



PMO Design, Maturity & Delivery Services

VERACITY

1. Service Overview

Veracity's service delivers a selection, combination or all-encompassing capability that is responsible for the design, creation, enhanced maturity, and/or delivery of an organisation's PMO, in order for them to maintain their function's accountability for governance and delivery oversight. Our experience reaches across the public and private sector, including Central Government, Local Government, Healthcare, and Regulatory bodies. Our PMO service acts as a strategic function to support the project management community, remove failures in project delivery, and create a clear pathway for risk escalation.

Our offering delivers a phased, capability-building solution to rebuild, enhance or create PMOs. Through a discovery-led approach, we identify key skill gaps and deliver targeted coaching, training, and process standardisation. We prioritise quality control, improved reporting, and empower Programme Managers with actionable insights, enabling project management competency to surge and delivery timelines to stabilise. We have a clear outcome to improve organisational maturity, and enable consistent, high-quality outcomes.

Our strategic goal is deliver a full exit strategy, with a comprehensive knowledge transfer completed, and Veracity to exit the organisation organically, leaving our customer equipped to sustain their PMO independently.

2. Detail of Service Delivery

Veracity's PMO service is a tailorable offering that is built to the needs of the customer and their projects, programmes, and portfolios. We are able to work across digital and technology, non-technical and clinical environments in order to deliver an effective and efficient PMO service. Our offering can be delivered as a standalone service, or one that compliments your existing teams. We focus on maturity and upskilling, where possible, to enhance your capabilities and supporting on the development and implementation of an enduring support model.

Veracity will agree a service package appropriate to each requirement. Our Delivery Director, and Service Delivery Function will be charged with leadership of our team and ownership of our engagement, and will be responsible for ensuring our team is best deployed to deliver the services required. We will always seek to be flexible with our clients and vary our services where required to help our clients to optimise the use of their own internal resources and maximise value for money.

We utilise our substantial existing infrastructure to onboard the PMO function via our in-house delivery team, ensuring greater efficiency throughout the process. We ensured rapid onboarding of resources, both from our team and cross-departmentally from the customer. This allowed us to quickly fill crucial capability gaps. Our services and capabilities include: Portfolio Leadership and Strategy, Project and Programme Management, Risk & Issues Management, Commercial and Exit Management, Reporting & Governance, Planning, Financial Management, Benefits Realisation and more.

3. Onboarding Activities

The team providing each work package to the customer is comprised of our resources specifically selected for delivery of the appropriate service, ensuring customers are provided with the specific skill sets that will best deliver the services required. Before they start an assignment, our team will be briefed in detail by our engagement leader on the services required by our customer, the broader strategy and aims of the work being procured and the service outcomes the customer is seeking through our engagement. Our engagement leader will work with our customer throughout delivery to ensure expectations are continually met and the service is delivered as required.

4. Service Management

All customers are provided with a dedicated engagement leader who will be responsible for overseeing the delivery of the service. They will maintain close contact with the customer and with any resources deployed to monitor customer satisfaction and to identify any issues at an early stage. We also gather feedback at the end of each assignment either formally or informally to ensure continuous improvement.

5. Service Constraints

There are minimal constraints on the service we can provide to customers. In order to meet the needs of customers, we can quickly scale our team by drawing on our pool of high-calibre professionals and deploy these flexibly to customers to meet service delivery requirements as required. Our teams can be delivered at short notice and on a short term or long term basis.

6. Service Levels

Our consultants and delivery teams are generally available 8:30am to 6pm Monday to Friday, with access out of hours as required.

7. Ordering and Invoicing Process

We have a flexible ordering process. Generally, we accept enquiries by telephone, email or face to face. Where the service is ordered, we can assist with preparation of the G-Cloud Order Form if required including electronic signatures allowing customers to confirm the order immediately.

8. Termination Terms

Customers can generally terminate the service without cause with five working days' notice unless otherwise stated on the Order Form. Where there is a need to terminate earlier than this, we will normally seek to accommodate it wherever possible.

9. Customer Responsibilities

Customer responsibilities include the provision of access to customer offices, office space and, where appropriate, IT equipment. In addition, customers are responsible for providing details of the initiative and the nature of support required, participation in workshops and meetings as required, and for verifying the satisfactory completion of the work



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