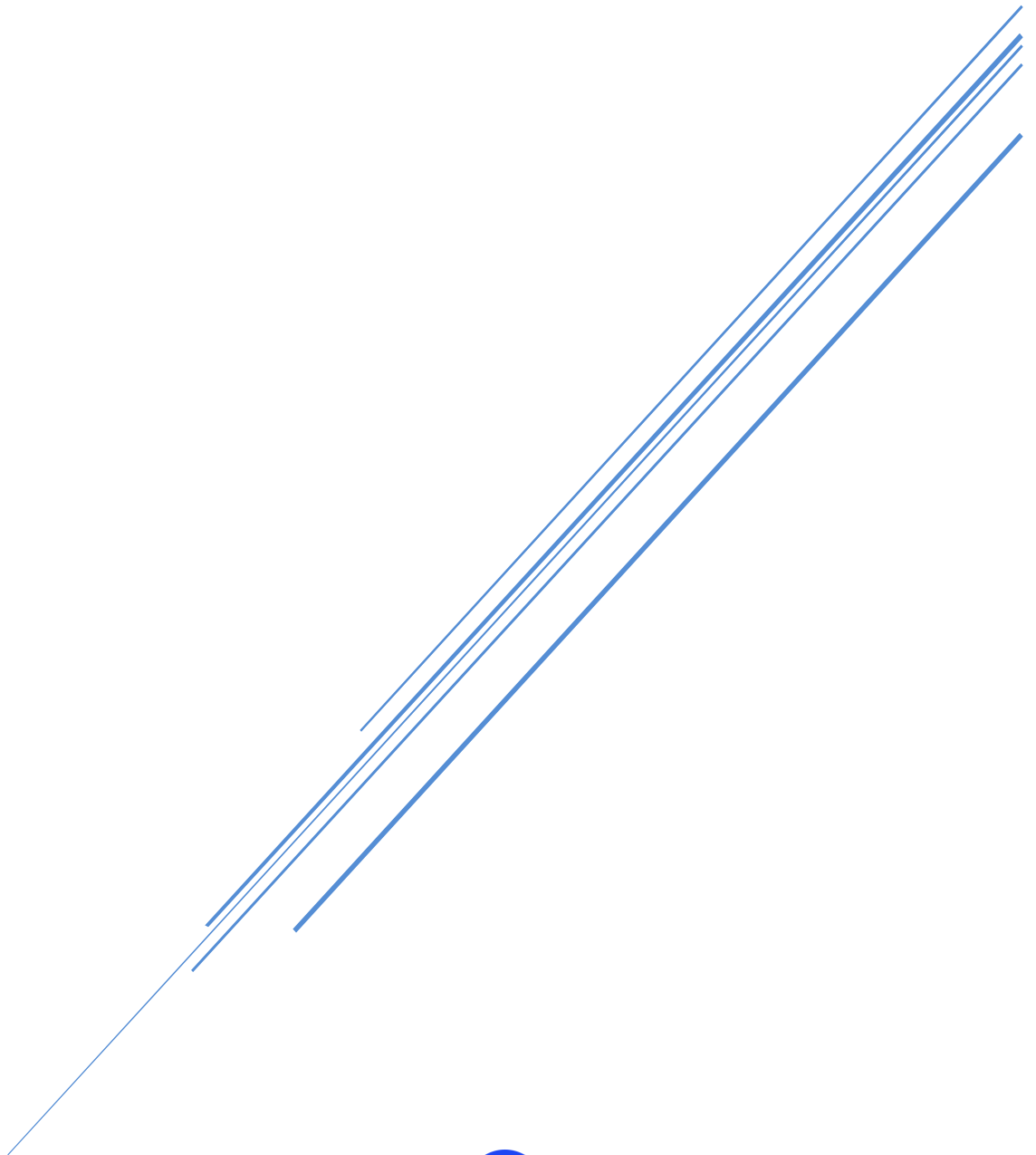


Technology & Cloud Consultancy Services

G-Cloud 15 - Service Definition



Crown
Commercial
Service



StableLogic
Enabling Tomorrow.

