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Service Management Excellence
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G-Cloud 15

Service Definitions

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BDQ Service Definitions

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Atlassian – Jira Software, Confluence & Jira Service Management

Jira Software, Jira Service Management and Confluence provide industry leading task tracking, project planning, Agile, DevOps, ITSM, asset tracking, Work Management and collaboration tools. This service is hosted by Atlassian within their Cloud infrastructure with BDQ providing implementation consultancy as an Atlassian Solution Partner.

Service features

- Jira project and delivery tracking with configurable workflows
- Jira Service Management for ITSM, portals, SLAs, and queues
- Confluence knowledge base for documentation and collaboration
- Atlassian Guard for identity, access, and security controls
- Powerful automation rules across Jira and JSM workflows
- Custom forms and request types for structured intake
- Advanced reporting dashboards for service and delivery performance
- Asset and configuration management with integrated CMDB capabilities
- Marketplace apps extend functionality for specialised requirements
- Cloud-based platform supporting scalability and remote collaboration

Service benefits

- Improved visibility across projects, services, and operational priorities
- Faster incident resolution through automation and structured triage
- Better self-service experience reducing support demand
- Stronger governance with audit trails, approvals, and reporting
- Increased collaboration through shared documentation and transparency
- Reduced manual effort using integrations and workflow automation
- Enhanced security and access control with Atlassian Guard
- Higher adoption through intuitive interfaces and role-based experiences
- Flexible platform adaptable to changing organisational requirements
- Faster time-to-value using proven templates and marketplace apps

Atlassian (Jira, Confluence, JSM) Implementation, Support & Consultancy

BDQ provides outcomes-focused Atlassian consultancy and support as a certified Atlassian Partner. We deliver implementation, process analysis, training, and ongoing optimisation to ensure Atlassian is adopted, governed, and continuously improved. Flexible options include Basic, Standard or Bespoke packages, Fixed Price projects, Time & Materials, and a Consultancy Time Bank.

Service features

- Atlassian & ITIL certified consultants delivering outcome-focused services.
- Agile engagement: discover, plan, execute prototypes, deploy, enhance.
- Flexible options: project delivery, hourly consultancy, managed service.
- Training delivered via courses or drop-in Dojo sessions.
- Integration and Cloud migration expertise across Atlassian products.

Service benefits

- Faster time-to-value with best-practice implementation packages.
- Reduced downtime through proactive maintenance and responsive support.

- Improved collaboration and coordination for complex projects.
- Less internal admin burden; focus on revenue-generating work.
- On-demand expert help, like a virtual certified administrator.

HALO ITSM Software

HaloITSM is a modern IT service management (ITSM) platform that helps organisations manage incidents, requests, problems, changes and assets. It supports service desks with configurable workflows, automation, self-service portals, reporting and integrations, improving service delivery, compliance and user experience.

Service features

- Incident & Request Management – Centralised ticketing across channels
- Self-Service Portal & Knowledge Base
- AI-driven Capabilities - knowledge generation, sentiment analysis and virtual assistance
- Problem & Root-Cause Management
- Asset & CMDB Management - Track IT and configuration items
- Automated Workflows & Approvals - Configurable processes and SLA enforcement
- Dashboards, Reporting & Analytics
- Concurrent & Named Agent Licensing
- Integrations & API Support
- Configurable Platform - Low-code/no-code customisation

Service benefits

- AI features included Out-of-the-Box
- Choose named or concurrent agent licences to reduce costs
- All core ITSM capabilities included without modular feature gates
- Rapid implementation with pre-built ITIL-aligned workflows
- Configurable without Code – Tailor workflows and automation
- Better Visibility & Control – Comprehensive dashboards and reporting

HALO ITSM Implementation Support & Consultancy

BDQ provides outcomes-focused HALO consultancy and support as a certified HALO Partner. We deliver implementation, process analysis, training, and ongoing optimisation to ensure HALO is adopted, governed, and continuously improved. Flexible options include Basic, Standard or Bespoke packages, Fixed Price projects, Time & Materials, and a Consultancy Time Bank.

Service features

- ITIL-aligned implementation tailored to organisational processes.
- Accelerated implementation methodology with iterative prototyping.
- AI-enhanced ticket automation and virtual agent support.
- Comprehensive training and ongoing support hours.
- Seamless migration from legacy systems to HaloITSM.

