

Process Optimisation / Process Excellence (Public Sector)

EVOLVE: Change, Adoption & Process Excellence

we commit. we deliver.

Delaware public sector cloud services

Delaware delivers outcome-led cloud services across the **Microsoft and SAP ecosystems**, with the assurance, governance and delivery discipline public sector organisations expect. Whether you need stable BAU support, a safe migration, or a change programme to unlock value, we provide a consistent, repeatable approach designed to reduce delivery risk and improve service performance over time.

With **5,000 professionals across 38 offices in 20 countries**, our **UK & Ireland teams** combine local delivery confidence with global capability for scale and specialist reach.



At a glance



Assurance-led cloud services across Microsoft and SAP, shaped for public sector governance and audit needs.



Menu-style Managed Services and cloud support: choose what you need (from break/fix to proactive improvement), with coverage scalable as requirements change (including extended hours/ out-of-hours by agreement).



Delivery and change services across the lifecycle: discovery, design, implementation, migration, integration, testing, training, adoption and optimisation.



Responsible AI by design: where AI-enabled capabilities are introduced, governance and controls are treated as essential foundations (not optional extras).



UK delivery, with data residency options where supported by the underlying cloud service and buyer policy (for example, UK-hosted environments and UK-based operational processes where in scope).

How buyers engage with us

We support both **direct award and competitive selection**, depending on your requirement and the route you choose on G-Cloud. Services can be bought as discrete “outcome packages” or combined into an end-to-end plan → deliver → run → improve engagement.

Why Delaware



UK & Ireland delivery capability, backed by global delivery centres for resilience, continuity and specialist reach.



Deep SAP heritage, including being one of only **11 Global Platinum SAP Partners** and **RISE with SAP recognition** for cloud migration and modernisation pathways.



Microsoft credentials that support public sector assurance, including all six **Microsoft solution designations**, participation in the **Microsoft Portfolio FastTrack programme**, and recognition as an **Azure Expert MSP**.



Advanced Microsoft specialisations spanning areas such as Adoption & Change Management, Teams Calling, Azure Virtual Desktop, Analytics on Azure, AI, and SAP on Azure.



A consistent delivery method (PROMAR) that makes governance, risk management and quality controls repeatable across projects and Managed Services — giving buyers early visibility, clear decision points and a controlled path into BAU.



Always ahead of the crowd: we are one of the first UK organisations to achieve the new **ISO 42001 (AI Management Systems)**

Why delaware

Managed Services: choose what you need

Delaware provides tailor-made Managed Services. Buyers can select only the components they require and **scale coverage as needs change** -helping avoid paying for unused capability while retaining a clear path to expand support as services become more critical.

Sustainability and social value

We align delivery to the Social Value Model and embed sustainability into how we work — including remote-first delivery by default and practical “green IT” improvements (for example, right-sizing non-production environments and retention/data lifecycle controls). Contract-specific commitments are agreed at mobilisation and reported through governance.



Assurance, security and responsible AI

We operate with an assurance-first mindset, with governance and evidence built into how we deliver and run services. Typical measures include security monitoring and logging aligned to platform tooling (where in scope), BCDR planning with tested runbooks, and responsible AI governance for any AI-assisted delivery.

Pricing and value for money

We aim for transparent, auditable pricing that maps clearly to roles and outcomes, with explicit assumptions and change control to prevent unplanned cost growth. Menu-style service design helps avoid paying for unnecessary coverage, and we use automation and repeatable accelerators to improve consistency and reduce BAU effort where possible.

