

G-Cloud 15

Lot 3 - Cloud Support Services

Service Definition Document



HM Government
G-Cloud
Supplier

G-Cloud 15 Service Definition Document

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To find out more about our services visit our website **illuminet.co**

1. About Illuminet

We provide the scalability and expertise to manage large, global IT challenges for our clients and bring the agility, attentiveness, and value for money of bespoke consultancies.

We have extensive global experience using cloud technologies to deliver change and transformation. We help clients navigate the minefield of technology, with specialisms in IT Architecture, Software Engineering, Change & Transformation and Automation Technologies.



We bring a collaborative, transparent approach to inspire clients' teams and ensure we elevate skills for future success. Our innovative solutions act as an engine room for transformation, driving change and successful outcomes.

We also provide consulting solutions and professional services working seamlessly with our Joint Venture partner Teracode. Teracode are experts in data analytics and data sciences leveraging AI and ML in their build-out and delivery of Big Data and IoT solutions.

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2. Architecture Services

Our Architecture Services offer a comprehensive set of architectural artefacts tailored to help organisations navigate complex technological landscapes. We specialise in providing all the architectural work products that serve as blueprints for IT strategy, aligning technology infrastructure with business goals to drive efficiency, innovation, and growth. These include detailed models of current and future state architectures, governance structures, and roadmaps that guide digital transformation initiatives

By leveraging our approach, organisations can achieve a holistic view of their IT environment, enabling informed decision-making and streamlined processes. Our bench of experts collaborate closely with clients to understand their unique challenges and objectives, ensuring that each artefact delivers tangible value and supports the achievement of strategic outcomes. Whether you are looking to optimise your IT operations, embark on new technological implementation, or enhance system interoperability, our Architecture on Demand Service provides the foundational insights and frameworks necessary for success in today's digital era.

In-depth Current Architecture Analysis

Thorough exploration and documentation of your existing IT environment for enhanced understanding and strategic planning.

Business and Architecture Alignment

Facilitates seamless integration of business and IT objectives, ensuring coherent growth and transformation strategies.

Domain Expertise and Thought Leadership

Access to leading specialists and best practices for optimal solution implementation tailored to your business needs.

Strategic Roadmapping for Business & Digital Transformation

Guidance on navigating digital transformation with future-state architectures and governance structures to streamline processes and decision-making.

Achieve strategic alignment, innovation, and growth through comprehensive architectural blueprints and expert guidance.

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2.1 Architectural Service

Illuminet Solutions provides a comprehensive Architecture Service. Assessment, design, and roadmap clearly aligned to defined business objectives. Definition of the architecture principles (for example TOGAF) to guide the technology approach. Illuminet utilise architecture frameworks that are appropriate for the organisation and its chosen future roadmap.

Features

- Comprehensive Planning and Scoping
- Architecture Workshop Facilitation
- Architecture Development
- Evaluation Support
- Enterprise Architecture as a service
- Portfolio Governance
- Architecture models that reflect the business strategies
- Cloud and Digital Strategy
- Clear Business & Architecture vision
- Architecture assessment, approach and review of artefacts

Benefits

- A comprehensive Architecture including selection of tools and techniques
- Management of stakeholders and workshop facilitation to create Architecture views
- Collaboration with customer organisations creating Architecture vision, roadmaps, capability gaps
- Evaluation of new technologies including market analysis, compatibility assessments etc.
- Compliance and governance support for architectural change
- Ensure that the architecture supports business goals
- Establish governance, security and controls for IT solution delivery
- Identifies ways to reduce costs in IT
- Ensure alignment to industry standard Architecture standards (e.g. TOGAF)

3. Automation Services

Illuminet Automate is not one thing. It's not a technology, it's not a tool, it's not an approach or even a methodology and it's definitely not just a team. Illuminet Automate is a mindset and a solution to today's business problems.

Conventional process automation alone remains an attractive proposition, but the needs of businesses today demand more; Illuminet Hyper-Automation delivery brings best in class technologies and tools together to create powerful solutions that not only solve classic process automation challenges but leverage Natural Language Processing and Generative AI to achieve a rounded, compelling, and powerful offering.

Add in a proven track record, a proprietary approach and methodology and an 'automation first' outlook, Illuminet Automate is more than a sum of its parts, Illuminet Automate is your key delivery partner for all things Automation.

Our Automation Software Partners



AI Digital Assistant for the Whole Business

What is Tenjin?

Discover how Tenjin is so much more than an AI chatbot for HR, IT, Finance, and many other functions within your business.

The Tenjin logo, featuring the word "tenjin" in white lowercase letters, with an orange speech bubble icon above the "i" and "n".

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3.1 RPA Centre of Excellence Accelerator

Robotic Process Automation (RPA) Centre of Excellence (CoE) accelerator helps our clients establish robot creation and management capability. Guaranteed to propel clients to where they can rapidly define, build and deploy their own process automations with confidence to operate in a world where robots sit alongside their key knowledge workers.