Service benefits

- Faster time-to-value through expert-led setup and configuration.
- Reduced operational risk with structured implementation and migration support.
- Improved service performance through automation and AI assistance.

- Increased internal capability via tailored training and enablement.
- Scalable service management for growth and enterprise needs.

Asana Work Management Software

Asana Work Management is a cloud-based platform that helps teams plan, track and deliver work. It provides task management, project planning, workflow automation, reporting and collaboration tools, improving visibility, accountability and delivery across departments and suppliers, with role-based access and integrations to support secure, efficient operations.

Service features

- Task and project management with owners, due dates and priorities.
- AI-powered summaries, status updates and work insights in Asana.
- Workflow automation, templates and rules to standardise delivery.
- Real-time dashboards and reporting for progress, risks and workload.
- Integrations with Microsoft 365, Google Workspace and other tools.

Service benefits

- Improved visibility and accountability across teams and stakeholders.
- Faster delivery through automation and AI-assisted updates.
- Better collaboration with clear priorities, ownership and shared context.
- Reduced risk through tracking, reporting and predictive insights.
- Consistent ways of working across programmes, departments and suppliers.

Asana Work Management - Implementation, Support and Consultancy

BDQ provides outcomes-focused Asana consultancy and support as an official Asana Partner. We deliver implementation, process analysis, training, and ongoing optimisation to ensure Asana is adopted, governed, and continuously improved. Flexible options include Basic, Standard or Bespoke packages, Fixed Price projects, Time & Materials, and a Consultancy Time Bank.

Service features

- Asana implementation aligned to team workflows and delivery needs.
- Workspace, project, and template setup for consistent execution.
- Automation rules configured to reduce manual task administration.
- Integrations configured with collaboration and productivity toolsets.
- Training and adoption support for teams and project leaders.

Service benefits

- Improved visibility across work, priorities, and delivery progress.
- Faster project execution through standardised processes and templates.
- Reduced admin overhead using automation and structured workflows.
- Higher adoption through tailored enablement and coaching.
- Better cross-team collaboration and accountability for outcomes.

FreshWorks Software – ITSM & CRM solutions

Freshworks is a cloud-based software provider offering IT service management (ITSM), customer support, and CRM solutions. Its products help public sector organisations improve service delivery through streamlined workflows, automation, and self-service, with scalable deployment and enterprise-grade security.

Service features

- Cloud-based ITSM and customer support platform
- Ticketing, SLAs, automation and workflow management
- Self-service portal with service catalogue and knowledge base
- Asset management and discovery for IT visibility
- Integrations with email, identity, collaboration and monitoring tools

Service benefits

- Faster issue resolution through automation and prioritisation
- Improved user experience with self-service and clear journeys
- Reduced operational effort via streamlined workflows
- Better reporting and insight for service governance
- Scalable platform supporting growth and changing service demands

FreshWorks - Implementation, Support and Consultancy

BDQ provides outcomes-focused FreshWorks consultancy and support as an official FreshWorks Partner. We deliver implementation, process analysis, training, and ongoing optimisation to ensure FreshWorks is adopted, governed, and continuously improved. Flexible options include Basic, Standard or Bespoke packages, Fixed Price projects, Time & Materials, and a Consultancy Time Bank.

Service features

- ITSM implementation aligned to ITIL processes and organisational needs.
- Service catalogue, SLAs, and workflows configured for support teams.
- Automation for routing, approvals, and incident management processes.
- Integrations enabled across identity, monitoring, and collaboration tools.
- Training, optimisation, and ongoing support for operational teams.

Service benefits

- Faster resolution through automated workflows and triage.
- Improved customer experience with consistent service delivery.
- Reduced operational risk through structured ITSM configuration.
- Better reporting and insights for service improvement decisions.
- Scalable service desk supporting growth and evolving demand.

SysAid - Implementation, Support and Consultancy

BDQ provides outcomes-focused SysAid consultancy and support as an official SysAid Partner. We deliver implementation, process analysis, training, and ongoing optimisation to ensure SysAid is adopted, governed, and continuously improved. Flexible options include Basic, Standard or Bespoke packages, Fixed Price projects, Time & Materials, and a Consultancy Time Bank.

