



Michael Page Consulting

Service Definition Document

PageGroup has been successfully supporting the Public Sector since 1976

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About Michael Page

PageGroup has been a leading specialist service provider since **1976**

Our Consulting: Rapid mobilisation. Disciplined delivery. Proven value.

Specialist-led transformation and Statement of Work (SoW) delivered in collaboration with your teams, at pace. Michael Page's Consulting Services brings deep talent networks, proven consulting methods, and integrated service delivery to drive outcomes that matter.

What we do

Our clients turn to Michael Page Consulting services to solve complex problems with pace, precision, and a tailored approach that reflects your digital transformation and strategic priorities. By working at the heart of client strategy, we co-create tailored IR35 compliant solutions that are industry-aware, talent-driven, and outcome-focused.

Providing Solutions with Transformative Results

Through deep networks of specialist capability, robust delivery methods, and integrated service teams, we help clients navigate transformation, align the right expertise to their business environment, and accelerate impact where it matters most.



20

UK Offices



10,000+

Consultants



25

Specialist
Businesses

Our Services

Michael Page Consulting leverages the wider PageGroup **Technology and Transformation service** ecosystem providing high impact transformation consulting services across 7 key pillars. Please see the specific service description, features and benefits of the required Cloud Support Service.



Underpinned by Leading Practice Delivery approaches

Discover



We frame the challenge and help clients **navigate the options to a recommended solution**

Design



We deploy deep technical expertise to deliver solution design, support procurement in **mobilising vendors as part of a single integrated solution**

Deliver



We **stand-up robust delivery and vendor mgmt. capabilities** to enable solution implementation

