

Agile design and technical delivery partner

Service definition

G-Cloud 15



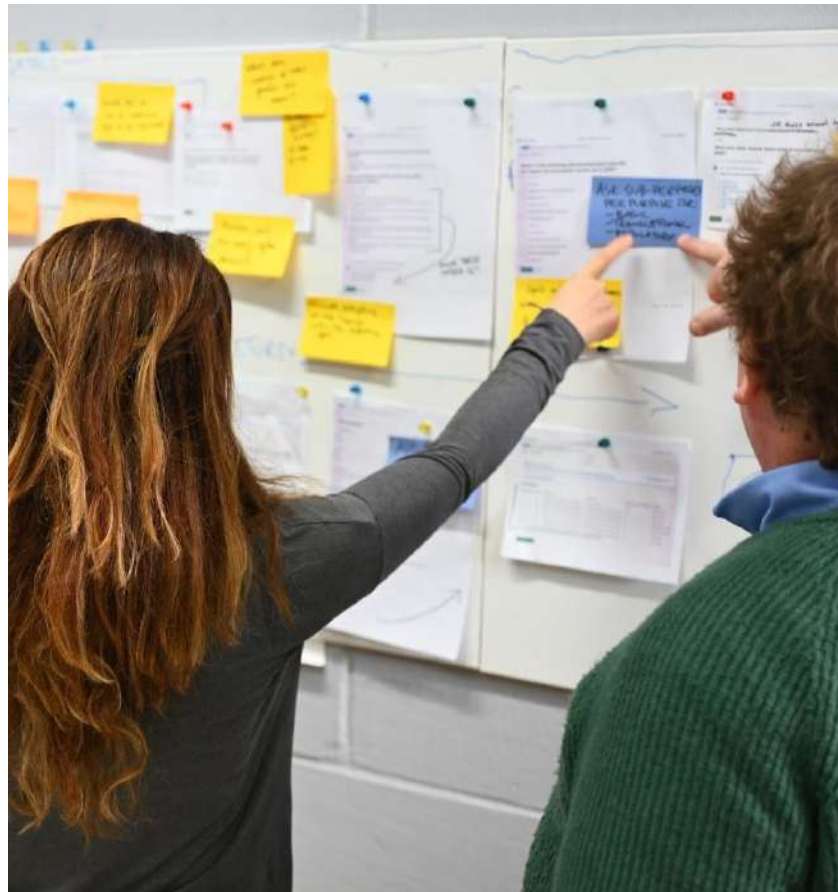
Marvell Consulting



Agile design and technical delivery partner

Service summary

Trusted government specialists in the design and build of clear, secure, products and end-to-end services Our multidisciplinary delivery team of experts will support your digital transformation by applying user-centred and agile methodologies to deliver services that meet users' needs and are delivered on time and on budget.



Agile design and technical delivery partner

Service summary

Features

- Delivery using agile methodologies such as Scrum, Kanban and SAFE
- Full stack development, business analysis, delivery and product management capability
- User research, service design, interaction design and content design capability
- Discoveries, stakeholder mapping, technical discoveries and identification of needs
- Alphas, service mapping, information architecture and ideation workshops
- Betas, co-design workshops, prototyping, pair writing and usability testing
- Continuous integration, deployment and delivery for frequent releases of software
- Setting business goals, KPIs and reporting and governance processes
- Automated and manual function and non-functional testing for quality assurance
- Live service maintenance and optimisation

Benefits

- Uses agile methodologies for fast, low-risk and assured delivery
- Delivers digital services and products that meet users' needs
- Uses non-proprietary software and open-source code to avoid vendor lock-in
- Breaks down complex problems into manageable deliverables
- Focuses on improving key metrics to evidence value
- Provides senior government expertise across all disciplines
- Collaborative work to develop trusted partner relationship
- Shares knowledge with government in-house teams by working transparently
- Complies with the GOV.UK service standard and design principles
- Over 15 GDS assessments passed covering discovery, agile, beta and live



About us

Marvell Consulting work with public sector organisations to research, design and build services that help people thrive.