Service features

- ITSM implementation aligned to organisational service processes.
- Ticket workflows, SLAs, and escalation rules configured.
- Self-service portal and knowledge base setup for users.
- Automation configured for approvals, routing, and fulfilment.
- Training and ongoing consultancy for continuous improvement.

Service benefits

- Faster service delivery through automation and structured workflows.
- Improved user satisfaction with self-service and knowledge access.
- Better SLA compliance through tracking and escalation controls.
- Reduced support workload through streamlined ticket handling.
- Enhanced reporting for service performance and improvement planning.

GLPI - Implementation, Support and Consultancy

BDQ provides outcomes-focused GLPI consultancy and support as an official GLPI Partner. We deliver implementation, process analysis, training, and ongoing optimisation to ensure GLPI is adopted, governed, and continuously improved. Flexible options include Basic, Standard or Bespoke packages, Fixed Price projects, Time & Materials, and a Consultancy Time Bank.

Service features

- GLPI implementation for ITSM, assets, and service management.
- CMDB and asset inventory configured for operational visibility.
- Ticket workflows tailored to organisational support processes.
- Knowledge base and self-service portal setup for end users.
- Ongoing consultancy for optimisation, upgrades, and best practice.

Service benefits

- Improved asset control and lifecycle management visibility.
- More consistent support delivery through configured workflows.
- Reduced repeat tickets using knowledge and self-service.
- Better compliance through auditable service and asset records.
- Lower support costs through efficient ITSM operations.

HYCU Data Backup Solution Software

HYCU provides data protection and cyber resilience software for hybrid and multi-cloud environments. It helps organisations back up, recover, and govern critical data and applications, supporting ransomware recovery, disaster recovery, and compliance through automated policy management, reporting, and rapid restore capabilities.

Service features

- Agentless backup for cloud and virtualized environments
- Application-aware protection for databases and enterprise workloads
- Policy-based automation for backup and recovery workflows
- Built-in ransomware detection and immutable backup options
- Multi-cloud and SaaS coverage with centralized management

- Granular recovery for files, objects, and application-level items

Service benefits

- Faster recovery times with simplified, automated restore processes
- Reduced operational overhead through agentless deployment and management
- Improved ransomware resilience with immutable, secure backups
- Lower total cost with unified platform across environments
- Stronger compliance with consistent policies and audit-ready reporting
- Restore only what's needed, faster than full instance recovery

HYCU Data Backup - Implementation, Support and Consultancy

BDQ provides outcomes-focused HYCU consultancy and support as an official HYCU Partner. We deliver implementation, process analysis, training, and ongoing optimisation to ensure HYCU is adopted, governed, and continuously improved. Flexible options include Basic, Standard or Bespoke packages, Fixed Price projects, Time & Materials, and a Consultancy Time Bank.

Service features

- Backup and recovery implementation across critical environments.
- Policy-based protection configured for priority workloads and data.
- Disaster recovery planning and recovery testing supported.
- Monitoring and reporting setup for backup assurance and compliance.
- Ongoing support for optimisation and recovery readiness.

Service benefits

- Reduced downtime with reliable backup and rapid recovery.
- Improved resilience through tested recovery processes and policies.
- Lower risk of data loss across critical systems.
- Clear reporting for compliance and operational assurance.
- Faster incident recovery with expert configuration and support.

Lansweeper – IT Asset Management

Lansweeper is an IT asset discovery and inventory platform that identifies hardware, software, and network devices across an organisation. It supports licence compliance, vulnerability insights, and reporting to improve visibility and control of IT estates, helping teams manage assets efficiently and reduce operational risk.

Service features

- Automated agentless asset discovery across IT, OT, and cloud
- Centralised hardware and software inventory with detailed attributes
- Network scanning via credentials, SNMP, WMI, and SSH
- Custom reporting and dashboards for operational visibility
- API and integrations with ITSM/CMDB and security tools

Service benefits

- Full visibility of assets to reduce security blind spots

- Faster incident resolution with accurate device context
- Improved compliance through reliable software and hardware records
- Reduced manual effort via automated discovery and reporting
- Better planning with lifecycle insights and asset trends

Lansweeper - Implementation, Support and Consultancy

BDQ provides outcomes-focused Lansweeper consultancy and support as an official Lansweeper Partner. We deliver implementation, process analysis, training, and ongoing optimisation to ensure Lansweeper is adopted, governed, and continuously improved. Flexible options include Basic, Standard or Bespoke packages, Fixed Price projects, Time & Materials, and a Consultancy Time Bank.