Features

- Resource Centre right roles resourced with appropriate training
- Help define organisation structure and assist in populating the team
- RPA Tooling Ecosystem the right tools and infrastructure
- Knowledge to build your Robotic toolbox to support automation needs
- Processes - identify, assess, prioritise, develop & deploy automation
- assets
- Embed proven RPA productivity methodologies to support RPA journey
- Operating Model monitor, maintain robotic assets ensuring reliable
- integration
- Overlay customised operating model to tightly integrate RPA
- Governance compliance with policies and procedures to guarantee
- benefits
- Reincorporate RPA Governance to optimise control & minimise risk cost

Benefits

- Reduced labour costs and potential to avoid recruitment costs
- Increased accuracy on repetitive tasks
- Recognise and utilise patterns in decision making
- Reduce risk due to human error
- Improve customer satisfaction by increasing responsiveness and reducing errors
- Improve data quality by accurately collecting data at interaction point
- Improved security as robots only do as authorised to do
- Ensure compliance with policies and procedures to guarantee expected benefits
- Delay and/or avoid expensive upgrades to legacy systems
- Accelerating digital transformation while extending the life of past investments

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3.2 RPA Development Augmentation

Illuminet have built up an extremely talented Automation team. They are experienced and skilled in the primary automation tools (Blue Prism, Automation Anywhere, and UiPath) plus other related automation toolsets. This service gives you the ability to supercharge your RPA development and accelerate your automation adoption and benefits.

Features

- Augment your team with qualified and experienced automation developers
- Analysis of your PDD to identify development effort
- Development journey follows your methodology and standards
- Delivery of fully tested code to your specifications
- Packaged service with fixed price for 20 days of development
- Money back guarantee if you aren't satisfied, we'll not charge
- Detailed process definition which includes consideration for testing and QA
- During automation build we constantly test within the sprints.
- Upon build completion we do functional and non-functional testing

Benefits

- Clear backlogs of business demand for automation development
- Create capacity and/or capability to keep up with deliver
- Experienced developers who have successfully delivered projects in similar environments
- Retain control of quality, governance and the automation deliverables
- Affordable approach to RPA development
- For every RPA package we will plant 4 trees
- Pre-assessment of their current capability
- Develop plan to deliver the solution using pre-existing client capability
- Testing will be performed to the client's testing standards

3.3 Tenjin Virtual Support Agent – Implementation Service

Integral to Intelligent Automation, Tenjin's AI Conversational Assistant can seamlessly integrate with the Robotic Process Automation (RPA) pillar. This enables a natural language-driven approach to managing RPA processes and linking to user requests. RPA development can be undertaken as part of Tenjin implementations or separately through our other G-Cloud services.

Features

- Augment your team with qualified and experienced AI practitioners
- Discovery of "the current state" and the desired outcomes
- Audit of existing knowledge sources and data points
- Configure conversational flows within Tenjin to reflect your use case
- Plan, scope and execute integration of Tenjin with chosen systems
- Conduct User Acceptance Testing and handover configured Tenjin solution
- Money back guarantee if you aren't satisfied, we'll not charge

Benefits

- Accelerate time to value of Tenjin VSA with proven partner
- Reduce the risks of adopting new technologies with proven methodologies
- Streamline existing processes and adopt best practices with expertise
- Plan/scope further use cases of Tenjin accelerating ROI
- For every Tenjin Implementation package we will plant 4 trees

3.4 Tenjin Managed Service

Illuminet's managed service provides 2nd-line support and integrated to warranty support for technical issues. This includes up to 16 hours of configuration / development per month (non-rolling unless request made in that month) during the period of the managed service. Monthly review with analytics / insights / changes / recommendations.

Features

- 2nd line support, integrated to warranty support for technical issues
- Administer, maintain, configure, patch and change manage environments
- Identify and propose new content and articles to content owners
- Quality Assurance of proposed new content and articles
- Monthly reviews, meeting and reports
- Analytics, insights, changes and recommendations
- Drop-in Q&A sessions for champions and content owners
- Monthly maintenance, development and configuration training session
- Monthly education recorded session with Q&A
- Monthly newsletter for Comms distribution

Benefits

- Faster issue resolution through expert second line support
- Improved system stability via proactive maintenance and updates
- Higher content quality through structured QA processes
- Better user adoption driven by insightful analytics and recommendations
- Reduced operational workload for internal teams
- Consistent, reliable change management across environments
- Enhanced knowledge quality from continual content identification
- Stronger champion community through regular Q&A sessions
- Increased platform understanding via monthly training and education
- Clear communication enabled by monthly newsletters and updates

4. Change and Transition Services

We offer global end-to-end project delivery, focusing on business efficiency to accelerate change on a time & materials or outcome-basis for projects of any size. We have extensive experience across sectors and domains to roll-out, upgrade, consolidate or transform people, process, or technology for your business. We adapt to your business needs, injecting our own best practices to maximise your success. Our end-to-end support covers all aspects of project management, from inception to implementation. We collaborate with your teams to ensure a seamless delivery.

