



Cloud service operating model & transition support

iCore is an independent IT Transformation consultancy, providing pragmatic approaches to help our customers develop their management and delivery capabilities for cloud-based services delivering today's high velocity IT services.

Our consultants continually face challenging and varied delivery assignments, finding new and innovative ways of managing and delivering IT & digital services.

Using this knowledge, we advise, prepare and improve our customers service delivery models to deliver their cloud service implementation or transition objectives.

You can trust that we know what to do, when to do it, and how.



Modern IT service management for cloud services

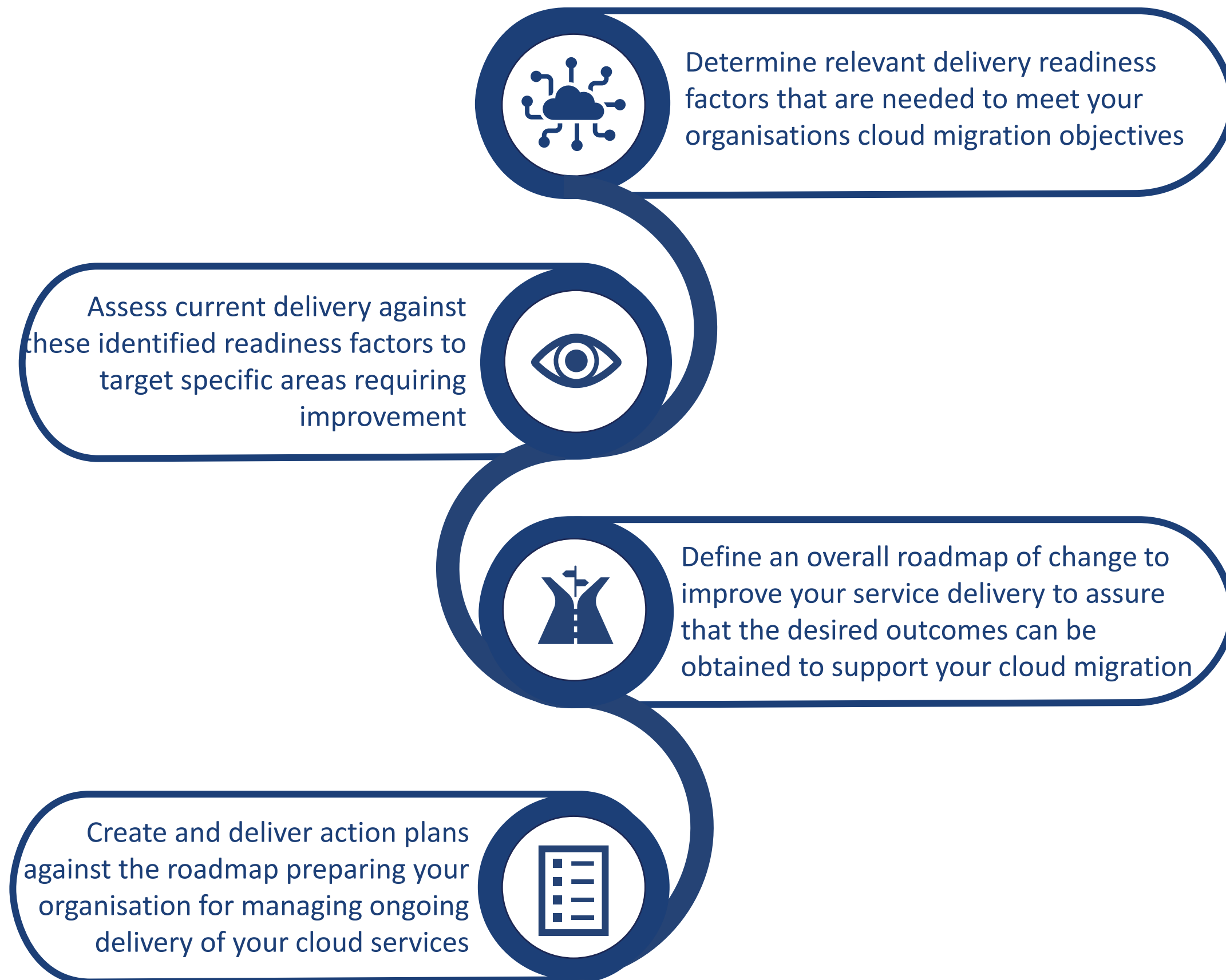
Many organisations view moving to the cloud as just a “technology” change.

Migrating to cloud-based services and infrastructure impacts all dimensions of service delivery, including people, process and partners, as well as the technology management methods.

We support your cloud transformation journey by identifying and embedding the service and organisational changes needed to fully realise the cloud and digital outcomes your organisation requires.