Service features

- Asset discovery and inventory deployment across IT estate.
- Scanning configured for devices, software, and users.
- Reporting dashboards tailored to IT operations and compliance.
- Integrations enabled with ITSM tools and security workflows.
- Ongoing consultancy for optimisation and asset governance.

Service benefits

- Improved visibility of IT estate and unmanaged devices.
- Reduced security risk through accurate asset discovery.
- Faster audits using automated reporting and inventory controls.
- Better decision-making with reliable asset and software insights.
- Increased operational efficiency through integrated asset workflows.

Monday.com – Work Management Software

monday.com is a cloud-based work management platform enabling teams to plan, track, and deliver projects and services. It supports workflow automation, collaboration, reporting, and integrations to improve productivity and governance, with configurable boards and dashboards suitable for public sector delivery and operational management.

Service features

- Cloud-based work management platform for teams and projects
- Customisable boards, templates, and structured workflows
- Automation rules to reduce manual updates and admin
- Dashboards and reporting for real-time delivery visibility
- Integrations with productivity, communication, and business tools

Service benefits

- Improved project visibility and accountability across teams
- Faster delivery through standardised workflows and automation
- Better collaboration with clear ownership and status tracking
- Reduced operational overhead with reusable templates
- Stronger decision-making using real-time reporting and insights

Monday.com - Implementation, Support and Consultancy

BDQ provides outcomes-focused Monday consultancy and support as an official Monday Partner. We deliver implementation, process analysis, training, and ongoing optimisation to ensure Monday is adopted, governed, and continuously improved. Flexible options include Basic, Standard or Bespoke packages, Fixed Price projects, Time & Materials, and a Consultancy Time Bank.

Service features

- Workspace and board configuration aligned to operational workflows.
- Automations configured for notifications, approvals, and task routing.
- Dashboards built for reporting across teams and portfolios.
- Integrations enabled with email, chat, and productivity tools.
- Training provided for users, owners, and administrators.

Service benefits

- Improved visibility across delivery, capacity, and work status.
- Faster execution using automation and standardised board templates.
- Reduced manual coordination through streamlined workflows.
- Better stakeholder reporting with real-time dashboards and insights.
- Increased adoption through structured training and enablement.

BDQ Atlassian Cloud Migration Service for Jira & Confluence

BDQ provides consultancy services to migrate from Jira or Confluence server to Atlassian Cloud. From small projects to large engagements, we provide innovative solutions based on industry leading technologies and our partners' products. We deliver these solutions following best agile practices, reducing risk and ensuring a fast project ROI.

Service features

- Discovery and readiness assessment for Jira and Confluence Cloud.
- Migration planning, governance, RAID management and stakeholder communications.
- Project, space, user and data migration using proven methods.
- App, integration and SSO migration support and configuration.
- Post-migration testing, validation, hypercare and handover documentation.

Service benefits

- Reduced risk through structured planning, testing and controlled cutover.
- Faster delivery with expert consultants and repeatable migration approach.
- Improved security and governance aligned to Atlassian Cloud best practices.
- Minimal disruption with phased rollout, communications and user support.
- Long-term success with optimisation recommendations and ongoing support options.

ITIL4 Maturity Model Assessment for ITSM - Axelos certified

A management maturity model that assesses the service management capabilities of your organisation, and the maturity of your governance structure and management system. Our Axelos certified assessors can provide assessment of capability, maturity or a comprehensive assessment of service management and an organisation's governance structure.

Service features

- AXELOS-certified ITIL4 maturity assessment aligned to best practice.
- Current-state review across ITSM processes, tools, roles and governance.
- Evidence-based scoring using interviews, workshops and documentation review.
- Gap analysis with prioritised recommendations and improvement roadmap.
- Executive report with actionable insights, metrics and next steps.

Service benefits

- Clear understanding of current ITSM maturity and capability.
- Prioritised improvements aligned to business outcomes and service value.
- Reduced operational risk through stronger governance and process control.
- Improved customer experience with more consistent, reliable service delivery.
- Accelerated continual improvement with measurable targets and roadmap.

