

differentis



SHAPE

**Higher Education
Transformation Services**

Service Description, Features & Benefits

Your transformation blueprint to mobilise cloud-first delivery

Key deliverable artefacts: student and staff journey maps; HE target operating model; integration blueprint (CRM/ERP/M365); phased roadmap with benefits/KPIs.

Features

1. Student and staff journey maps (end-to-end lifecycle)
2. HE target operating model and service catalogue inputs
3. Integration blueprint for CRM/ERP and Microsoft 365
4. Future-state process and service designs
5. Phased roadmap with delivery waves and sequencing
6. Benefits and KPI framework for transformation outcomes
7. Data and analytics requirements and roadmap
8. Cyber and information security design inputs
9. Training and capability uplift plan
10. Procurement-ready artefacts and handover pack

Benefits

1. Clear HE direction via student/staff journey maps
2. Better operating clarity via HE target operating model
3. Reduced integration risk via CRM/ERP/M365 integration blueprint
4. Clear sequencing via phased roadmap and delivery waves
5. Measurable outcomes via benefits/KPIs framework
6. Improved governance and ownership via defined design decisions
7. Better insight via defined data and analytics roadmap
8. Improved security by embedding security design inputs
9. Faster procurement readiness via procurement artefacts
10. Smoother handover through structured handover pack



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 HE transformation by mapping the student lifecycle and key services, assessing current systems and constraints, defining target operating model and integration needs (CRM/ERP/M365), and producing a prioritised roadmap with governance, benefits/KPIs and cost assumptions.

Setup

Where required, we mobilise delivery by setting up governance, coordinating integration/migration planning, supporting M365 adoption and automation pilots, and managing risks and readiness through cutover and transition to BAU.

Quality Assurance

QA validates new processes, integrations and user experiences. We support UAT planning and coordination, integration validation where needed, and readiness checkpoints so changes can be deployed with confidence.

We agree acceptance criteria and journeys; define UAT scenarios; coordinate testing and defect management; validate integration outcomes where in scope; report readiness to governance; and support sign-off and handover.



Service Training and Social Value



Training

Training for academic and professional services teams, including M365 adoption, new process guidance, and role-based enablement for CRM/ERP and reporting changes. Includes job aids and train-the-trainer.

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: Imperial College London

Summary

Imperial sought a unified analytics strategy across teaching, research and operations to support transformation at scale.

Problem

Highly distributed data and differing faculty architectures limited insight and slowed digital innovation.

Approach

We built a cross-institution analytics capability model, completed data baseline and maturity assessment, mapped user-centred insight journeys, defined governance and data standards, and produced an implementation plan focused on cloud scalability.

Outcomes

- Agreed enterprise data strategy
- Improved cross-faculty data sharing
- Reduced duplication of effort
- Clear roadmap for analytics uplift

Social Value

Indicative: capability uplift through reusable templates and training; improved access to insight for academic and professional services; reduced travel through remote engagement where appropriate.

Relevance to this service

Demonstrates higher education transformation planning, cross-institution governance and a roadmap to enable cloud scalability.



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