We deliver impactful change with rapid mobilisation, transparency, agility, value, and guaranteed results. Our end-to-end project approach prioritises business efficiency. Our seamless collaboration and commitment to excellence ensures your success.

Easy engagement

A simple Statement focuses on the key outcomes you need, we then shape the team to deliver the best value and outcome.

Pricing Model

Time and Materials or Outcome-Based, with clear, simple assumptions and dependencies, and no hidden costs.

Innovative approaches

We can align to your preferred methodology, bringing collaborative and innovative approaches to maximise your success.

Global Capabilities

Illuminet has expertise and the scalability to rapidly mobilise specialists across 40+ countries.

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4.1 IT Strategy Service

Provides organisations with a structured, action-oriented IT strategy that aligns with business needs and clearly identifies the initiatives, timelines, investment needs and benefits that the strategy will deliver. The approach utilises tools to help visualise and communicate with stakeholders and helps prioritise transformation initiatives based on business value and criticality.

Features

- Preparation – existing documentation is studied and analysed
- Stakeholder Interviews and Workshops
- Document IT strategy
- Review & Presentation of IT Strategy
- IT Roadmap and IT Delivery Plan
- Independent assessment of controls utilised across IT
- Identify gaps that could lead to instability of service
- Manage risks and ensure controls are effective
- IT Service Management (ITSM) Assessment
- Configuration Management Database (CMDB) Assessment

Benefits

- Utilises tools to help visualise
- Prioritise transformation initiatives based on business value and criticality
- A comprehensive document based on a standard, but tailorable, template
- A business aligned IT strategy and implementation roadmap
- A business aligned IT strategy and plan to deliver it
- Improved risks management of IT controls
- Reduces control gaps identified across IT
- Discovery and review of capabilities, available and discoverable data
- Review configurations and usage and review of existing software tools
- Data modelling, CMDB Design to improve the service and data

4.2 Business Resilience Service

Our Business Resilience Service enables our customers to rapidly adapt and respond to business disruptions, safeguard people and assets, while maintaining continuous business operations. We will implement robust Business resilience planning ensuring the ability of your personnel to respond, resume, and restore to a pre-determined level of operation following disruptions.

Features

- Creation of a robust Business Continuity Plan
- Creation of a robust IT Disaster Recovery Plan
- Crisis Communications plan
- Assessment of the effectiveness of your current resilience
- Review of Information and Cyber Security effectiveness during a crisis
- Setup Awareness and Communications to the right people and areas
- Review Physical Security and Workplace protection
- Review and guide on the creation of Business Resilience alliances
- Assessment of Leadership resilience
- Available in England, Wales, Scotland and Northern Ireland

Benefits

- You have a tested and current Business Continuity Plan
- You have an IT Disaster Recovery Plan you trust
- Clear and tested Crisis Communications plan
- Contracted and trusted Supply Chain resilience during emergencies
- Confidence in your Information and Cyber Security during crises
- Clear Awareness and Communication to your staff, customers and suppliers
- Confidence in Physical Security and Workplace protection
- Business Resilience alliances with trusted partners leads to more business
- A trusted Business Resilience plan and strategy
- Clear governance and change management

4.3 Organisation Design Service

Illuminet Solutions are experienced in defining a target operating model (TOM) to improve your organisation, processes, technology, and governance. We assign trusted and highly experienced consultants to collaborate with your team to develop and deploy the TOM. Finally, we transfer our knowledge into your team to ensure improvement is sustainable.

Features

- Review and analysis of existing organisational operating models (TOM)
- Creation of a risk, issue and opportunity matrix
- Design and definition of effective Target Operating Models (TOM)
- Solution workshops in order to create a shared roadmap
- Design future (to-be) operating model
- Comprehensive TOM design integrating technology, process and people
- Design of organisation structure and high-level job roles
- Cost and resource profiling delivering clear cost controls
- Development of business case including options analysis and risk appraisal
- Sustainable outcomes through effective customer engagement and change management

Benefits

- More efficient, customer focused operations at a lower cost
- Clear accountability for spending and improved operational value for money
- Organisation's business goals better aligned to business operations
- Greater agility and resilience to embrace change and continuous improvement
- Building a clear link between functions, processes and roles
- Enhanced daily operations incorporating risk management
- Defining the roles and skills and staff required
- Effective change management processes embedded in the new model
- Management and stakeholder engagement integrated into model design
- Operational performance improvement by aligning technology to business processes

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4.4 Business Analysis Service

Illuminet Solutions provide business analysis services supporting implementation of, or transition to Cloud based services. We support you in defining your business needs through identification and specification of functional and non-functional requirements. We support the implementation fully ensuring delivery of your stakeholder expectations through detailed requirements analysis, capture and management.

