



AHLC Solutions Ltd
Digital Transformation Services
Service Definition Document

G-Cloud 15

Cloud Support

AHLC Solutions Limited

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Digital Transformation Services

Company Overview

AHLC Solutions is a Private Limited Company that was founded by its current owner managers. Since our inception in 2017, we have carved out a reputation as a trusted Agile Cloud Business Change and Leadership company.

What we do

AHLC Solutions has extensive experience of providing Software Application Design and Development Services for large organisations in Public and Commercial sectors, including:

- Digital transformation of existing services;
- Web based application development;
- Mobile application design and development;
- Desktop application design and development.

Public Sector Experience

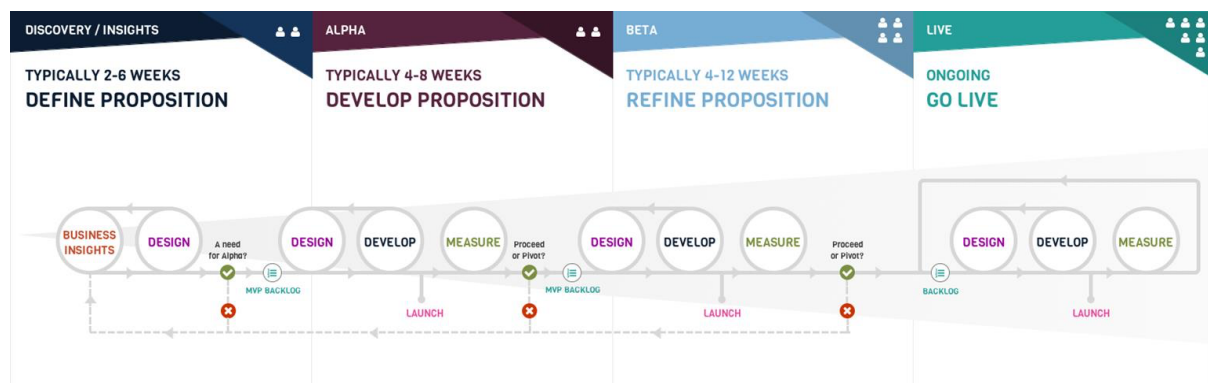
We have worked extensively with public sector organisations, including National, Regional and local NHS organisations. Our standing as a trusted provider of solutions to the Public Sector is demonstrated by our selection for the G-Cloud Framework and the Digital Outcomes and Specialist Services Framework.

Services Definition

AHLC Solutions has extensive experience of providing Digital Transformation Services:

Approach

To achieve this, AHLC uses an agile project delivery process which has been used to deliver successful digital projects to our customers over many years. The process is built on a set of agile principles and processes which set out to ensure a user centred approach to delivery of digital solutions, based on the Government Digital Services development process as below;



AHLC differentiates through its collaborative, agile engagement practices through a proven methodology and a unique knowledge transfer process (SkillSwap). AHLC has extensive experience of designing, developing, hosting, and supporting complex web, mobile and desktop applications for high profile customers in both the private and public sectors.

AHLC are creators of compelling digital experiences but we also guide customers in 'how' to create successful and sustainable digital business transformation. AHLC's foundation for digital business transformation is an exceptional enabler for programmes of the sort envisaged under this framework and is based on:

Forming Multi-Disciplined Teams which break down departmental silos to create small, focussed multi-disciplinary teams that become service centred experts. Digital transformation is not simply for marketing but touches every function of a business.

Defining practices for effective, fast cycle collaboration within and across teams through adoption of collaborative methodologies, user centred design, prototyping and agile deployment and release processes.

Establishing user feedback processes and groups to provide detailed and balanced feedback which is essential to driving service innovation.

Guaranteeing appropriate security levels by ensuring information security must be at the heart of service design and an ongoing activity in provisioning the service.

Architecting and designing digital services to be open, accessible, scalable and responsive to change even when taking short steps to digital engagement there is still a need to embrace the wider Digital Strategy. Build API's based on open standards and principles for maintainable service development.

Getting a measure of success by defining KPI's and analytics are essential to ongoing service improvement. As a minimum, indicators such as transaction costs, user satisfaction and take-up are essential measures.

AHLC lead projects to support how Digital healthcare can be used as an enabler for transformative change and process improvement. In this situation, staff can be used to advise and augment the capabilities of an organisation in order to provide ongoing support, management and advice during such a project.

Another key element to the service is around the use of clinical engagement within the development and use of Digital healthcare. AHLC has significant resources to help create forums and structures to encourage and develop the involvement and leadership in the use of Digital healthcare. This is critical for the successful long-term use of Digital healthcare systems.

Key functions of the service include:

Governance

- Membership
- Rules of engagement
- Topic management

- Prioritization
- Communication and follow up

Change Management

- Communication strategy
- Consensus building and engagement activities
- Baseline metrics
- Benefits realization and tracking

Programme/PMO

- Scope management
- Work plans and critical path
- Risk assessment
- Monitoring and addressing barriers

Administrative and/or Clinical Workflow and IT Integration –Technology Enabled Change

- Subject-matter expertise and methods/tools
- Workflow
- Advanced technologies
- Design and optimization

Organizational Development – Manage Change/Transformation

- Assess people and process
- Analyse root cause
- Recommend strategy
- Develop tactical plans
- Improve processes

Summary of Service features

- The outcome is a business goal rather than technical milestones
- Demonstrable, usable results within days or weeks of start-up
- We work in incremental stages based on agreed priorities
- We work in a way that accepts change will occur
- We work collaboratively with client teams, sharing best practice
- Highly qualified Programme and Project Directors and Managers
- Practitioners experienced in both commercial and public sector environments
- Captures and distributes knowledge to make available for future users
- Delivers precise technical and system knowledge
- Results in a more efficient business

Summary of Service benefits

- Increases business change confidence via AHLC's style of engagement
- Quantifiable and measurable outcomes
- Re-utilisation and support of existing NHS investments in Intellectual Property
- Provides early feedback/validation for ongoing investment
- Ensuring success is measured against more than just technical delivery
- Doesn't add to the workload of the existing staff
- Major transformations in team agility and responsiveness
- Independently assure portfolios, problem programmes, new service impact assessments
- Supports transformation lifecycle from investment case to post go-live
- Access specialists in Digital Roadmaps, Cloud Software, Integrated Systems

Pricing

We are available for procurement through either Fixed Price or Time & Materials arrangements. Please refer to our Pricing Document and SFIA Rates Document for further details.

Contact Details

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