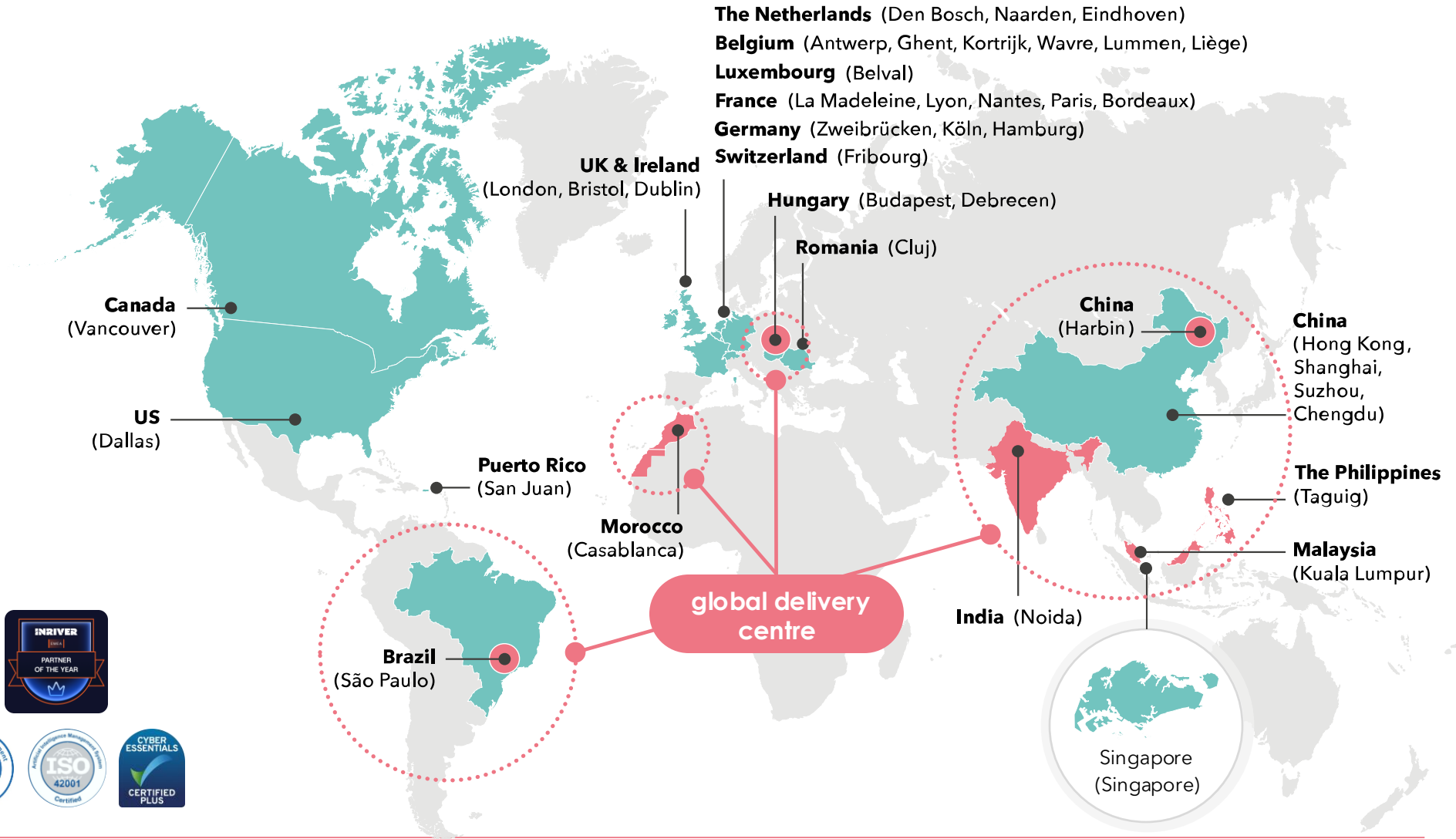
About delaware

5,000 professionals

38 offices in
20 countries

£500M+
revenue

Our partner ecosystem



EVOLVE: Change, Adoption & Process Excellence

Evolve is Delaware's people-centred service to help public sector organisations adopt cloud-enabled change and realise sustained value.

What EVOLVE does

Evolve is the powerhouse behind successful technology transformation.

We offer a comprehensive suite of services, including Change Management, Learning & Enablement, and Process Excellence, designed to help organisations confidently navigate the complexities of end-to-end technology transformation.

We help companies define their strategic transformation ambitions, build internal alignment, and design clear pathways forward. Our approach ensures that every initiative is grounded in business value and supported by the people who make it happen.

By embedding our proven methodologies into broader transformation programmes, we reduce risk, accelerate user adoption, and drive long-term process adherence, ensuring that change sticks and value grow.