Features

- Performing as-is and to-be analysis
- An agile approach for requirements capture
- Utilising pre-defined templates and a series of workshops
- Developing solution alternatives and cost-benefit models
- Facilitating the selection process
- Solution Implementation
- Elicitation, analysis and communication of detailed solution and transition requirements
- Evaluation of the delivered solution and measurement of benefits
- Develop scenarios to inform the to-be process for Neurodivergent conditions
- Understanding of law enforcement recruitment, retention and promotion processes

Benefits

- Facilitates knowledge transfer and risk reduction
- Improved analysis of gaps and a high-level solution requirements document
- A structured approach to market analysis to identify potential solutions
- Creation of standard, comprehensive Request for Proposal (RFP)
- Analysis of the costs and benefits of each alternative
- Business analysis as a packaged workstream within systems implementation programme
- Management of changing requirements and facilitation of business-oriented testing
- Improved definition of business need
- Clear documentation of as-is processes
- Detailed process maps

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4.5 Programme and Project Management Service

Illuminet Solutions provides Programme Management and Project Management expertise to facilitate the delivery of high-profile programme and projects in the Public and Private sectors. Our highly experienced and trusted consultants have broad capability in IT delivery using formal project management methodologies (e.g. waterfall/agile) and introducing industry best practices.

Features

- End-to-end programme and project delivery, from inception to implementation.
- Skilled change practitioners delivering your programmes and projects
- Smooth and efficient delivery of your project or programme
- Risk and issue management and mitigation
- Programme Management and Project Governance
- Agile or Waterfall methodologies
- Detailed Project Reporting with Programme Management
- Project Management with strict Quality Management processes
- Stakeholder Management for all programmes and projects
- Project management focusing on project accounting and costs

Benefits

- Better Efficiency in Delivering Services
- Improved / Increased / Enhanced Customer Satisfaction
- Enhanced Effectiveness in Delivering Services
- Improved Growth and Development Within your Team
- Greater Standing and Competitive Edge
- Opportunities to Expand your Services
- Better Flexibility
- Increased Risk Assessment
- Increase in Quality
- Increase in Quantity

4.6 Business Change Service

Illuminet Solutions provide Business Change services delivered by highly experienced and trusted consultants who can provide stand-alone advice or manage a fully integrated Business Change programme. Whatever your organisational design (product focused, regional, matrix or functional), we have the knowledge and experience to support your business change needs.

Features

- Business change management at enterprise level or project-programme-Portfolio levels
- Business change management programme management and strategy management
- Enable change through collaboration, agile working and effective communication
- Managing the people and the HR streams of change programmes
- Business change management methodology including examples and templates
- Comprehensive stakeholder engagement and communications plans
- Clear benefit identification
- Detailed design including "As is" and "To be" mapping
- Full planning, review, measurement, and realisation
- Skilled business process, business change and business analysis consultants

Benefits

- Comprehensive managing, monitoring and realising of business case benefits
- Delivering embedded and sustained change
- Get the maximum from your business change management programme
- Organisational culture developed and improved
- Improved Identification, analysis and mitigation of risk impact
- Working with employees for effective change and transition
- Focus on business continuity with minimal disruption throughout transition
- Improved target operating model design
- Maximising commercial benefits from your deployed change
- Improved processes and more effective ways of working

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4.7 Cloud Migration as a Service

Illuminet Solutions provide experienced IT consultants who can plan and automate your journey to the Cloud efficiently, successfully and in the shortest time possible. We have specialist tooling to help plan your migration and you have the freedom to stop and start at each point of your journey.

Features

- Cloud practitioners to work alongside your existing IT staff
- Experience in IT Architecture, Agile Development and Service Management
- Migration of existing applications to the cloud
- Design and set-up of cloud infrastructure, including hybrid cloud
- Experience of AWS, Azure, Google and Oracle Cloud
- Cloud capability assessment
- Full visibility of the costs associated with migrating to the Cloud
- Strong leadership and business integration during the planning process
- Automated migration of servers and applications to the Cloud
- Migration readiness assessment

Benefits

- Transfer skills and knowledge to existing IT staff
- Provides assurance for the successful delivery of your Cloud projects
- Free up existing IT staff for new projects
- Reduce cost and improve service with a Cloud service model
- Utilise cloud with existing IT infrastructure for flexibility
- Avoidance of common Cloud pitfalls
- Simple and understandable repeatable methods
- Planning and integration software reduces costs and time taken
- Proprietary toolsets reduces complexity
- Discover, assess and plan without creating team of migration specialists.

4.8 Cyber Security Strategy, Assessment & Support

Illuminet can help assess or audit your current Cyber Security controls and measures against a variety of Frameworks including Cyber Essentials, ISO27001 and NIST. We can help development an improved security strategy, provide playbooks to assist with incident response and help manage testing of prevention and response measures.

