

SThree Project Services

G-Cloud 15 Service Definition Document

Smart Ticketing Support Services- SThree trading as Computer Futures & Real



Project Services



Custom project services, built around you.

The technology and business change services you need to accomplish ambitious digital transformation projects; without the ones you don't.

Your digital transformation or technology project requires more than traditional recruitment services to succeed. But you also don't need a pricey consultancy with one-size-fits-all packages.

You're looking for a custom, in-between solution that only encompasses the exact services you need, when you need them.

That's where we come in.



Streamline your project



Save time and money



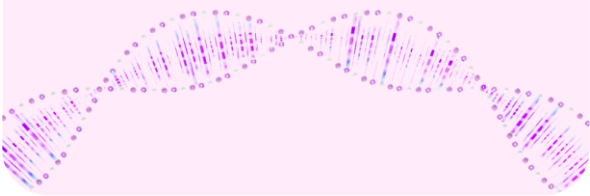
Scale specialists as needed



Key facts

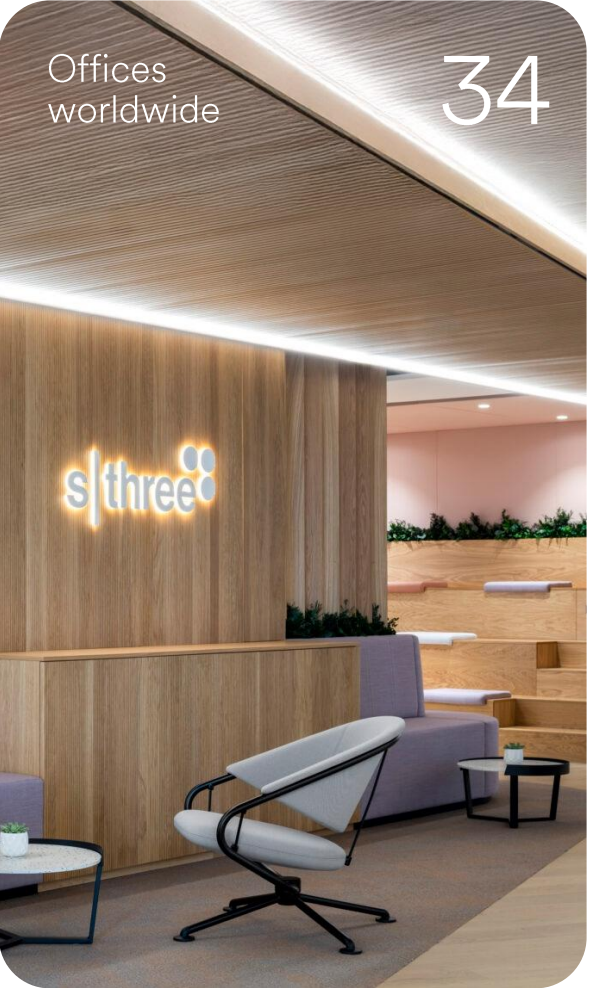


We are the only
pure-play STEM
specialist
Founded in 1986



FY24 in numbers

48,585	Lives positively impacted
5,900+	Clients we partnered with around the world
12,159	Candidates placed



We employ
over 2,700 people



2,700+

Our industry specialist brands





Operating countries



USA / UK / Germany
UAE / Japan / Netherlands
Spain / France / Austria
Belgium / Switzerland

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SThree has been operating in the Public Sector for over 30 years.



We have partnered with customers across NHS, Central & Local Government, Higher Education, Defense, & Transport.

Our clients



Our sectors



Our global team combines local knowledge with deep sector understanding to create precise, swift and personalised solutions.



Why SThree Project Services



We work with the public sector to help them to become the trailblazers of their sector, the industry disruptors, the game-changers in STEM. And we do that by providing the specialist skills needed to deliver their projects and drive their strategic success. We partner with businesses to help them navigate uncertainties, adapt to change, seize opportunities and optimise value.

Flexibility

Our range of flexible service options give you access to project delivery and expert resources you need, when you need them.

Agility

We respond rapidly to your requirements, with the ability to form project team solutions within 5-10 days of agreeing scope.

Responsibility

You can choose to transfer responsibility for project management and delivery to us, giving you peace of mind.

Transparency

Our SOW contracts give you visibility over every aspect of the delivery and progress of a project.

Cost-Effectiveness

Our services are cost-effective, allowing you to outsource internal overheads and reduce the total cost of delivering a project.

Productivity

Using our services will give you the capacity you need to deliver your technology projects successfully and on time.

Collaboration

Our collaborative approach means that you benefit from knowledge transfer as a contractual requirement.

Independence

We do not enter into alliances with specific technology vendors and will always work with you to agree on the optimum technology solution for your project.

Smart Ticketing Support Services - SThree trading as Computer Futures & Real



Benefit from SThree's track record of delivering innovative solutions into the transport sector, and partner with us to design and implement cloud-based smart ticketing solutions for public transport. We provide transformation, change, and technical expertise to reduce risk, accelerate delivery, and enhance passenger experience while supporting your long-term digital goals..

Service Features

- Sectors: Public Transport, Bus Franchising, Bus Reform, Trains & Railway.
- Service Delivery: T&M, Work Packages, Project/Managed Services and Milestones
- Smart ticketing (ITSO, EMV, EMVc), Multi-modal ticketing, Electronic ticketing machines.
- Mobile-first ticketing solutions supporting contactless and digital payment options.
- Real-time fare calculation integrated with multi-modal transport systems seamlessly.
- Optimisation of Automated Fare Collection systems & processes.
- API-driven architecture enabling interoperability across diverse transport operators easily.
- Automated testing frameworks guaranteeing reliability and performance under peak loads.
- End-to-end development lifecycle from design through deployment and optimisation.
- Dedicated project management ensuring timely delivery and stakeholder alignment.