Buyer outcomes – what you get

EVOLVE helps you achieve outcomes such as:



Reduced transformation risk, by carefully managing the impact of change on people, processes, and the services they deliver.



Clear governance and accountability, aligning leaders, stakeholders, and delivery teams across complex environments.



Stronger processes and operational resilience, through structured improvement, clear governance, and consistent ways of working.



A workforce that is ready for change, enabling smoother transitions and minimising disruption to critical services.



Measurable adoption and capability improvement, using clear readiness, adoption, and proficiency measures to track progress.



Sustained value beyond go-live, embedding new ways of working and building internal capability to maintain improvements over time.

Typical public sector use cases

EVOLVE is a good fit when you need to deliver change at pace whilst minimising operational risk and impact, for example:



New system rollouts (ERP, HR, finance, CRM, service management), where adoption risk is high and user confidence is essential - such as introducing a new electronic patient record, finance system, or case management platform across multiple teams.



Programmes with many stakeholders and competing priorities, where clear governance, engagement, and communication are needed - such as a cross-department digital programme involving policy, operations, suppliers, and frontline staff.



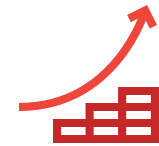
Training at scale, where large and diverse workforces need role-based learning and progress must be tracked - for example, training thousands of staff on a new system using structured learning paths and train-the-trainer approaches.



Process bottlenecks impacting critical services, where delays or rework impact outcomes - such as slow assessment, approval, or case-handling processes that need evidence-based improvement without disrupting service delivery.



Post go-live stabilisation, where new systems or processes are live but not yet embedded - for example, providing hypercare, reinforcing new ways of working, and addressing early adoption issues to stabilise performance.



Continuous improvement / capability building, where teams must sustain benefits over time - such as developing internal capability so staff can continue improving services after the programme has completed.

EVOLVE service catalogue (high level)

EVOLVE is structured around three core service lines - integrated with the transformational technology methodologies for SAP, Microsoft Dynamics and Digital:

Change Management

We reduce transformation risk while maintaining operational stability. EVOLVE ensures leaders are aligned, impacts are understood, governance is clear, and communications are focused. Adoption is measured and managed as part of delivery—not left to chance after go-live.

Learning & Enablement

We enable the workforce to perform in the new operating model from day one. Training is role-based, practical, and delivered at scale, with real-time support embedded into daily work. Adoption and capability uplift are tracked to ensure investment translates into outcomes.

Process Excellence

We turn design into sustained performance. EVOLVE uses data to identify process breakdowns, improve flow, and strengthen control. Clear ownership and continuous improvement practices ensure benefits are sustained long after implementation.

How we work

Our approach is designed to meet public sector framework expectations for **assurance, value for money, and reliable delivery**.

Outcome-led and value for money

We design and deliver services around clear outcomes, benefits, and success measures. Activities are directly linked to operational impact, ensuring value for money and avoiding unnecessary or low-value intervention. Progress and benefits are tracked throughout delivery.

Evaluation alignment:

- Clear approach and methodology
- Benefits realisation
- Value for money

Risk-managed and delivery-focused

We take a proportionate, risk-based approach to transformation. Delivery is structured to minimise disruption to live services, with early identification and active management of delivery, operational, and adoption risks. Governance, controls, and escalation routes are clear and embedded from the outset.

Evaluation alignment:

- Risk management and mitigation
- Service continuity
- Delivery confidence

How we work

Our approach is designed to meet public sector framework expectations for **assurance, value for money, and reliable delivery**.

Technology-agnostic and supplier-neutral

We work across a range of Enterprise Platforms, including SAP and Microsoft, enabling us to recommend solutions based on client need rather than vendor preference. This reduces dependency risk, supports interoperability, and aligns with public sector principles of openness and sustainability.

Evaluation alignment:

- Technical credibility
- Avoidance of supplier lock-in
- Sustainability

People-centred and inclusive

We recognise that successful delivery depends on the people delivering and using services. Our approach prioritises engagement, clear communication, accessible learning, and practical support. This supports inclusive change, workforce readiness, and long-term capability.

