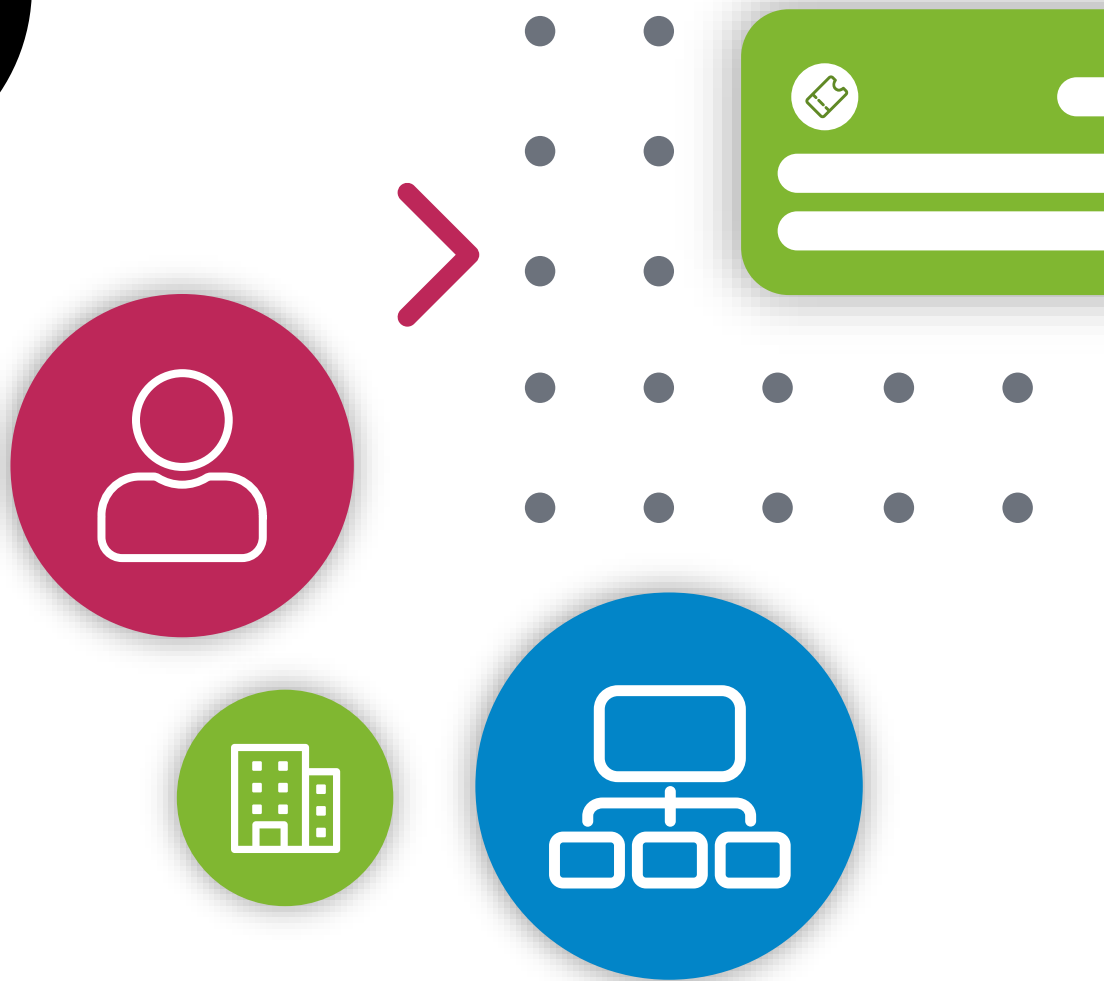




G-Cloud 15 - Revo SM Group Ltd

Service Management Consultancy – Service Definition Document

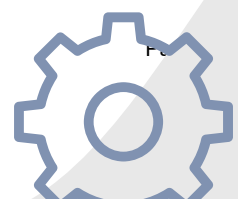




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1 Core Details

Service name: Service Management Consultancy

Supplier: Revo SM Group Ltd

Framework: G-Cloud 15

2 Service overview

Revo SM Group Ltd provides Service Management Consultancy to support public sector organisations in the design, implementation, improvement, and optimisation of service management practices and supporting technologies.