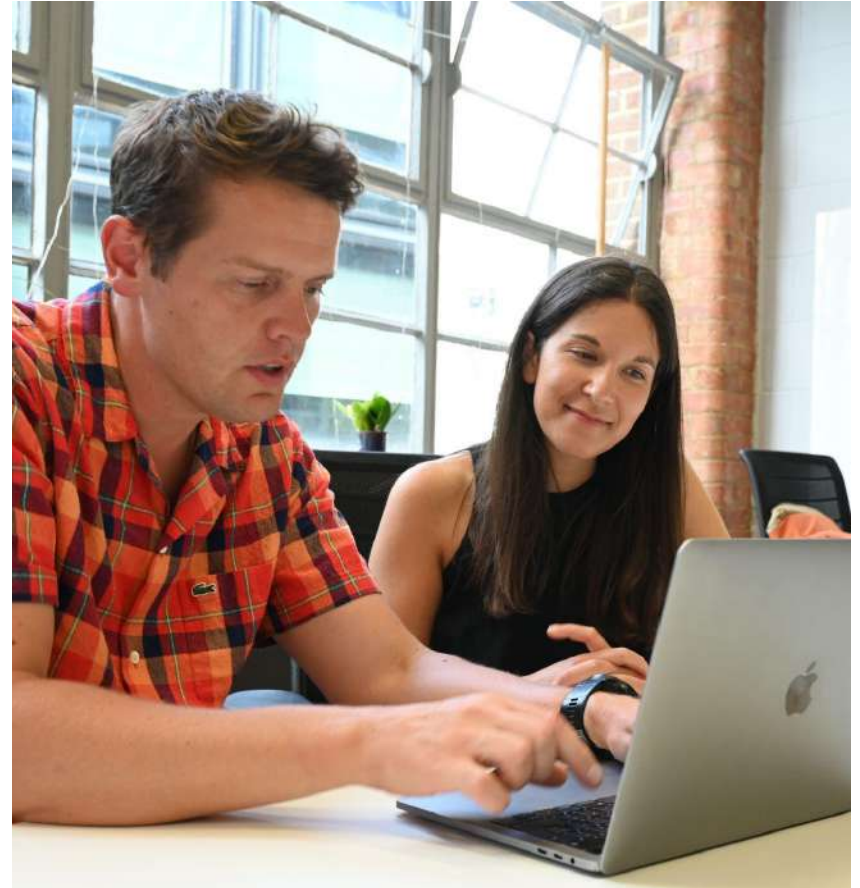
About us

Marvell Consulting

Marvell Consulting are a digital software and strategy specialist. We work with public sector organisations to research, design and build digital services that help people thrive.

Bringing together a curated, multidisciplinary team of experts across user research, design and software development, we help organisations understand user needs, build consensus and empower their teams.

This results in digital services that are easier to use, more efficient to deliver and fit for the future.



About us

Our experience

As a small company, we're proud to have been trusted by some of the UK's most recognised institutions.



About us

Our approach

Building digital services can be time-consuming and complex. Working to agile methodologies allows us to break difficult problems down into clear, manageable pieces of work that can be delivered in stages.

Working in fortnightly sprints, we use agile tools to help us track where we are with the delivery of new software or features. Progress is reported in weekly reports, fortnightly show and tells and at governance meetings as determined by the client. We define, track and, wherever possible, mitigate risks to us being able to deliver our work.

Our trained agile coaches are experienced at introducing agile ways of working to teams as well as giving more in-depth tutorials to key contacts. An important part of our service is finding the right ways to communicate progress to stakeholders and bringing teams with us as new digital ways of working become a reality.



About us

Our culture

Open, clear, respectful. Success isn't just in what we deliver, it's in how we do it too.

Working as a team

We know that well designed services aren't the brainchild of a single genius. They're the result of experienced specialists working together towards a shared outcome. That's why our team are all experts in their fields with years of government experience behind them.

We also maintain a flat structure in our teams to allow ideas to surface and assumptions to be challenged. This open culture isn't just a nicer way of working (although it is that too). It allows us to spot and resolve problems quickly, ensuring a safer and less risky approach to development.



About us

Working together

Working with clients

Our approach to working with clients is rooted in transparency and respect. Some clients are experts in digital product development, others less so. No matter who we're working with we always communicate clearly and report on progress every week.