Features

- Assessment of existing cyber security policy, governance and architecture
- Audit of existing cyber security controls against industry frameworks
- Help to achieve Cyber Essentials and IS27000 accreditation
- Definition of Cyber Security Posture and Strategy, with full training
- Planning of Incident Response for Phishing, Ransomware, Malware, DoS, etc
- Testing of Incident Response (Blue team, Red team)
- Risk assessment and measurement of exposure
- Provision of experienced and qualified Cyber Security professionals
- Provision of Virtual CISO Service
- Provision of cloud, network, infrastructure, firewall security engineers

Benefits

- Improved Cyber Security Posture
- Improved Cyber Security Governance and Controls
- Proven processes for responding to Security Incidents
- Optimised expenditure on Cyber Security
- Full view of cyber security risk exposure
- Improved awareness of Cyber Security across entire workforce
- Insight into any security weaknesses in IT infrastructure
- Improved Business Resumption Planning and Disaster Recovery Testing
- Improved vulnerability management
- Improved Cyber Security maturity

4.9 Programme Management Office (PMO) Service

Illuminet Solutions provides extensive experience in designing, establishing and delivering Programme Management Offices (PMO) services. We provide individuals to supplement your team or complete teams to manage and deliver your portfolio of work. We offer assessments plus design and delivery services.

Features

- Measurement of the effectiveness of the change delivery function
- Coach, mentor, drive and enthuse the change delivery function
- Provision of effective and timely information and insight to management
- Define and implement, or enforce, PMO Governance
- Drive process improvement and effectiveness of PMO
- Four key deliverables - Insight, Controls, Governance and Action
- Full PMO as a Service (PMOaaS) as an option
- Experienced PMO Resources to supplement your Team
- Create PMO capability, supplement existing or build dedicated project PMO
- Implementation of established baseline, measures and regular reporting

Benefits

- Improved focus on driving change
- Ready access to access to increased PMO capability and capacity
- Ready to go standards, policies, reporting, governance and processes.
- Improved Insight
- Improved controls
- Improved governance and compliance on project risk, cost and time.
- Clear action plans
- Out of the box, standard metrics, reporting and dashboards
- Lift and drop Project Health-Checks
- Project Steering standard deck and requirements gathering checklists

4.10 Project Assurance Service

Illuminet Solutions can offer clients a range of 6 Project Assurance independent services, covering the whole project lifecycle, to help ensure better outcomes: Project Full Health Check; Project NED (Non-Exec Director) Steering; Quality Project Gateway Review & Challenge; Post Project Review; Lite Project Health Check; Risk Review

Features

- Tailored to size based on project scale and complexity
- 'T-Shirt' sizing approach (Small, Medium, Large) as a blended view
- Expertise of a trusted Illuminet Public sector consultant
- Comprehensive report (tailored to the deliverables of the offering)
- Due diligence checks and balances against deliverables versus requirements
- Presentation to Stakeholders and Sponsor
- Analysis of key project documentation and artefacts
- Interviews with key stakeholders to clarify and validate analysis
- Insights on how to optimise the project and recovery plan
- SWOT analysis against governance, artefacts, cost, time and quality

Benefits

- Minimise the risk of unexpected deviations from agreed goals
- Provide Senior Stakeholders with an independent assessment
- Enhanced ability to decide whether to continue with a project
- Evaluation of the commitment required to move to next stage
- Value for money through selection of most suitable service
- Flexibility to our clients with independent expertise on demand.
- Onsite or remote support or a mixture of both
- Continuous mentoring for project teams.
- Risk Mitigation
- Contributes to the green initiative (tree planting)

4.11 Digital Transformation Service

Illuminet Solutions provides Digital Transformation services and offer a range of services including digital strategy development, implementation of an enterprise information architecture, selection of delivery methodology, business case development and benefits realisation, change management support and developing and implementation of digital delivery frameworks.

Features

- Development of digital strategy and implementation support
- Creation of digital transformation roadmap
- Provision of business change support
- Development of solution architecture to support digital transformation
- Development, implementation and support of digital platforms
- Creation and development of business case for digital transformation
- Comprehensive benefits realisation and measurement against digital strategy
- User experience (UX) consultancy and solution design
- Digital Transformation Service Design
- Legacy to cloud service transformation

Benefits

- Create/build a digital culture with a lucid digital strategy
- Increase efficiency, reduce costs and generate revenue with digital transformation
- Development of the optimal operating model for your organisation
- A clear view of how to digitally transform your organisation
- Transference of digital transformation skills to in-house teams
- Enabling digital transformation in line with public sector requirements
- Rationalisation and modernisation of legacy applications and estates
- Implementation of digital platforms to support business and digital strategy
- Draw upon the extensive experience of Illuminet cloud transformation experts.
- Money back guarantee

5. Transformation Services

We believe in results, not man hours, so we have taken our consultancy expertise and packaged it into a set of consulting service products, backed by reusable toolkits, which deliver results within 90 days.

For the many challenges facing business today, clients would benefit from a set of fast-paced, innovative, 'out of the box' solutions. Taking delivery all the way through from inception to benefit realisation. We have therefore developed a number of unique '90 Day' business transformation products to deliver measurable improvements in areas such as service enhancement, productivity increase, risk reduction and process optimisation.