Service Benefits

- Improved passenger experience through seamless digital and contactless ticketing experiences.
- Enhanced operational efficiency reducing manual processes and administrative overhead significantly.
- Greater revenue assurance via accurate fare collection and fraud prevention.
- Increased accessibility supporting inclusive travel for all passenger demographics.
- Real-time data insights enabling smarter transport planning and resource allocation.
- Reduced infrastructure costs through cloud-based deployment and minimal hardware requirements.
- Improved ROI against business case, qualitative and quantitative benefits realisation
- Faster implementation timelines accelerating transformation for public transport authorities.
- Scalable architecture supporting growth and evolving passenger expectations easily.
- Improved passenger satisfaction driving adoption and loyalty across networks.

Our service delivery approach



Service initiation

1. Qualification with customer
2. Technical Requirement Fathering
3. Resource Plan and Work Schedule Creation
4. Agree Framework arrangements & Statement of Work



Service delivery

5. Project Initiation Strategy definition
6. Resource allocation and deployment
7. Ongoing support and governance from Service Delivery Office
8. Flexible resource and technical adaptation to changing work requirements
9. Service Review



Service review

10. Business continuity approach and handover
11. In-depth documentation reviews
12. Service quality reviews and performance measures
13. Continuous improvement plans created

Ordering, Onboarding, and Offboarding



Enquiries

Please send your enquiries and work requirements to: bids@sthree.com

We will contact you to arrange a requirement confirmation meeting with our Customer Success & Service Delivery Team and as required to prepare and agree a costed service quotation for you.

Ordering

We will provide the necessary G-Cloud documentation and request a purchase order (PO). Each Statement of Work (SOW) engagement will be subject to mutual agreement with the customer. For ongoing services, a stage-gate review and approval process will govern each phase of work. All SOWs will undergo formal review, including lessons-learned sessions, to ensure continuous improvement.

Onboarding

Our onboarding delivers productivity through briefing all consultants on your project requirements, allowing them to provide value from day one. Services will be initiated in alignment with our established service delivery model. This includes the service initiation phase, definition of the project/service initiation strategy, resource allocation, and deployment.

Offboarding

We embed knowledge transfer into our standard service levels assuring that our customers retain all required documentation and knowledge sources from initiation to service transition to BAU at the completion of each engagement. Full project / service closure processes are included in our standard contracted service levels, assuring business continuity.



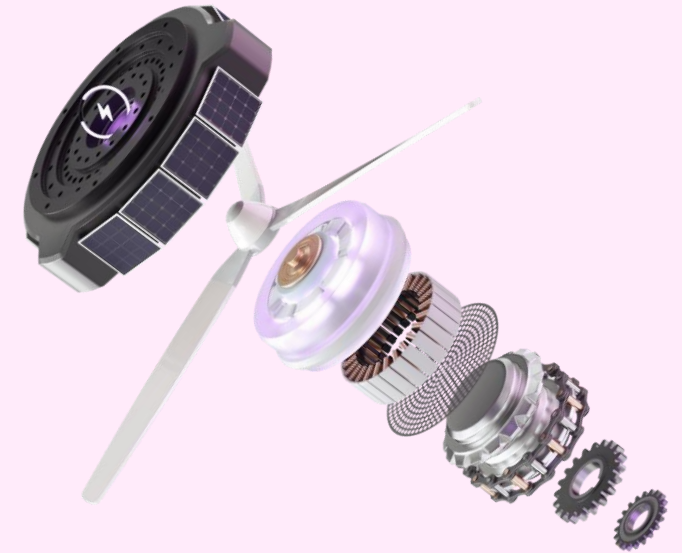


Outpace social value challenges

SThree delivers measurable social impact across the STEM talent sector. We drive diversity, sustainability, and progress through our placements and partnerships, while providing independently assured ESG credentials and robust reporting that strengthen responsible supply chains.

Our impact story

The social impact we create across STEM



Our social value: People

We put people first by investing in diversity, supporting STEM career development, and providing skills, training and opportunities to underrepresented or at-risk talent pools.

- 163,028 lives positively impacted since 2019
- 3,736 supported through Elevate Careers programme
- 12,159 accessed fair, safe, empowering work



See our impact >

Our social value: Places

We drive positive change in the communities and sectors we serve, growing our clean energy business while delivering green skills, and supporting the net-zero transition.

- 161% growth in clean energy net fees since 2019
- 923 placements in clean energy roles in FY24
- 5% YoY growth in clean energy business net fees in FY24



See our impact >

Our social value: Platform

Our robust governance, transparent ESG targets and reporting, and digital infrastructure mean our social and environmental impact is measurable, assured and trusted.

- Transparent ESG targets and reporting
- SBTi-verified net zero target (Scope 1, 2 and 3)
- 94% ESG and compliance training completion



See our impact >

Our social value in action

We demonstrate our social impact credentials through these measurable outcomes

- ✓ Enhanced ESG performance through trusted data and reporting
- ✓ Improved diversity metrics across our workforce
- ✓ Stronger ESG narratives backed by data for stakeholder and regulatory reporting

Discover how we're building a more inclusive, sustainable future in STEM with measurable social impact at scale.

More on SThree's social impact and ESG leadership >





Thank You

Main Office: London

8 Bishopsgate
EC2N 4BQ

Our other office locations:

- Birmingham
- Glasgow
- Leeds
- Manchester

Contact us at: bids@sthree.com

Private and confidential