We also respect the different disciplines we work with. Experts in operations or policy are vital to helping us create products and services that serve government's and users' needs. Respect for the people who know what we don't is a core part of our ethos and success.

Working in the open

We're big believers in learning from the public sector's wider digital community and in sharing our own knowledge with other teams. Sharing research, solutions, patterns and code makes government services more consistent and cost-effective.

Wherever possible we like to present our work at cross-government events and share our outputs with teams working on related services.



Detailed specification

Information on pricing, on-boarding and service management.



Detailed specification

Overview

Ordering

Email us at gov@marvell-consulting.com or call [020 3886 0115](tel:02038860115) to discuss your requirements.

On-boarding

Onboarding is informed by the client's needs. As a minimum we would produce a statement of work defining the agreed tasks and deliverables. We would also expect to agree project milestones, working patterns, locations, access to specialist equipment and team roles and responsibilities.

Service constraints

Our services are typically delivered remotely or from our London Bridge office from Monday to Friday, 9am to 5pm. However we can accommodate onsite work and out-of-hours support as required.

Security assurance and data resilience

We have practiced methods for recovering and restoring operations in rare cases where our automated processes fail. We've worked to varied security specifications and can work with you to meet your requirements. Many of our consultants are SC-cleared and can obtain further clearance if needed.



Detailed specification

Overview

Training

Our aim is to build simple, intuitive services that can be used first time without the need for extensive documentation or training.

However we recognise there are some circumstances in which training may be required. In these cases we're happy to work with clients to design an appropriate training plan.

Invoicing

To be agreed with the client.

Early termination

Terms to be agreed with the client.

Off-boarding

Wherever possible we deliver software with open licences and deploy into client-owned infrastructure. Outputs are clearly documented. We're flexible about handover and can arrange job shadowing, training and/or the production of detailed documentation as per the client's preference. Knowledge-transfer is treated as an ongoing process throughout the project's lifecycle.



Detailed specification

Rate card

SFIA Level	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
1 Follow	£500	£500	£500	£500	£500	£500
2 Assist	£525	£525	£525	£525	£525	£525
3 Apply	£550-700	£550-700	£550-700	£550-700	£550-700	£550-700
4 Enable	£700-900	£700-900	£700-900	£700-900	£700-900	£700-900
5 Ensure/Advise	£800-1000	£800-1000	£800-1000	£800-1000	£800-1000	£800-1000
6 Initiate/Influence	£900-1050	£900-1050	£900-1050	£900-1050	£900-1050	£900-1050
7 Set Strategy, Inspire, Mobilise	£950-1200	£950-1200	£1000-1300	£1000-1300	£1000-1200	£1000-1300



“Marvell Consulting has been integral in the transformation of the Home Office’s digital operations. The research, design and build has been exceptional.”