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Company Overview

Established in 1993, StableLogic is a privately held, truly independent technology consultancy. We pride ourselves on being able to offer completely impartial advice and support to our clients. Our focus is to help clients solve complex business challenges involving the strategy, design, procurement and delivery of cloud solutions.

Our people sit at the very core of our practice and we place a significant emphasis on professional and technical development. Our consultants are defined by their pragmatic approach to some of the world's most complex technical and operational challenges.

Working with a variety of organisations, governments and commercial bodies, our role is to unlock potential for growth, innovation and operational excellence.

Our services include:

- ◆ **Technology Consultancy** – Independent consultancy advice on customer experience tech, contact centre, networks, mobility, infrastructure and unified communications.
- ◆ **Technology Expense Management (TEM)** – Managed Service to streamline day to day management of suppliers and deliver cost savings.
- ◆ **Digital Transformation** – The design, procurement and implementation of digital change across all core business areas.
- ◆ **Customer Experience and Collaboration** – Expert consultancy advice to help clients to deliver their customer experience and collaboration objectives.
- ◆ **Process Optimisation** – The review, analysis and development of new working practices to improve quality, reduce cost and enhance customer service.
- ◆ **Service Optimisation** – A suite of services to help organizations to reduce their technology costs and enhance operational efficiency.
- ◆ **Cost Saving** – Cost reduction audits, benchmarking, procurement and contract negotiation.
- ◆ **Change Management (PMO)** – End to end support of business change including technical project management resources.

1. Overview

1.1 Purpose

The purpose of this document is to detail the consultancy services offered by our practice. This is not a sales or contractual document, simply a description of each element of the service. Given the nature of consultancy, this list is not exhaustive and any potential buyer should enquire with StableLogic to discuss their needs in detail.

The document explains the scope of the service and the features provided. StableLogic charge on a day rate basis and therefore the deliverables and outcomes from our work are entirely bespoke for our client.

1.2 Service Features

StableLogic offers a wide range of consulting services. The following features list details some of the core service components:

- Requirement definition and discovery
- Strategy design
- Technical design (LLD & HLD)
- Budgeting and Business Case compilation
- Sourcing and procurement support
- Target Operating Model formation
- Project and Programme Management
- Contracting support
- Benchmarking
- Auditing
- Time and Materials Support

Buyers should contact StableLogic to discuss their requirements.

1.3 Service Benefits

The benefits of engaging StableLogic include:

- Technology and supplier agnostic
- We act as an extension of your organisation
- Over 30 years experience supporting complex technology transformations
- Flexible engagement models including fixed fee pricing

2. Consultancy Services

The following section includes a high level description of each service.

As previously stated, consultancy is fluid and adapts to the needs of the client and project demands. Please consider this an indicative description and make contact with StableLogic to discuss your individual needs.

2.1 Requirement Definition and Discovery

Objectives:

1. To document current technology, processes and people
2. To clearly define the business requirements
3. To ascertain the minimum viable solution to deliver against the business requirements

Description:

Requirements gathering and discovery forms a critical component of any project and ensures the foundations for change are well defined and clearly documented. StableLogic works as an extension of the clients organisation to form a detailed view of the As Is landscape and the reasons for change.

Indicative Deliverables:

- Discovery Report (MS Word / PPT)
- Business Requirements Document (BRD)
- MoSCoW Prioritisation
- Minimum Viable Solution (MVP)

2.2 Strategy Design

Objectives:

1. To outline the options for technology and operational change
2. To form cost vs value analysis and feed into TCV / TCO budgets
3. To highlight the benefits and limitations of each option
4. To ultimately recommend an approach and outline next steps

Description:

Strategy development provides clients with clear set of options for consideration. StableLogics approach is to take the client on a journey and to educate key stakeholders on the options available in the marketplace. Our role is to inspire, challenge and provoke constructive thinking.

Indicative Deliverables:

- Strategy Presentation (Typically MS PPT / Word)
- Benefit Analysis
- High Level Commercials
- Requirements Matrix
- Independent Recommendation
- Next Steps Guidance

2.3 Technical Design (LLD & HLD)

Objectives:

1. To document the technical designs for a technology change
2. To compile high and low level technical drawings
3. To draw network diagrams for network related assignments

Description:

StableLogic offers a range of documentation solutions to clients. Documentation is often overlooked and technical drawings outdated. Our service supports clients documentation needs and ensures accurate technical designs are drawn up and maintained.