Our highly skilled facilitators support the use of these products and help develop an 'in house' knowledge base. This, alongside the transformation, builds a culture of continuous improvement, using our tools without additional external consultancy.

Our Spin Cycles



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5.1 Now to Wow! 90 Day Spin Cycle

Illuminet's Spin Cycle methodology transforms products/services from average and indifferent to Wow! in 90 days. Our 7-STEP process stimulates creative thinking, focuses on outcomes, and visualises a Transformation Roadmap. Everything's 'in-the-box' based on the common principles of fixed price, time-bound and repeatable processes that are results-driven and easy to deploy.

Features

- 30 days of skilled onsite facilitation included in the price
- Home team trained in repeatable change methodology
- Strong visualisation throughout enabling clear communication
- Drives product and service transformation
- Templates and wall charts to get you started immediately
- Comprehensive guidebook and detailed project plan
- USB containing printable copies of the documentation
- Deals with known issues and barriers to excellence
- Incorporates service expectations, service augmenters and service potential
- Interim service improvements as stepping stones to the final Wow!

Benefits

- Refreshes and reinvigorates offerings and services
- Stretches imagination and possibilities
- Converts transformation and improvement ideas into a clear road map
- Produces a comprehensive but easy to follow action plan
- Methodology brings out creative and lateral thinking in home team
- Energise and rejuvenate tired or flagging services or products
- Deliver a transformational strategy and roadmap, and Wow! statement
- Achieve quick improvement wins during the 90-day Spin Cycle
- Create an iterative and repeatable process for transformation
- No quibble money back guarantee

5.2 Rapid Improvement 90 Day Spin Cycle

A facilitated methodology for organisations needing a step change in service delivery or to re-invigorate their commitment to continuous improvement. This fixed-term, fixed-price approach to improvement breaks the pattern of service failures, multiple repeat request and embedded inefficiencies. Existing practices are analysed, issues eliminated, and improvement opportunities identified and embraced.

Features

- 30 days of skilled onsite facilitation included in the price
- Clear systematic methodology for driving improvement
- Strong visualisation throughout enabling clear communication
- Focus on top 5 issues across 4 defined areas
- Progress and final outcomes measured throughout
- A set of repeatable short sprints
- Templates and wall charts to get you started immediately
- Comprehensive guidebook and detailed project plan
- Easy to fill in benefits totaliser for stakeholder meetings
- USB containing printable copies of the documentation

Benefits

- Reduces cost of failure
- Expedites service requests
- Reduces IT risks
- Improves operational disciplines
- Delivers energy and action into improvement programmes
- Reinvigorates IT teams and puts them back in control
- Reduces failure costs and releases resource for profitable projects
- Embeds efficiencies to drive service excellence
- Translates continuous improvement into competitive advantage
- No quibble money back guarantee

5.3 Process Improvement 90 Day Spin Cycle

A fast paced, fixed price, 13-week project with 9 unique approaches to process improvement focusing on the areas that will deliver the greatest business benefits. A repeatable methodology that delivers optimisation, clears up and validates process steps, ensures user satisfaction, creates efficient fulfilment and results in excellent customer service.

Features

- 30 days of skilled onsite facilitation included in the price
- Clear systematic methodology for driving process improvement
- Strong visualisation throughout enabling clear communication
- Focus on the top process related issues
- Progress and final outcomes measured throughout
- A set of repeatable short sprints
- Templates and wall charts to get you started immediately
- Comprehensive guidebook and detailed project plan
- 9 unique approaches to process improvement
- Project controls and delivery spin cycle variation

Benefits

- Optimisation of current processes to achieve ideal efficiency
- Realignment of resources for maximum work efficiency
- Greater user and customer satisfaction
- Reduction/elimination of “waste” areas, e.g. duplication, over-processing etc
- Delivers energy and action into process improvement programmes
- Reinvigorates IT teams and puts them back in control
- No quibble money back guarantee
- Ensuring project governance is defined
- Ensures controls are embedded in working practices
- Covers best practice from demand prioritisation through to delivery

5.4 Risk Radar 90 Day Spin Cycle

Our methodology is a unique 90 Day approach for CIO, CISO and Risk leaders. It is designed to drive better risk analysis, risk discovery and understanding of the IT risk profile including risks around Cloud strategy, solutions and transformation. It provides the tools for clear prioritisation and action planning.