The service is platform-agnostic and focuses on practical, outcome-driven consultancy aligned to recognised service management best practice, including ITIL.

3 Service scope

The Service Management Consultancy service may include, but is not limited to:

-  Service management maturity assessments
-  Discovery and requirements workshops
-  Service and process design
-  Governance and operating model design
-  Implementation and configuration advisory
-  Optimisation of existing service management platforms
-  Integration and workflow advisory
-  Continual service improvement support
-  Knowledge transfer and enablement
-  The exact scope of work is agreed with the buyer prior to commencement.

4 What the service delivers

The service helps buyers to:

-  Improve the effectiveness and consistency of service delivery
-  Align service management practices to organisational objectives
-  Increase value from existing or new service management platforms
-  Establish clear, auditable, and sustainable service processes
-  Build internal capability and reduce long-term supplier dependency

5 Service features

-  Platform-agnostic consultancy
-  ITIL-aligned service management practices
-  Remote-first delivery model
-  Single blended day rate
-  Experienced service management consultants
-  Process and workflow design capability
-  Implementation and configuration support
-  Integration and automation advisory
-  Knowledge transfer focus

- Flexible time and materials engagements

6 Service benefits

- Independent advice aligned to buyer objectives
- Improved service consistency and governance
- Reduced delivery costs and faster engagement start
- Simple, transparent and predictable pricing
- Rapid understanding of public sector environments
- Clear, efficient and auditable service workflows
- Faster adoption of service management platforms
- Improved data flow across connected systems
- Increased internal capability
- Measurable and sustainable service improvements

7 How the service is delivered

- Services are delivered primarily remotely
- On-site delivery can be provided where required
- Engagements are delivered on a time and materials basis
- Work is typically delivered through workshops, reviews, design sessions, and advisory activities
- Delivery approach, milestones, and outcomes are agreed with the buyer before work begins.

8 Service outputs

Depending on the engagement, outputs may include:

- Assessment reports and recommendations
- Process and service design documentation
- Configuration guidance and implementation plans
- Integration and workflow designs
- Knowledge transfer materials
- Handover documentation

Outputs are agreed as part of the engagement.

9 Skills and experience

Buyers will receive consultants with experience in:

- Service Management and ITSM best practice
- Public sector service environments
- Service design and continual improvement
- Service management platforms
- Integration and workflow design
- Stakeholder engagement and facilitation

Revo SM Group Ltd uses a blended delivery model and does not differentiate pricing by role.

10 Security and data protection

- Revo SM Group Ltd operates in accordance with UK GDPR requirements
- Personal data is not processed unless required for the agreed engagement
- Any data access requirements are agreed in advance with the buyer
- Buyer data is handled securely and only for the duration of the engagement
- Revo SM Group Ltd are Cyber Essentials + Certified, certificate can be provided on request.

11 Dependencies and buyer responsibilities

The successful delivery of the service depends on:

- Availability of relevant buyer stakeholders
- Timely access to systems, documentation, and information
- Clear agreement of objectives, scope, and priorities

12 Exit and transition management

At the end of the engagement:

- Knowledge and documentation are handed over to the buyer
- No ongoing dependency on Revo SM Group Ltd is required
- Further support can be agreed separately if required

13 Ordering and onboarding

The service can be ordered through a G-Cloud 15 call-off contract. A Statement of Work or written agreement will define:

- Scope and objectives
- Duration and estimated effort
- Delivery approach
- Outputs and assumptions

14 Pricing

Pricing for this service is defined in the associated G-Cloud 15 pricing document for Revo SM Group Ltd.



Get in touch

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