

differentis



PROPEL

**Digital Change & Delivery
Managed Services**

Service Description, Features & Benefits

Managed digital delivery to accelerate implementation

Key deliverable artefacts: mobilisation plan; integrated delivery plan; RAID log; stage-gate readiness reports; benefits tracker; handover pack.

Features

1. Mobilisation plan (roles, cadence, governance, onboarding)
2. Integrated delivery plan with milestones and critical path
3. RAID log (risks, actions, issues, decisions, dependencies)
4. Stage-gate readiness reports and go/no-go inputs
5. Benefits tracker and KPI reporting cadence
6. Delivery controls (Agile/hybrid ceremonies and reporting)
7. Change communications and stakeholder engagement plan
8. Testing/UAT coordination and defect visibility
9. Handover pack and transition to BAU plan
10. Knowledge transfer and documentation set

Benefits

1. Leadership alignment using the decision spine and decisions log
2. Reduced risk through agreed principles and guardrails
3. Clear delivery ownership through the target operating model
4. Informed choices via architecture options with risks and trade-offs
5. Faster mobilisation using the prioritised roadmap and sequencing
6. More predictable investment planning using cost assumptions
7. Measurable delivery using KPIs and benefits measures
8. Clear governance and approvals through the sign-off pack
9. Reduced rework by agreeing options before implementation
10. Improved stakeholder confidence with an executive-ready 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 delivery by mobilising the managed service: confirm scope and outcomes, set governance and reporting cadence, baseline plans and dependencies, and define delivery approach (Agile/hybrid). Outputs include an integrated plan, benefits/KPIs and RAID approach.

Setup

We support set-up and migration by establishing PMO controls, coordinating suppliers, managing cutover planning and readiness, and scaling delivery and change resources to meet demand while supporting transition to BAU.

Quality Assurance

QA is managed as part of delivery control. We define a quality plan, coordinate test management and UAT readiness, ensure defects and risks are visible, and provide stage-gate reporting for go/no-go decisions . We set a quality plan and metrics; define test scope/roles; coordinate test execution and UAT; manage defect triage and resolution; run readiness checkpoints; and provide governance reporting and handover documentation.



Service Training and Social Value



Training

Training and enablement are integrated into delivery. We provide role-based training, tool onboarding and ways-of-working coaching. Knowledge transfer is delivered through embedded working, templates and train-the-trainer sessions.

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: O2/Capita Partnership

Summary

To digitise global contact-centre operations (5,000+ staff), the partnership engaged Differentis for managed delivery capability across strategy, operating model, benefits, delivery and assurance.

Problem

Complex multi-region operations with rising costs and variable customer experience needed a single, outcomes-driven programme to drive channel shift and efficiency at pace.

Approach

We provided a managed delivery service spanning Transformation Director, Enterprise Architecture, PMO and change—establishing programme standards, stage-gate readiness and measurable benefits tracking across locations.

Outcomes

- 45% reduction in calls
- ~30% staffing reduction through digitisation and channel shift
- Improved NPS
- Repeatable delivery patterns and standards adopted across locations

Social Value

Global remote collaboration reduced travel; structured coaching uplifted client teams and delivery managers.

Relevance to this service

Demonstrates outcome-based managed delivery (leadership, architecture, PMO and change), stage-gate governance and benefits tracking at scale.

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