Features

- 30 days of skilled onsite facilitation included in the price
- Repeatable IT Risk methodology
- Strong visualisation throughout enabling clear communication
- Predetermined IT Risk Categories that stimulate risk identification
- Measured throughout
- Easy method of prioritisation that translates into business threat
- Templates and wall charts to get you started immediately
- Risk Radar App, comprehensive guidebook and detailed project plan
- USB containing printable copies of the documentation
- No quibble money back guarantee

Benefits

- Visualised picture of the Risk Profile for improved clarity
- A populated Risk Register with defined specific risks
- Scorecard reports showing Top10 risks, trends and indicative costs
- Defined investment cases where required
- A trained core team that will act as Risk champions
- Reduced risk exposure and supercharged risk management system
- Injection of urgency, pace and energy into risk management
- Builds an organisation-wide understanding of risk
- Identify hidden risks, the cost and how to tackle them
- Clear financial value on risks to inform mitigation investment decisions

5.5 Productivity Accelerator 90 Day Spin Cycle

This 90-day fixed term, fixed price engagement uncovers new ways to boost productivity through automation, optimisation and continuous improvement. Take advantage of our in-app 'treatment rooms' to identify optimal areas for change, and enjoy quick wins through recommended automation, optimisation and improvement actions.

Features

- 30 days of skilled onsite facilitation included in the price
- Easy to use App to build profile of your organisation
- Strong visualisation throughout enabling clear communication
- A baseline report of your current position
- A baseline report of your target model
- An action plan to make the changes you want
- Templates and wall charts to get you started immediately
- Comprehensive guidebook for using the Productivity Accelerator App
- USB containing printable copies of the documentation
- No quibble money back guarantee

Benefits

- Via the App visualised picture of your Productivity
- Raised awareness of cost and productivity inefficiencies
- Improved understanding of workloads
- Improved understanding of deployment of resources
- Resources freed-up to work on new sales or further improvement
- Clear measures of productivity
- Clear benchmarks against the industry
- Drives automation, optimisation and performance improvement
- Reduces complexity of service transition / transformation due diligence
- Highlights the opportunities and benefits to key stakeholders

5.6 Business Benefits 90 Day Spin Cycle

A fast paced, fixed price, 13-week project that focuses you and your teams on developing and embedding a Business Benefits Framework to all of your change programmes. This enables the evidenced based identification, tracking and realisation of benefits in business cases and programmes, ensuring maximum return on investment of Change

Features

- 30 days of skilled onsite facilitation included in the price
- Clear systematic methodology for embedding business benefits processes
- Strong visualisation throughout enabling clear communication
- Value + Velocity vs Risk and Resistance balance
- Progress and final outcomes measured throughout
- A set of repeatable short sprints
- Templates and wall charts to get you started immediately
- Comprehensive guidebook and detailed project plan
- Benefits Kanban
- USB containing printable copies of the documentation

Benefits

- Increases benefits realisation and ROI for Change Programmes
- Enables Benefits Impact and probability assessment
- Develops core members of staff with ongoing skill's
- Reduces lost benefits by embedding benefits Framework
- Delivers energy and action into business benefits delivery
- Reinvigorates IT and Business Change teams
- Reduces inefficiency costs and releases resource for other work
- Embeds efficiencies to drive service excellence
- Translates business benefits processes into competitive advantage
- No quibble money back guarantee

6. Software Engineering Services

As part of our digital transformation offering, our Software Engineering service provides excellence in React, IOS and Android development, Generative AI, advanced data visualisation, and 3D modelling. We create seamless, high-performance mobile applications and websites using React and Ionic, ensuring your project is responsive, robust, scalable and user-friendly.

We integrate the power of Generative AI to innovate solutions that think, learn, and adapt, offering unparalleled personalisation and efficiency. We specialise in advanced data visualisation providing intuitive, interactive visual stories to enable insightful decision-making and data-driven strategies.

Because of the breadth of Illuminet's consulting we can help plan your minimum viable product (MVP), design it, build it, test, deploy and manage it for you.

Expert software engineering services offering end-to-end solutions from conception to customer. Specialists in React, IOS/Android, Generative AI, data visualisation, and 3D modelling for dynamic, user-friendly applications and digital experiences.

Onshore Development Flexibility

Onsite or remote UK-based team ensuring flexible and accessible communication.

Comprehensive Engineering Solutions

From Agile and UX/UI design to QA and Product Management, we cover all phases of software development.
Advanced Data and 3D Capabilities

Expertise

Expertise in complex data visualisation and 3D for digital twins and AR, on both web and mobile platforms.

Seamless Project Lifecycle Support

Guidance from MVP planning to deployment and management, leveraging broad consulting expertise.

To find out more about our services visit our website **[illuminet.co](https://www.illuminet.co)**

6.1 Full Stack Software Development

Illuminet provides a full-stack development capability, for the development of iOS, Android, PWA, Web based apps, websites, and desktop applications. Technologies used are React, Node JS, Ionic, Electron. Services can be provided as Team Augmentation or Product based development.

