

Business Case Development Service

VERACITY

1. Service Overview

This service is designed to support Business Case development in compliance with HMT Green Book requirements, as well as any internal governance and assurance requirements. Veracity has delivered multiple business case across central government, health and local sectors with values of up to £800m implementation costs. Veracity's experience in delivering business cases for high profile complex programmes and engagements with HM Treasury, Infrastructure Project Authority (IPA), Boards and other governing bodies increases the success of approval and funding. The type of support which would be provided under this service not only includes the drafting of the business case, but resources to support the Senior Responsible Office (SRO) in defining a clear scope, options and outcomes for the project or programme and a value for money case. Veracity will drive the project or programme in assuring an accurate assessment of affordability and a strong approach to delivery. Veracity would also ensure all five cases (Strategic, Economic, Commercial, Financial and Management with optional HR and IT cases) includes strong assumptions and plans as well as robust costs and benefits, delivery plan and approach to positively inform decision making bodies. Veracity will provide project management support and lead the delivery of business cases ensuring all governance steps are adhered to, provide financial modellers as required and will ensure continuous engagement with internal and external stakeholders such as HMT and IPA to maximise success. Veracity also provides business analysis support, budget management, risk management, and benefits identification and management. Drawing on extensive experience in delivering successful business cases, Veracity ensures that critical information is robustly articulated to maximise the likelihood of approval.

2. Detail of Service Delivery

To deliver the Business Case Development services, Veracity uses experienced consultants who have worked within complex projects and programmes and have delivered business cases within the public sector. To procure this work, Veracity would agree appropriate service work packages with our customers to support the individual needs of each organisation. One of our managing consultants will be your single point of contact and taking ownership of our engagement. We will be responsible for ensuring our team is best deployed to deliver the services required and will track deliverables on a regular basis. We will always seek to be flexible with our customers and adapt our services and resources where required to help our customers 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



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