Ben Stevens, Product lead

Home Office



Things we've delivered

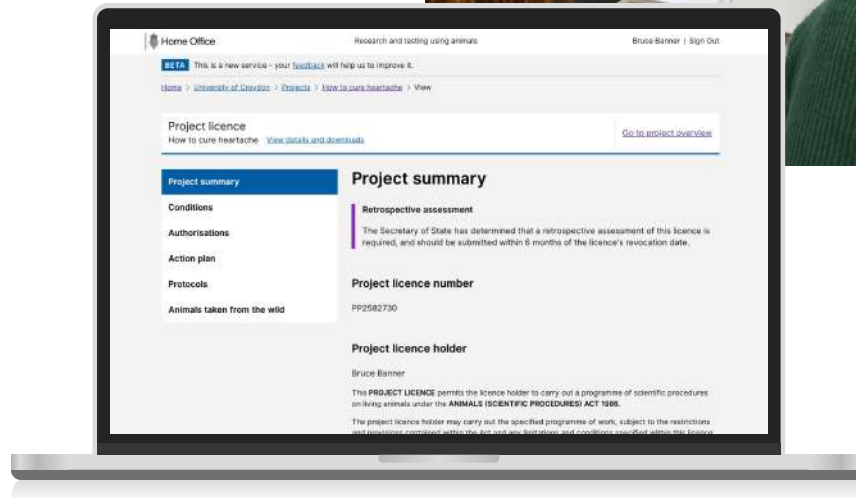
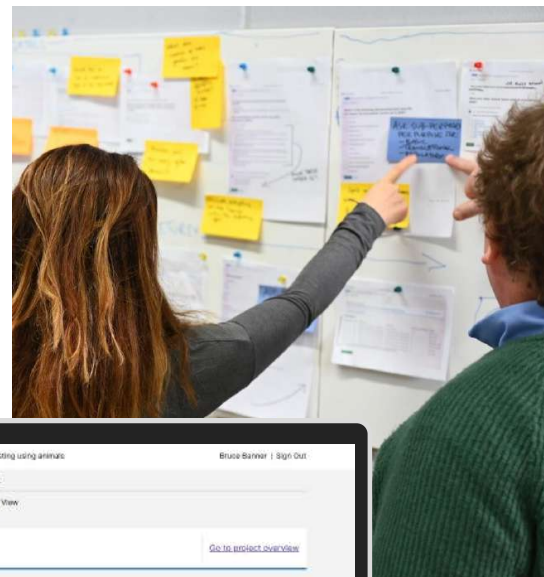
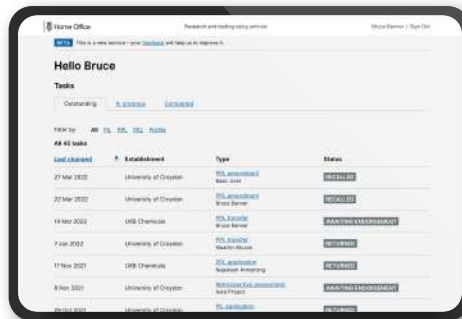
Some examples of what we've helped deliver with this service.



Case study

Building a new licensing system in the biosciences industry

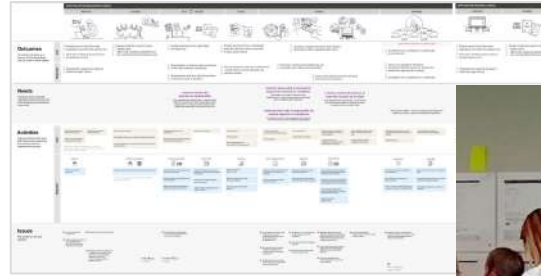
From 2018 to 2023, we designed and built a bespoke online licensing service for a regulator that delivered efficiencies whilst allowing them to continue to carry out their day-to-day operations.



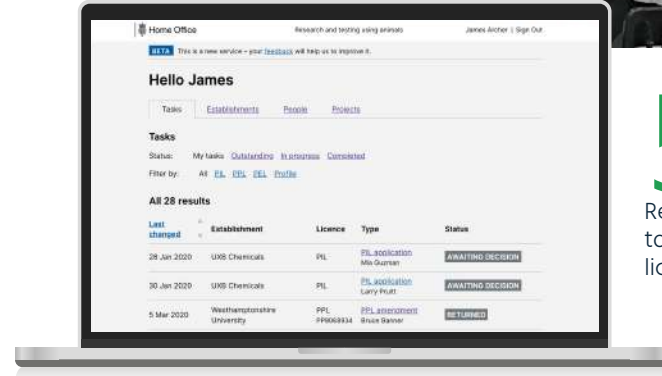
The service needed to be resilient enough to be able to process tens of thousands of requests each year from 18,000+ scientists. It also needed to protect valuable intellectual property and sensitive customer data.

Working closely with the regulator and the scientific community, we carried out over 500 research sessions and designed dozens of prototypes to ensure we created the right solution. We also put in place a security-first model so that sensitive data can only be accessed by authorised individuals.

Since the service has gone live it's delivered some impressive results including a 30% increase in customer satisfaction; a 50% fall in the time needed to process licence documentation; and up to a 75% fall in late submission of key documents.



30%
Increase in customer
satisfaction



50%
Reduction in staff hours
to process personal
licence applications



Case study

Helping suppliers find standards to build joined up healthcare services

In 2021 we were engaged by NHSX to carry out a discovery into the barriers to interoperability (joining up IT systems so they can exchange data) in health and social care.