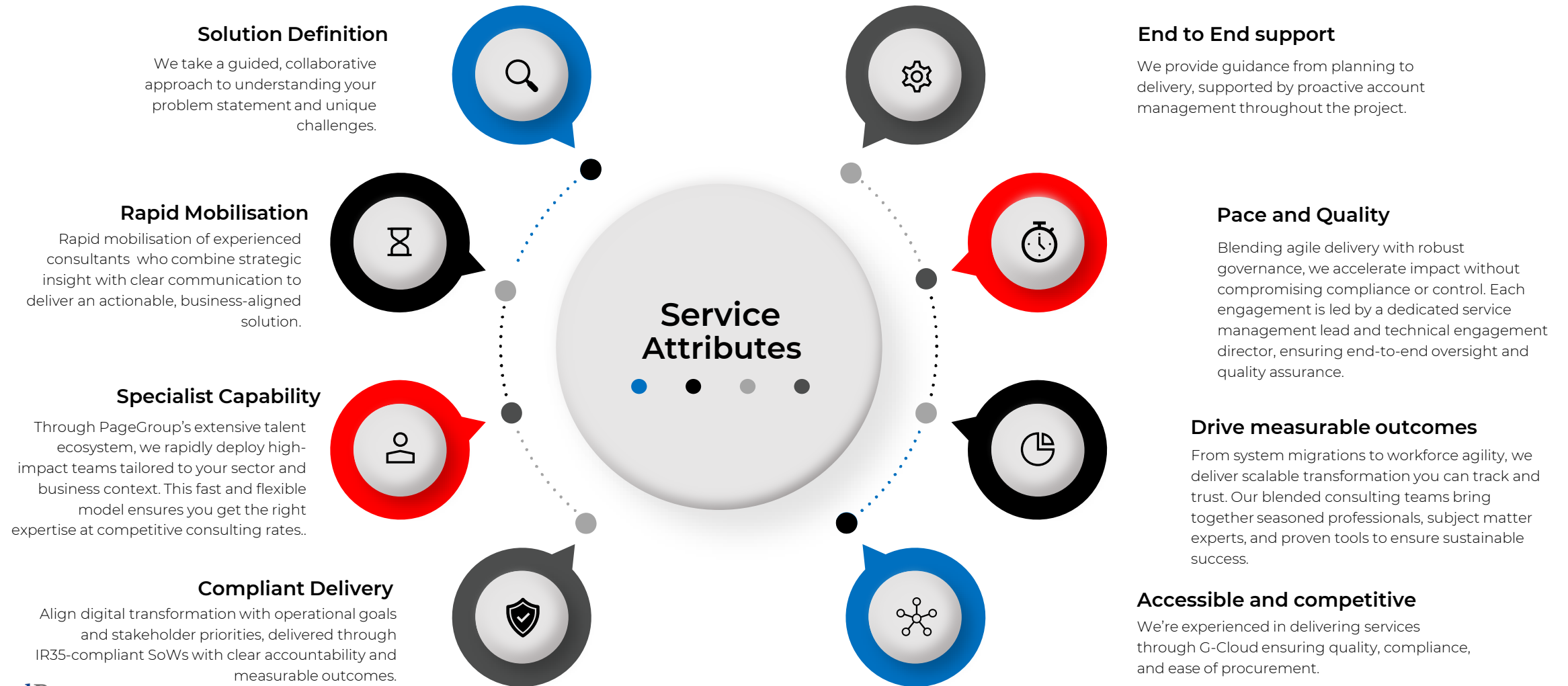
Evolve



We ensure benefit realisation and **continuous improvement through knowledge transfer and client capability growth**

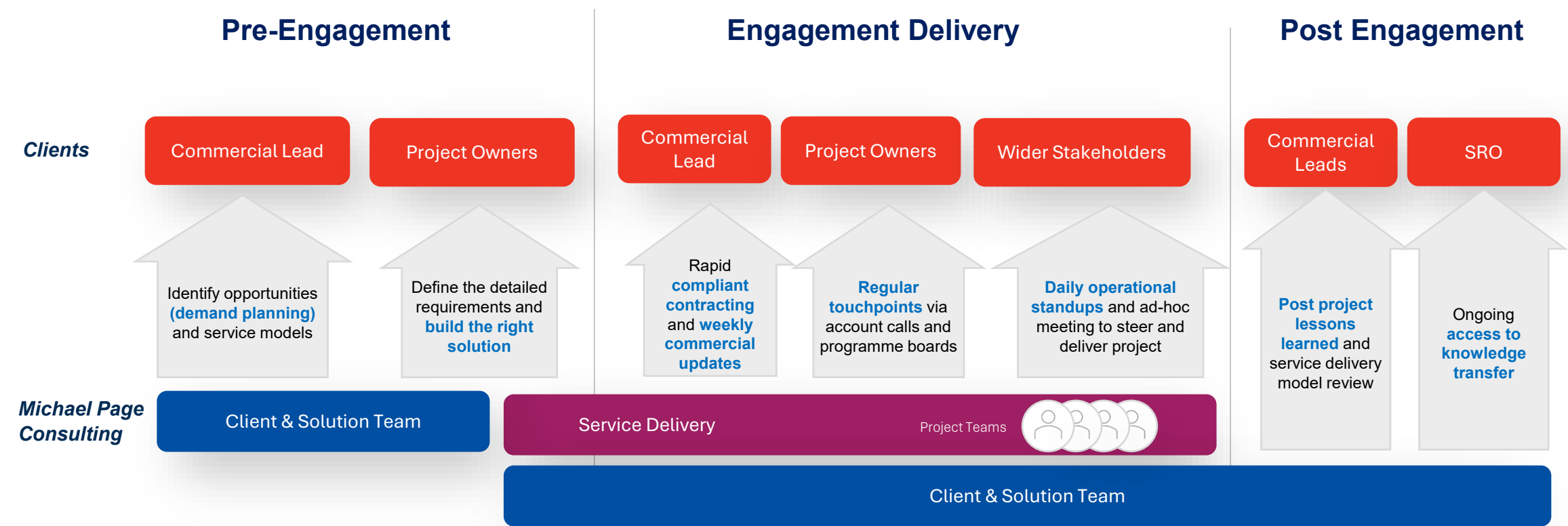
Service Attributes

Michael Page Consulting's Cloud Support Service are built around a set of core attributes designed to ensure **quality delivery and measurable outcomes**.