Data Migration Services - Service Management & Work Management Tools

BDQ provides Data Migration Services with structured service management and project/work management, using ITIL-aligned processes for planning, execution, risk/issue control, and reporting. We support delivery and ticketing via Atlassian (Jira), Halo, Asana, Monday.com, Freshworks, and SysAid to ensure transparent tracking and governance.

Service features

- Data discovery, profiling and migration readiness assessment.
- Migration planning, mapping, validation rules and cutover approach.
- Secure extraction, transformation and loading using proven tooling.
- Data cleansing, de-duplication and quality improvement activities.
- Testing, reconciliation, audit trails and post-migration support.

Service benefits

- Reduced migration risk through controlled processes and validation.
- Improved data quality for better reporting and decision-making.
- Faster go-live with efficient migration delivery and automation.
- Minimal downtime through phased migration and planned cutovers.
- Compliance support with secure handling, traceability and governance.

Data Migration Services - Test Management Tools

BDQ provides Data Migration Services with robust test management to validate migrated data, integrations, and business processes. We plan and execute test cycles, manage defects, and provide traceable evidence of outcomes using Zephyr, X-Ray, TestRay, and TestRail, ensuring quality, compliance, and stakeholder confidence.

Service features

- Test strategy, planning, and governance for migration programmes
- End-to-end test cycle management (SIT, UAT, regression)
- Requirements-to-test traceability and evidence capture
- Defect logging, triage, prioritisation, and retest control

- Tooling support and reporting using Zephyr, X-Ray, TestRay, and TestRail

Service benefits

- Reduced migration risk through structured validation and controls
- Improved data quality and confidence in cutover readiness
- Faster issue resolution with clear defect workflows and ownership
- Audit-ready test evidence supporting compliance and assurance
- Better stakeholder visibility via real-time dashboards and reporting

ServiceNow to HaloITSM conversion

BDQ delivers a structured ServiceNow to HaloITSM conversion service, migrating ITSM processes, workflows, configuration, and historical records with minimal disruption. We provide controlled planning, data mapping, validation, and cutover support to ensure continuity, improved service visibility, and a successful transition to HaloITSM.

Service features

- ServiceNow data extraction, mapping, and transformation to HaloITSM
- Migration of incidents, requests, changes, and knowledge articles
- Workflow and configuration alignment for HaloITSM operating model
- Validation, reconciliation, and audit-ready migration reporting
- Cutover planning and hypercare support to minimise disruption

Service benefits

- Faster transition with reduced operational downtime
- Improved data quality and consistent service records
- Maintains service continuity during platform change
- Better visibility through clean, structured HaloITSM data
- Reduced migration risk with proven delivery approach

ITSM and Enterprise Service Management Consultancy

BDQ offers expert ITSM and Enterprise Service Management consultancy with years of experience across multiple platforms, delivering tool-agnostic, ITIL-aligned strategy, design, and implementation. We optimise service operations using leading platforms like Jira Service Management, HaloITSM, Monday.com, Freshworks, Asana, and more, ensuring scalable, efficient solutions tailored to your needs.

Service features

- Tool-agnostic ITSM and ESM consultancy across multiple platforms
- ITIL-aligned service design, processes, and operating models
- Platform selection, implementation, configuration, and optimisation support
- Service catalogue, SLAs, workflows, and automation design
- Reporting, governance, and continual service improvement frameworks

Service benefits

- Faster time-to-value from proven ITSM expertise
- Reduced operational cost through streamlined service processes
- Improved user experience with consistent service delivery

- Greater flexibility by avoiding tool lock-in
- Better performance with measurable, continuous improvements

Asset Management - ITAM

BDQ provides Asset Management (ITAM) services to control, track, and optimise IT assets across their lifecycle. We support discovery, inventory, CMDB alignment, governance, and reporting, leveraging platforms such as Halo, GLPI and Lansweeper to improve compliance, reduce risk, and maximise asset value.

