



Specialist Transformation Support Service

VERACITY

1. Service Overview

In the current economic climate and to address the need to deliver higher quality services for lower costs, many public sector, healthcare, and regulatory organisations are undertaking challenging transformation programmes, such as overhauling legacy IT solutions and migrating to Cloud-based technologies to provide on-demand services with rapid elasticity to flex the solution in line with the changing needs of the organisation.

However, to realise the benefits of such change programmes, it is important to address holistic requirements including strategy, technology, organisation, finance and change management. For example, when an organisation migrates to Cloud, it may need to understand how this fits into their business and IT strategy, manage any organisational and people aspects of the change, develop and track the financial business case for the implementation and the wider project finances and oversee the change.

Whilst many of these initiatives can be delivered using in-house expertise, we recognise that there may be need to an engage specialist external service to support this. This may be to address capacity issues without impacting business as usual activities, or to access the services provided by a specialist professional consultancy often for a limited period to maximise the benefits of the project.

The Veracity Specialist Transformation Support Service is designed to complement a customer's existing teams to provide this support, assistance and advice. It is always our aim to promote knowledge transfer to customer teams, to upskill them and over time to reduce the reliance on external support.

2. Detail of Service Delivery

In order to deliver the Specialist Transformation Support Service, Veracity uses expert consultants most of whom are experienced individuals across technology, change management, procurement, HR and finance experts. We will agree appropriate service work packages with our clients to support the individual needs of each organisation. Our service encompasses digital delivery in Agile in line with GDS/CDDO service standard and discovery, alpha, beta and transition into live service and support.

One of our managing consultants 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.

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.



VERACITY

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