Our approach



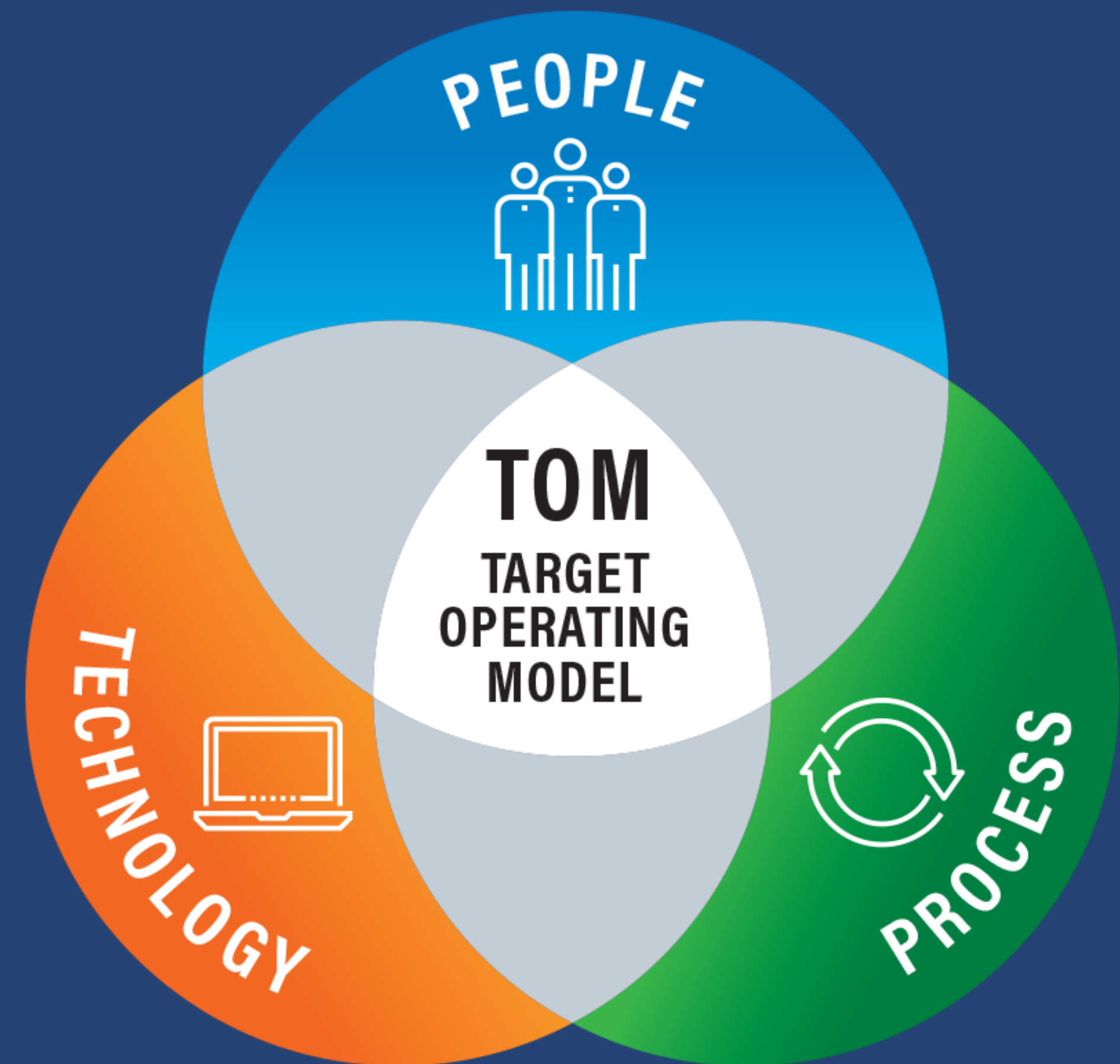
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Features

- Designs the Target Operating Model (TOM) your organisation needs to deliver the expected outcomes from the cloud.
- Ensures risk and compliance is embedded throughout the Target Operating Model.
- Embeds change controls to maintain confidence in agility and cloud adoption.
- Highlights outcome-based value stream delivery across the service organisation.

Benefits

- Service delivery alignment with the strategic needs of the organisation and services moving into the cloud.
- Improves ways of working between IT and the organisation.
- Ensures that enhanced processes, focusing on value stream outcomes are embedded for cloud services through end-to-end testing.
- Ensures clear ownership, accountability and reporting, driving decision making and continuous improvement in your services.





We help companies navigate their way through major change successfully, providing first-hand experience in guiding people through the 'change curve'



Over 25 years of delivering Pragmatic Service Management consultancy – always learning better ways of embedding best practice & passing this knowledge on



Modern thought leadership & approaches to help organisations embed Modern Service Management to align with the demands of a digital, unpredictable & agile world



Diverse client base across several sectors, including Central Government, Energy, Manufacturing, Transport & Logistics, Banking, Human Resources & Staffing, and Telecommunications



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