Service features

- Asset discovery and inventory using GLPI and Lansweeper
- Lifecycle management: procure, deploy, maintain, retire assets
- CMDB alignment and data quality controls
- Licence compliance tracking and audit-ready reporting
- Asset governance, tagging standards, and process documentation

Service benefits

- Improved visibility of hardware, software, and cloud assets
- Reduced cost through accurate inventory and licence optimisation
- Lower risk with stronger compliance and audit readiness
- Faster incident resolution using reliable asset data
- Better decision-making with clear asset reporting and insights

Test Case Management Solutions

BDQ supports customers in deploying test case and QA management solutions and automated testing using industry leading products by vendors such as Atlassian Jira, SmartBear, Zephyr Squad, Zephyr Scale, Optimizary, QMetry and others.

Service features

- SmartBear's Zephyr for Jira provides powerful, flexible test management
- ReadyAPI automates functional and security testing against APIs
- TestComplete - automated UI testing for desktop, web, and mobile
- Reliable scripted and scriptless techniques provide UI testing flexibility
- Optimizory vREST automates REST API testing

Service benefits

- Cut down on expensive manual testing.
- Ideal if you need a reliable way of testing APIs.
- Test UI's automatically, for more repeatable results.
- Test REST APIs from within the CI/CD delivery pipeline
- Have full traceability from requirements to test cases

Service Management Training - Atlassian (JSM), HaloITSM, GLPI, SysAid, Freshworks

BDQ provides Service Management training for Atlassian (JSM), HaloITSM, GLPI, SysAid, and Freshworks. We deliver role-based training covering ITSM best practice, platform configuration, workflows, reporting, and administration. Training is tailored to your operating model, enabling teams to adopt, run, and continually improve service management effectively.

Service features

- Role-based training for Atlassian (JSM), HaloITSM, GLPI
- SysAid and Freshworks administration and configuration training
- ITIL-aligned process training: incident, request, change, problem
- Hands-on workshops with real workflows, queues, and SLAs
- Reporting, dashboards, and automation enablement sessions

Service benefits

- Faster adoption and reduced reliance on external support
- Improved service consistency through standardised ways of working
- Increased platform capability and administrator confidence
- Better reporting and visibility for service performance
- Higher customer satisfaction through improved service delivery

Work / Project Management Training - Atlassian (Jira), Asana, Monday

BDQ provides work and project management training for Atlassian (Jira/Confluence), Asana, and Monday.com. We deliver role-based, hands-on training covering project setup, workflows, agile delivery, reporting, dashboards, and governance. Training is tailored to your teams, improving planning, collaboration, delivery visibility, and outcomes.

Service features

- Role-based training for Jira, Confluence, Asana, Monday.com
- Agile and project delivery workflows, boards, and templates
- Reporting, dashboards, and delivery metrics training
- Governance, permissions, and collaboration best practices
- Hands-on workshops using real projects and use cases

Service benefits

- Improved delivery visibility and stakeholder confidence
- Faster onboarding and consistent ways of working
- Better planning, prioritisation, and resource utilisation
- Increased team collaboration and reduced manual admin effort
- Higher delivery success through proven project management practices

BDQ Consultancy Services – Service Management, Project / Work Management, Test Management

BDQ Consultancy Services provides end-to-end delivery support across Service Management, Project/Work Management, and Test Management. We help plan, track, and govern work efficiently, optimize service operations, and ensure quality through structured testing and validation. Our consultants enable reliable execution, clear reporting, and continuous improvement across teams and stakeholders.

Service features

- ITIL-aligned Service Management processes and governance
- Centralized project/work planning, scheduling, and prioritization
- Test strategy, planning, execution, and defect management
- Real-time dashboards, reporting, and performance tracking
- Standardized templates, workflows, and delivery frameworks

Service benefits

- Faster delivery through improved planning and coordination
- Reduced risk with controlled scope, quality, and governance
- Higher service reliability and better customer satisfaction
- Clear visibility into progress, costs, and outcomes
- Improved quality with structured testing and defect prevention

Supplier Information

BDQ is a trading name for Business Data Quality Ltd.

Website	www.bdq.cloud/g-cloud
Contact	Jason Roberts
Email	enquiries@bdq.cloud
Phone	+44 20 4583 8923
Address	Leytonstone House, 3 Hanbury Drive, Leytonstone, London E11 1GA United Kingdom
VAT number	GB798456164

To request a service please email enquiries@bdq.cloud. Please include the G-Cloud Service ID shown on the listing page and a description of your specific requirements.