Onboarding, Offboarding and Account Management

Michael Page Consulting follows a robust account management approach that spans the entire engagement lifecycle. We start by proposing the right solution upfront and maintain flexibility throughout delivery to adapt to evolving client needs. **Onboarding** ensures that projects are initiated correctly whilst **offboarding** processes focus on building client capability and transferring knowledge. Before any service begins, we agree a tailored **implementation plan** with the client to ensure clarity, alignment, and readiness for successful outcomes. Our account management approach can be seen below.



Commitments to the future

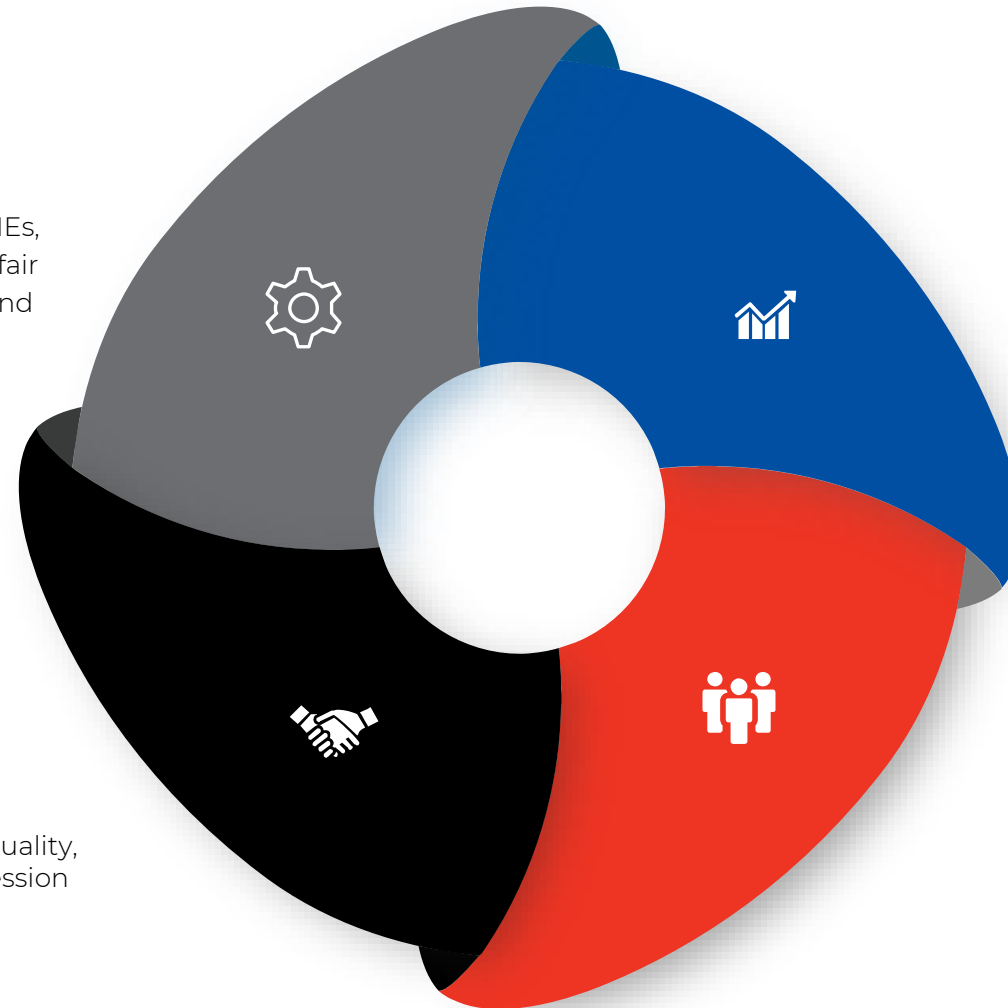
Michael Page Consulting are committed to the following policy outcomes

Diverse Supply Chains

Open supply chain opportunities for SMEs, start-ups, VCSEs, and mutuals through fair processes, collaborative engagement, and inclusive subcontracting practices.