Evaluation alignment:

- Change and adoption approach
- Workforce capability
- Social value and inclusion

How we work

Our approach is designed to meet public sector framework expectations for **assurance, value for money, and reliable delivery**.

Assured, scalable, and flexible delivery

Our Change Management, Learning & Enablement, and Process Excellence services follow a consistent, outcome-led delivery model. This can be scaled and tailored to reflect programme size, risk, and complexity, ensuring a proportionate and assured response.

Evaluation alignment:

- Deliverability
- Flexibility and scalability
- Programme assurance

Tooling, accelerators and assets

Tooling and assets are selected to fit your environment and requirements. Where appropriate, we can work with buyer-preferred platforms and tools rather than introducing new ones.

Common examples include:



Change accelerators:

Proprietary impact assessment templates, stakeholder mapping tools, communications toolkits, readiness KPIs and dashboards, and adoption KPI frameworks.



Learning & adoption tooling (where appropriate):

We can work with SAP Enable Now (SEN), WalkMe, dScribe, Canva, and common LMS platforms (for simulations, micro-learning, in-app guidance, and content governance).



Process improvement tooling:

We can work with Signavio, Visio and Celonis (for process mapping, process mining, and performance insight).



Measurement assets:

readiness KPIs, adoption KPIs, proficiency checks, programme and end-user surveys, process performance baselines, and benefits tracking to demonstrate progress and value.

Note: Where AI-assisted content creation is used (for example, to accelerate learning content production), it is governed with **human oversight** and an **auditable approach**, in line with delaware's responsible AI principles.

Hybrid teams (typical role mix)

Depending on the scope of the projects, EVOLVE engagements typically include some combination of:

Engagement / Delivery Lead - public sector governance, stakeholder management, delivery assurance

Change Manager - operational oversight of all change activities and direct participation in critical activities

Change and Communication Specialist(s) - execution of change activities, and coordination with all stakeholders to ensure close collaboration

Learning Manager - operational oversight of all training activities and direct involvement in critical learning activities and Quality Assurance.

Learning Specialist execution of training activities and coordination with all stakeholders to ensure collaboration

Developer / Digital Adoption Platform Specialist(s) Design and build of training assets and delivery of train the trainer programmes

Process Manager - operational oversight of all process activities and participation in key process activities.

Process Analyst & Mining Specialist - execution of process activities, and coordination with all stakeholder to ensure close collaboration.

Technical Specialist (focuses on technical details of data extraction and process mining systems set-up to ensure reliable data streams for analysis).



Logos for the following companies:



Process Optimisation / Process Excellence (Public Sector)

Lot: G-Cloud 15 — Lot 3: Cloud Support

Service type: Process optimisation & process governance

Platforms: Process design/mining tools (where in scope)

Service overview

Delaware helps public sector organisations streamline processes and strengthen operational performance using **best-practice process design** and **data-driven improvement methods**. We map and analyse current workflows, redesign future processes and establish **governance** for consistent execution. Support includes **prioritised improvement roadmaps** and **process mining insights** where used.

Buyer outcomes

- Reduced inefficiencies and bottlenecks through evidence-based improvement
- Clear ownership and accountability through defined process governance
- More scalable services through standard, repeatable future processes
- Better prioritisation of improvement effort by value and impact
- Sustained optimisation through continuous improvement practices

