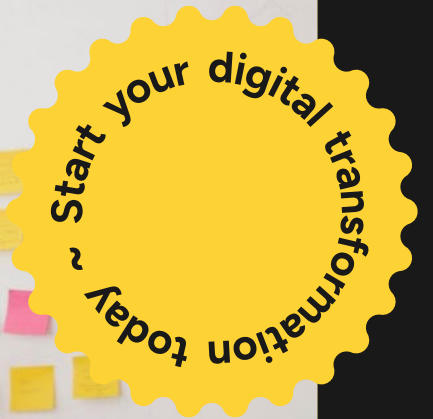
Let's talk.

Ready to start your digital transformation?
Contact us today to explore how we can
help you achieve your goals.

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