

differentis



EMBED

**Business Change
Transformation Services**

Service Description, Features & Benefits

Your change is embedded to sustain outcomes after go-live

Key deliverable artefacts: adoption plan and governance cadence; training and comms materials; benefits tracker and KPIs; operating procedures; handover pack

Features

1. Adoption plan with roles, responsibilities and governance cadence
2. Training and communications materials (incl. job aids)
3. Benefits tracker and KPI measures for outcomes
4. Operating procedures (SOPs) and updated documentation
5. Handover pack for BAU ownership and sustainment
6. Readiness checkpoints and reinforcement plan
7. Stakeholder engagement and sponsor support
8. Continuous improvement loop and metrics review
9. Capability transfer through embedded working
10. Lessons learned and close-out report

Benefits

1. Sustained adoption via adoption plan and governance cadence
2. Clear ownership via operating procedures and handover pack
3. Benefits evidenced via benefits tracker and KPIs
4. Improved readiness via checkpoints and reinforcement plan
5. Improved engagement via comms materials and stakeholder plan
6. Reduced regression via SOPs and embedded routines
7. Better transparency via governance cadence and reporting
8. Capability uplift via embedded working and coaching
9. Improved continuity via documented documentation set
10. Improved return on investment through sustained benefits tracking



Service Constraints & Support



Constraints

Consultancy engagement delivered to an agreed scope and timetable. Delivery requires timely access to relevant stakeholders and information. Ongoing managed support is not included unless separately contracted.

Support

During the engagement, users contact the named delivery lead via agreed channels (meetings and email). Queries and actions are recorded in the action log/RAID (as appropriate) and reviewed at the agreed governance cadence, with escalations managed by the delivery lead. Email/online ticketing, phone and web chat are not provided as standard. Post-engagement support can be agreed separately.

Support Availability

Support is provided during agreed working hours by the named delivery lead. Queries and actions are managed through the agreed governance cadence (meetings, action log/RAID as appropriate). Email/online ticketing, phone and web chat support are not provided as standard. Post-engagement support can be agreed separately.



Service Planning, Setup & QA



Planning

We plan business change by agreeing outcomes and scope, baselining the current state, assessing readiness and impacts, defining the target operating model and required behaviours, and producing an integrated change roadmap with governance, training and benefits/KPIs.

Setup

Where required, we support mobilisation: establish change governance, roles and cadence; coordinate communications and training; manage stakeholder engagement; and track adoption, risks and issues through implementation and transition to BAU.

Quality Assurance

QA ensures change deliverables and adoption activities are complete and effective. We define acceptance criteria, run readiness checks, support UAT/adoption validation where needed, and provide clear reporting for deployment and handover.

We set quality and readiness criteria; review change products; run readiness checkpoints; coordinate UAT/adoption validation where in scope; manage issues to closure; and support sign-off and handover.



Service Training and Social Value



Training

Training is tailored to affected roles and new ways of working. We deliver facilitated sessions, practical job aids and sponsor/manager coaching, plus train-the-trainer to embed capability.

Social Value

We align delivery to PPN 06/20 Social Value themes. We minimise travel through remote-first delivery where appropriate, transfer skills through joint working and reusable templates, design inclusive training and communications, and support wellbeing through clear ways of working and manageable delivery cadences.



Case Study: University of Central Lancashire

Summary

UCLan sought to transform student, finance and administrative processes and build a cloud-ready operating model for delivery.

Problem

Disparate systems and inconsistent processes caused duplication, handoffs and a poor staff experience.

Approach

We mapped the end-to-end student lifecycle, assessed automation and data improvements, completed change impact analysis, and designed a cloud-ready operating model and roadmap with governance and measurable outcomes.

Outcomes

- Streamlined target services with reduced handoffs
- Stronger digital governance and clearer ownership
- Improved satisfaction for students and staff
- Increased readiness for cloud investment and implementation

Indicative metrics to evidence: process cycle-time reduction; reduction in duplicate data entry; adoption/satisfaction uplift.

Social Value

Indicative: skills transfer through joint working and templates; improved accessibility through clearer digital journeys; reduced travel via remote workshops where appropriate.

Relevance to this service

Demonstrates operating model design, change impact analysis and a transformation roadmap to deliver organisation-wide change.



The Complex Challenges We Solve



Strategic Questions

- How could technology transform or disrupt our business?
- What digital strategy will deliver competitive advantage?
- How do we unlock value from data and AI initiatives?
- What capabilities will we need for the future?

Execution Challenges

- How do we rescue failing programmes worth millions?
- How can we deliver results faster without sacrificing quality?
- How do we ensure change sticks and benefits are realised?
- How do we integrate technology, people, and process seamlessly?

We tackle the problems that don't fit neatly in boxes, the ones that span people, process, data and technology. From strategy through execution to real outcomes.

Some of Our Clients



25+ Years of Evolution & Impact

2000: Founded

Bridging strategy and delivery from day one. Early showcase: flawless IT separation for global engineering firm—2,500 users, 165 sites, zero downtime.

2024: Differentis 2.0

Unified three firms into single brand.
ISO certified in AI Management.
Positioned as leading Intelligent Transformation consultancy for the next decade.



2010s: Expansion

Built Data & AI practice ahead of the curve. Developed proprietary Differentis Way methodology. Expanded from IT consultancy to full transformation partner.

Today: AI-Augmented

Human consultants paired with AI co-pilots. Delivering faster insights, smarter decisions, and measurable outcomes across healthcare, finance, higher education.



AI + Consultants = Amplified Results

We embrace AI as a co-worker, not a gimmick. Our consultants are paired with AI "personas" that handle data-heavy lifting and routine tasks—freeing our humans to focus on strategy, creativity, and innovation.



Pathfinder

Strategic options analyser evaluating multiple scenarios in minutes: comparative outcomes with assumptions and risks for informed decision-making.



Synth

Insight synthesis scours hundreds of documents, summarising findings with cited references: weeks of research compressed into an afternoon.



Operator

Process automation executing cross-system workflows via APIs: eliminating hours of manual work and providing real-time performance data.



Sentinel

Risk watchdog monitoring project metrics for potential issues: flagging scope creep and compliance gaps before they become problems.

The result? **Faster insights, smarter decisions, and solutions delivered at speed**, with AI and experts working in tandem under rigorous human oversight



Our Secret? Intelligent Transformation



Breaking down silos

One integrated team. No hand-offs where knowledge or intent is lost. Strategy translates to execution seamlessly.



Human + AI Integration

Real Intelligence from combined human expertise and machine efficiency. AI enhances every stage; with human judgment guiding ethical application.



Outcome-Focused Delivery

Not just plans or systems, but measurable business results. We own accountability end-to-end, adapting as needed to ensure promised outcomes are achieved.

Intelligent Transformation isn't a buzzword. It's the natural evolution of 25 years solving complex problems. It's how we ensure transformations don't just succeed, but keep yielding value into the future