Indicative Deliverables:

- Technical Design Documents
- Technical Drawings
- High Level Designs (HLD) / Low Level Designs (LLD)

2.4 Budgeting and Business Case Compilation

Objectives:

1. To compile detailed business case analysis to justify technology change
2. To assess the commercial and non-commercial viability of a project
3. To produce summary reporting with a strong foundation of detailed analysis

Description:

Ahead of any major change, businesses must evidence the value that the change may deliver. Business Case formation is the best way to justify a technology change, critically assessing both commercial advantages as well as non commercial gains.

Indicative Deliverables:

- Detailed Budgets (MS Excel)
- Business Case Report (MS Word, Excel, PPT)
- Executive Summary Reporting

2.5 Sourcing and Procurement Support

Objectives:

1. To objectively source technology solutions
2. To ensure value for the business and its stakeholders
3. To align procurement activities to the detailed requirements and strategic specification

Description:

StableLogic have a wealth of experience sourcing solutions on behalf of clients. We act as an extension of the clients sourcing team and deliver a comprehensive set of procurement documentation. We can either run the entire process or act as subject matter experts to back fill any knowledge gaps.

Indicative Deliverables:

- Sourcing Strategy
- RFP / ITT / ITQ Documentation
- Evaluation Criteria
- Supplier Management
- Evaluation Matrix
- Reporting and Recommendation

2.6 Target Operating Model Formation

Objectives:

1. To formulate an Operating Model to support business function
2. To propose a solution that enhances the operational efficiency of a business or business unit
3. To detail out each working component of the strategy including: Process, People, Delivery, Technology, Reporting, Governance.

Description:

Target operating model (TOM) is a blueprint of a firm's business vision that aligns operating capacities and strategic objectives and provides an overview of the core business capabilities, internal factors, and external drivers, strategic and operational levers, organizational and functional structure, technology, and information resources of a company.

Indicative Deliverables:

- Current State
- TOM Analysis Report
- Future State
- GAP Analysis

- TOM Recommendations

2.7 Project and Programme Management

Objectives:

1. To deliver a comprehensive change management solution
2. To follow industry standard processes to effect technology change
3. To act as an extension of a clients PMO department

Description:

Our dedicated Project team has many years practical experience supporting organisations with complex technology change. This experience allows to cut through complexity and deliver strong outcomes for our clients. We adopt a range of methodologies including Agile, Prince2 and Waterfall amongst others.

Indicative Deliverables:

- Project Implementation
- Project Plans
- Sprint Retrospectives (Agile)
- Sprint Reviews (Agile)
- Budget Case Tracking & Reporting
- Etc.

2.8 Contracting Support

Objectives:

1. To ensure our clients follow industry best practice contracting guidelines
2. To protect our clients from supplier bias wording
3. To negotiate industry best practice service levels and support arrangements

Description:

Contracting is often overlooked and handed off to a legal team within the client workforce. The contract between the preferred supplier and the client is critical to the success of the partnership. StableLogic have a detailed understanding of what suppliers are willing to accept and can support the in house legal counsel with the detailed technology specifications ensuring a watertight agreement is achieved for the client.

Indicative Deliverables:

- Negotiating Strategy
- Detailed Technical Schedules
- Draft Service Level Agreement (SLA)
- Time and Materials Legal Support

2.9 Benchmarking and Auditing

Objectives:

1. To analyse the commercial and contractual competitiveness of supplier agreements
2. To identify non-compliant charges, redundant services and non-business usage
3. To deliver cost savings through detailed auditing

Description:

A suite of auditing services aimed at delivering cost saving recommendations to clients.

Indicative Deliverables:

- Contractual Audit
- Benchmarking Reports
- Savings Recommendations

2.10 Time and Materials Support

In addition to the services outlined above, StableLogic offers Time and Materials (T&M) support to its clients.

A detailed rate card can be found on the G Cloud listing.

For more information please contact our public sector team on the below details:

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