Features

- iOS native app development
- Android native app development
- Progressive web app development
- Desktop application development
- Web Application and website development
- Advanced data visualisation and modelling
- Generative AI (multi-modal) application development
- End to End Product management, UX/UI design, QA, DevOps
- Specialism in Digital Twin technologies
- Iterations of MVP, MPP, MAP versions of the application

Benefits

- On shore / offshore / blended engagement models
- Single source code for all platforms
- We can offer full management of projects
- Evaluating of features using measurement, A/B testing and observable feedback
- Work will be managed using our proven Agile best practices,
- Engage with fully transparent backlog, sprint goals and feature sets.
- Identify best architecture and deployment for your target cloud platform
- Provide compliance checks in order to meet regulatory requirements.
- Docker packaging of applications into containers to ensure portability
- Configure Azure Virtual Machines, Azure SQL Database, Azure Active Directory.

7. Data Analytics and Data Science Services

Illuminet provide the consulting, solution, licenses and professional services, working seamlessly with TeraCode.



TeraCode are experts in data analytics and data science, leveraging AI and ML in their build-out and delivery of Big Data and IoT solutions.

7.1 Data Science Services

Our Data Science and advanced analytics services turns raw data into insights that improve decisions. It combines data engineering, analytics, and machine learning to reveal patterns, predict outcomes, and optimise performance. Clear visualisation supports rapid understanding, helping organisations boost efficiency, understand customers and drive growth with evidence-based strategies.

Features

- Data collection and integration from multiple structured and unstructured sources
- Data cleaning to improve accuracy, consistency, and reliability
- Exploratory data analysis to uncover trends and patterns
- Feature engineering to enhance model performance and insights
- Predictive modelling using machine learning algorithms
- Statistical analysis to validate findings and quantify uncertainty
- Data visualisation through dashboards and interactive reports
- Model deployment into production environments for real use
- Model monitoring to track performance and drift
- Scalable data pipelines for automation and efficiency

Benefits

- Improved data reliability for confident, accurate decision-making
- Reduced data errors and higher operational efficiency
- Faster insight discovery to support strategic planning
- Enhanced model accuracy through richer, cleaner inputs
- Better forecasting of business performance and customer behaviour
- Stronger evidence to validate decisions and reduce uncertainty
- Clearer understanding through intuitive dashboards and visuals
- Automation of decisions for faster business response
- Sustained model performance with ongoing monitoring and refinement
- Scalable analytics enabling growth without increased manual effort

7.2 Internet of Things (IoT) Services

Our IoT services connect devices, data, and systems to deliver real-time insights, improved efficiency and smarter decision-making. We design, deploy, and manage secure IoT solutions that optimise operations, reduce downtime, enhance asset visibility and unlock automation opportunities, helping organisations drive innovation and achieve measurable performance improvements.

Features

- Secure device connectivity across sensors, assets, and networks
- Real time data capture from distributed IoT devices
- Edge processing for faster, local decision making
- Scalable cloud storage for large IoT data volumes
- Dashboards visualising asset performance and operational insights
- Predictive maintenance alerts based on sensor analytics
- Remote device monitoring and centralised management
- Automated workflows triggered by real time IoT events
- Integration with enterprise systems through APIs
- End to end security protecting devices, data, and connectivity

Benefits

- Ensures reliable, secure connectivity across all IoT assets
- Provides immediate operational visibility through continuous data flow
- Improves response times by processing data at the edge
- Supports growth with scalable, secure cloud data management
- Enables better decisions using clear, real time performance insights
- Reduces downtime by predicting issues before failures occur
- Cuts operating costs through remote monitoring and control
- Increases efficiency by automating processes triggered by live data
- Enhances productivity through unified integration with existing systems
- Protects operations with strong, end to end IoT security controls

7.3 Sustainability, Environmental and Social Services

Our service helps businesses improve environmental performance, strengthen sustainability, focus on social impact and enhance governance. It provides strategies, measurement, reporting, and compliance support to reduce risk, meet regulations, and build sustainable long-term value across operations, supply chains, and stakeholders, delivering credible insights and driving meaningful organisational transformation

Features

- ESG strategy development aligned to goals and expectations
- Carbon measurement and reduction planning across all emission scopes
- Sustainability reporting aligned with global disclosure frameworks
- Environmental risk assessments supporting regulatory compliance and performance
- Supply chain ESG evaluation strengthening responsible sourcing practice
- Social impact measurement and improvement planning for communities and workforce
- Governance reviews enhancing transparency, accountability, and ethical operations
- Data analytics providing actionable ESG insights & performance tracking
- Materiality assessments identifying priority environmental & social issues
- Benchmarking ESG performance against industry standards and competitors

Benefits

- Aligns sustainability with business priorities for focused, effective action
- Reduces emissions, cuts costs, and accelerates net zero progress
- Improves transparency and meets required sustainability disclosure standards
- Minimises environmental risks and strengthens regulatory compliance
- Enhances supplier reliability and reduces ethical sourcing concerns
- Strengthens community value & improves workforce wellbeing outcomes
- Improves accountability, transparency, and organisational decision making
- Delivers clear ESG insights to drive measurable performance improvements
- Focuses resources on the most material sustainability priorities
- Identifies performance gaps to drive competitive ESG improvements

To find out more about our services visit our website **[illuminet.co](https://www.illuminet.co)**