BRIGHTEC

Discovery and Digital Consultancy Support

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About Brightec.

Brightec is a UK-based digital product studio specialising in cloud-connected mobile applications and digital services for public and private sector organisations. We help teams make sound, defensible decisions about digital delivery by combining user insight, technical judgement and real-world delivery experience.

Brightec is recognised as one of the UK's Top 50 Inspiring Workplaces, and we believe thoughtful, well-supported teams bring clearer thinking and better outcomes to complex digital challenges. Many of our client partnerships begin with discovery and consultancy work and continue for multiple years.



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Service overview.

Discovery and Digital Consultancy Support helps public sector teams explore opportunities, define problems and make confident, evidence-based decisions before committing to digital delivery.

The service supports organisations that need to understand user needs, assess feasibility, surface risk and shape clear next steps for cloud-connected mobile or digital services. Engagements are time-bound and focused on producing practical, decision-ready outputs rather than building production software.

Brightec's consultancy draws directly on our experience designing, building and supporting complex public-sector mobile services. We bring practical judgement and delivery-informed thinking, not theoretical consultancy.



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When this service is a good fit.

This service is designed to help public sector teams reduce delivery risk, resolve uncertainty and make confident early-stage decisions about digital services.

WELL SUITED TO

- Teams facing complexity, uncertainty or competing priorities
- Organisations needing clarity before committing significant delivery spend
- Services involving cloud-connected mobile or digital platforms
- Programmes where stakeholder alignment, sequencing and risk reduction are critical

NOT DESIGNED FOR

- **Delivery** of production-grade software
- Long-term operational support or managed services
- Infrastructure hosting or platform operations

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Typical engagement.

Each engagement is shaped to the organisation's context, risks and goals. The outline below reflects how Brightec typically approaches discovery and digital consultancy.

Kick-off and alignment

Engagements usually begin with an in-person kick-off session to establish shared understanding and momentum. This typically explores:

- Organisational and commercial objectives
- Success measures and constraints
- How the service or programme might fail, to surface risks early
- Prioritisation of potential features and outcomes

Strategic direction and roadmap

The goal of the engagement is to give teams a clear, strategic direction that maximises return on investment and aligns delivery sequencing with organisational goals.

Exploration and sense-making

From there, work is focused on turning complexity into clarity. Depending on need, this may include:

- Conversations with stakeholders, partners or suppliers
- Light user research or UX exploration where it reduces uncertainty
- Review of existing services, platforms or delivery approaches
- Ongoing challenge and refinement of assumptions

Team and takeaway

Engagements typically run over a number of weeks and are delivered by a small, senior team tailored to the scope and complexity of the work. By the end of an engagement, teams should feel clear on what to do next, why it matters, and in what order, and confident in the thinking behind those decisions.

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What this service covers.



Discovery and Digital Consultancy Support focuses on creating clarity and confidence through structured exploration, analysis and judgement-led advice.

Discovery and Digital Consultancy Support may include:

- Stakeholder interviews and facilitated workshops
- User research and insight synthesis
- Definition of user needs, outcomes and service goals
- Mapping of assumptions, constraints and dependencies
- Identification of delivery, organisational and technical risks
- Capability analysis and suitability assessment of existing systems and approaches
- Options analysis with clear trade-offs and implications
- High-level service, architecture and integration considerations
- Delivery roadmaps and phased approaches

Outputs are designed to support confident decision-making and avoid premature or misdirected delivery.

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Decision-ready outputs:

Outputs are shaped to the organisation’s context, risks and decision needs, rather than a fixed set of documents. Depending on the engagement, outputs may include:

- A clear articulation of the problem, user needs and success measures
- An options appraisal outlining viable approaches, with risks and trade-offs
- A recommended pathway or delivery approach, with sequencing and dependencies
- A prioritised roadmap or defined scope for next-phase delivery
- Captured assumptions, constraints and key risks requiring active management

Findings are typically validated and shared through collaborative walkthrough sessions, supported by visual artefacts (for example, whiteboards, diagrams or working documents) that Buyers can reuse for governance, funding or onward delivery.

All outputs and artefacts created during the engagement are owned by the Buyer.

Advisory approach and facilitation.

Brightec provides structured facilitation and advisory support to help teams align, challenge assumptions and move forward with confidence.

This may include:

- Cross-team alignment and decision-making workshops
- Product and service thinking guidance grounded in delivery reality
- Support for internal business cases, approvals or investment decisions
- Advice on next steps, whether with Brightec or another supplier

There is **no obligation** to proceed to delivery following this service.

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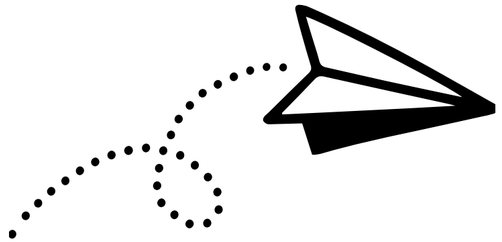
Engagement lifecycle.



Consultancy engagements are structured to create clarity quickly, support informed decision-making, and leave teams confident about next steps.

ALIGNMENT & SETUP

- Clarify scope, objectives and success measures
- Agree ways of working and communication routes
- Confirm stakeholders, availability and inputs

EXPLORATION & COLLABORATION

- Plan and run workshops, interviews and research
- Surface risks, constraints and decision points
- Share emerging insights and validate direction

HANDOVER & OUTPUTS

- Provide clear findings, recommendations and artefacts
- Deliver roadmaps, options or strategy summaries
- Run a walkthrough session to ensure shared understanding

All outputs are owned by the Buyer and designed to support onward delivery.

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Service levels.

Service level objectives support responsive communication, decision-making and progress throughout the engagement, rather than live operational support.

RESPONSE TARGETS

Typical response targets include:

- Priority 1 (critical): response within **1 hour**
- Priority 2 (high): response within **4 hours**
- Priority 3 (standard): response within **1 business day**

Support hours are Monday–Friday, 09:00–17:00 UK time (excluding UK bank holidays).

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Service scope and constraints.

The following boundaries help set clear expectations and ensure consultancy work remains focused, proportionate and effective.

- This service does **not** include development of production-grade software
- Prototypes or proof-of-concept work may be agreed where helpful, but are not intended for live use
- Discovery outputs are **advisory and non-binding**
- Timelines depend on stakeholder availability and access to information
- On-site sessions are subject to prior agreement

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Security, continuity and exit.

Brightec does not manage hosting or infrastructure as part of this service. Any access to systems or data is limited to what is required for discovery and advisory purposes.

We follow secure working practices, including:

- Role-based access to information
- Secure handling of documents and artefacts
- Use of approved collaboration tools

Business continuity and disaster recovery responsibilities sit with the Buyer. Engagements are designed to conclude cleanly, with clear documentation, transferable outputs and no dependency or lock-in.

All discovery and consultancy work assumes handling of OFFICIAL data unless otherwise agreed. Brightec complies with UK GDPR and applies data minimisation principles. Any research data or artefacts are securely stored and disposed of in line with agreed retention requirements at the end of the engagement.

Personnel meet **BPSS** security requirements.

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Social value.

Brightec contributes to social value through inclusive digital practices, ethical consultancy and community engagement.

During discovery, we embed accessibility thinking, inclusive research practices and knowledge transfer to support more sustainable outcomes within client teams.

Volunteering days
Every team member receives up to **five paid volunteering days per year** to support a charity or community initiative of their choice.

Our additional commitments include:

- Inclusive employment practices
- Supporting local talent and skills development
- Embedding accessibility thinking in early-stage work
- Sharing knowledge through community events and meetups



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Contact and Service Owner.

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