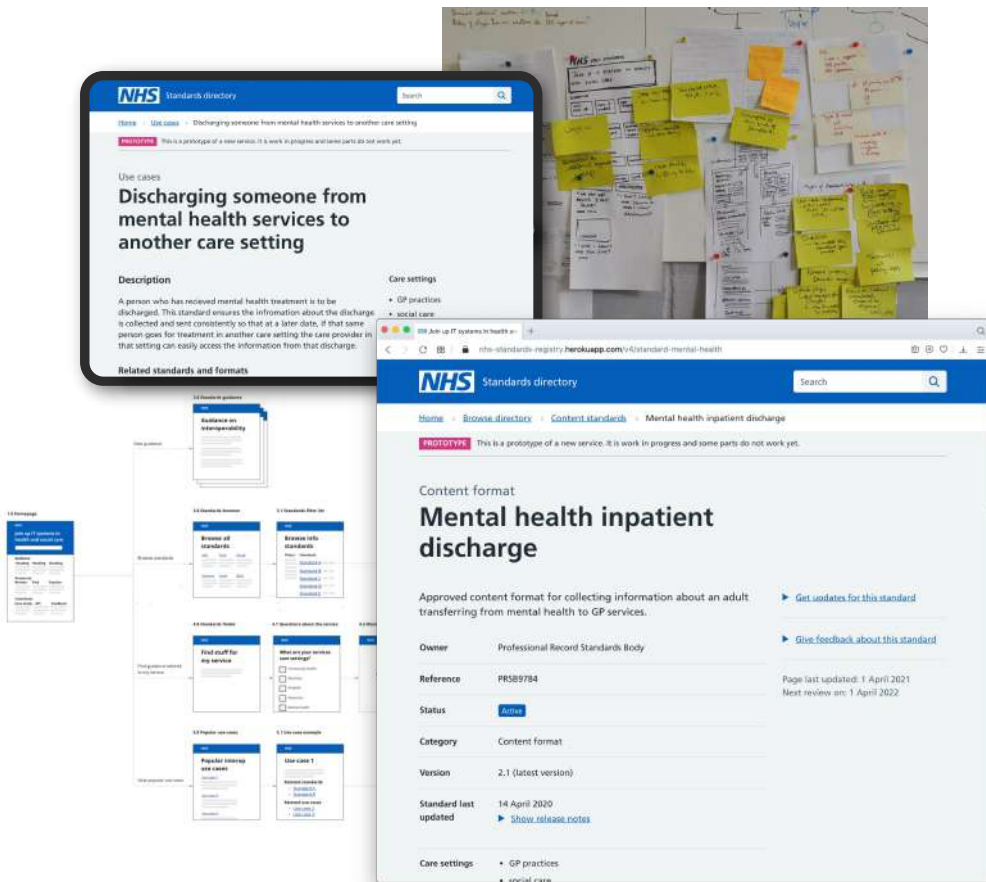


The benefits of interoperability are considerable. Care professionals will be able to instantly access patient records (with permission), making care faster and safer.

The discovery identified 50 user groups and over 60 unmet user needs for interoperability to be achieved. We then proceeded into an alpha phase to explore solutions to our highest priority user needs.

We explored a range of different approaches to meeting these needs, and through user testing and refinement identified that a directory of interoperability standards would help people joining up services find the standards they needed.

The service passed its alpha assessment first time, and has gone on to be built out in the Beta phase.



Our services on G-Cloud

We provide a number of related services that can meet your needs and also be procured through G-Cloud.

- Data catalogue
- Data publishing platform
- Performance dashboards and management information services
- Case management and licensing services
- Case-working workflow management and processing pipelines
- Government form builder
- Product information management (PIM) service
- Project rescue
- Delivery partner
- Discovery phase delivery team
- Alpha phase delivery team
- Beta phase delivery team
- Live phase delivery team
- User research
- Service design
- Content design
- Interaction design
- Business analysis
- Delivery management
- Cloud support and operations
- Digital academy



“The work delivered by Marvell Consulting has helped transform data sharing across government!”

Product Manager

Government Digital Service



Talk to us

We're always here to answer questions or to discuss the needs of your project.

gov@marvell-consulting.com

020 3886 0115

www.marvell-consulting.com



Marvell Consulting



Crown
Commercial
Service
Supplier