Breaking Down Barriers

We commit to creating jobs for disadvantaged groups, ensuring accessible recruitment, tackling inequality, and promoting retention and progression in high-growth sectors.



Kick Start Economic Growth

Create new jobs and improve workforce conditions through fair contracts, inclusive engagement, wellbeing initiatives, and modern slavery risk management.

Volunteering and outreach

We commit to providing tailored training, mentoring, and outreach to disadvantaged cohorts, building pipelines for future employment and reducing entry barriers.

Our Experience

PageGroup has experience of working across a wide and varied client base

Client Examples



Government
Property
Agency



Disclosure &
Barring Service



Department
for Work &
Pensions



Royal Free London
NHS Foundation Trust



Guy's and St Thomas'
NHS Foundation Trust



**METROPOLITAN
POLICE**



Vehicle
Certification
Agency

Client Story Snapshots

For a large NHS Trust, mitigated programme delivery risks through structured oversight, ensured timely realisation of benefits with accelerated technology adoption with the deployment of 12,000+ units.

Enabled Cabinet Office digital and cultural transformation programme via governance, technical assurance, and knowledge transfer thus, reducing risk.

Secured critical funding and redesigned processes for Cabinet Office transformation by establishing strong governance, creating a unified design authority, and building internal capability for sustainable change.

Defined business capabilities, delivered comprehensive architecture insight, and improved standards and governance for national public body.

For a large UK charity, achieved cost savings and enhanced efficiency by reducing reliance on legacy systems, improved compliance with stronger governance, and enabled scalability to support future growth.

Improved governance through regular reviews and RAID management, delivered resource scalability with elastic access to specialist talent, and achieved cost effectiveness by streamlining processes and reducing unnecessary spend.

Cloud Support Services Overview



The levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans: Due to this being a publicly held document, for business security reasons, we are unable to provide the above information. However, we can provide this in relation to the services you require via a confidential proposal.



Service constraints like maintenance windows or the level of customisation allowed: Any constraints, associated risks, and mitigation strategies will be clearly outlined within the detailed project plan provided for professional services delivered to the public sector.



Service levels like performance, availability and support hours: Please refer to the support section for details specific to the required service.



Outage and maintenance management: Our approach to outage and maintenance management is aligned with client requirements and supported by a dedicated service delivery team. This includes incident detection, communication protocols, and continuity planning to ensure minimal disruption.



Hosting options and locations: We offer a range of hosting environments and service tiers, including deployment models and infrastructure requirements tailored to client needs. Supported platforms include, but are not limited to, Google Cloud Platform (GCP), Amazon Web Services (AWS), and Microsoft Azure.



Access to data (upon exit): Data management is maintained throughout the project lifecycle. A secure handover process ensures the transfer of all data and artefacts back to the client upon exit.



Security: We operate in compliance with UK GDPR and the Data Protection Act 2018, with vetting aligned to BPSS requirements where necessary. Our services adhere to Cyber Essentials and Cyber Essentials Plus standards. We work collaboratively with clients to ensure all services are implemented securely.



The ordering and invoicing process: We are flexible in our ordering and invoicing functionality and can fulfil all conventional requirements. We have extensive experience of dealing with a wide variety of invoice formats and ensure our process are aligned to each individual contract. As standard we would expect a purchase order, email to proceed and Gcloud contract to be provided for each piece of work.



After sales support: For our professional services, Michael Page Consulting provides a variety of after sales support which includes a host of MI & reporting, as well as on and offboarding protocols.



Any technical requirements: Any technical requirements will be discussed as part of the discovery phase / detailed project plan for each project or programme of work.

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