What's included

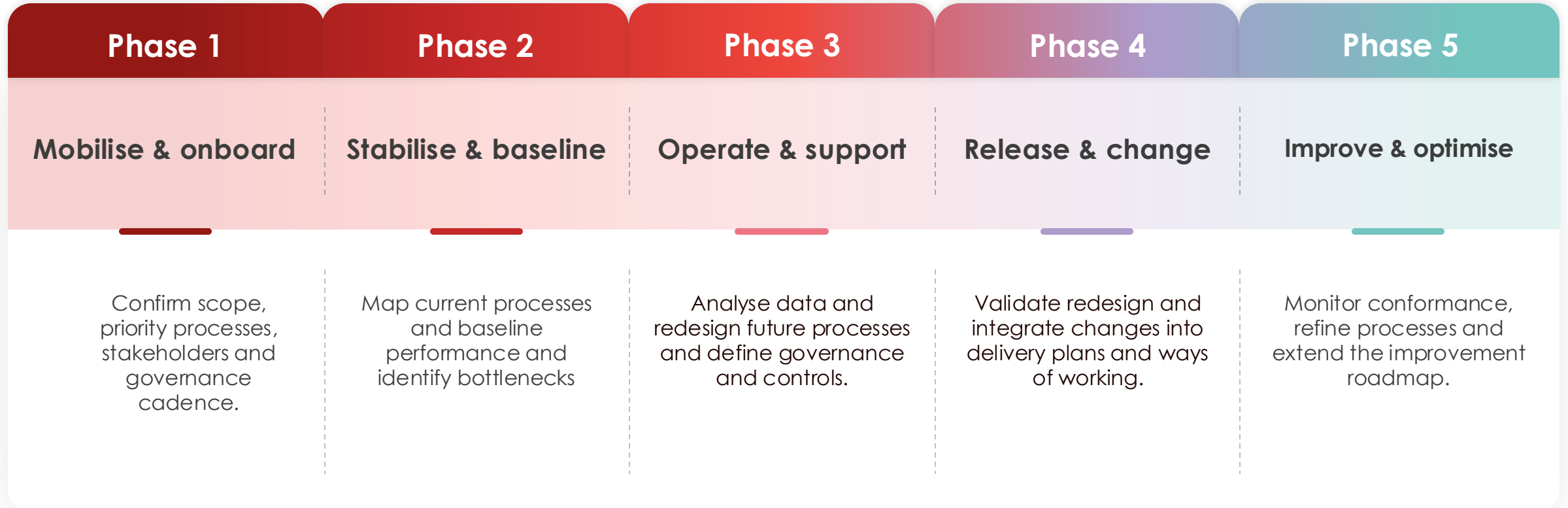
Run & support (BAU)

- Process mapping to capture workflows, variations and stakeholder alignment
- Process analysis to identify inefficiencies, bottlenecks and root causes
- Future process redesign aligned to scalable, standard ways of working
- Governance frameworks for ownership, accountability and consistency
- Data-driven prioritisation of improvements by value, effort and impact
- Process mining to identify conformance gaps, delays and drivers (where used)
- Improvement roadmaps for measurable operational benefits
- Programme integration to embed optimised processes into solution design
- Continuous improvement approach for long-term optimisation and resilience
- Use of common tools (e.g., Signavio/Visio/process mining tools where in scope)

Improve, assure & optimise (optional modules)

- Additional process mining cycles and conformance monitoring (where used)
- KPI reporting packs for process performance and benefits tracking
- Additional process deep dives and redesign workshops
- Process governance rollout support (roles, forums, controls)
- Continuous improvement coaching and capability building
- Ongoing optimisation backlog and roadmap support

Delivery approach (indicative)



Deliverables (typical)

- Current state process maps and stakeholder baseline view
- Process analysis findings (bottlenecks, waste and priority opportunities)
- Future state process designs and standard operating approach
- Process governance framework (ownership, accountability, controls)
- Prioritised improvement backlog and delivery roadmap
- Process performance baseline and KPI measures (as agreed)
- Process mining insights summary (where used)
- Benefits tracking and continuous improvement plan



Support model and service levels



Support channels and hours (baseline)

- **Online ticketing:**
09:00–17:00 UK time, Monday to Friday
- **Phone support:**
09:00–17:00 UK time, Monday to Friday



Support levels (options)

- **Standard Support:** baseline hours and targets above (via online ticketing for service administration and tenant provisioning queries).
- **Extended hours / Out-of-hours support:** by agreement for defined periods or priority incidents only.



Response targets (baseline)

- Ticket acknowledgement: **within 1 business hour** (during service hours)
- Initial response: **within 4 business hours** (during service hours)
- Tickets raised outside service hours are acknowledged by **09:00 UK time next business day**, unless enhanced/out-of-hours support is agreed.



Governance

We provide a named **Service Delivery Manager (SDM)** to oversee service governance, reporting, escalation and continuous improvement.

If you have any questions,
please contact:

James Lear

dlw-uk-enquiries@delaware.co.uk



delaware
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