

848

Validation & Proof of Value

Service Definition

Innovative Business

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1. Service Overview

An idea becomes investable when the organisation can see whether it works and what value it could deliver. A promising concept may still carry uncertainty about user response or operational fit. Validation & Proof of Value helps the customer test those assumptions before deciding how far to proceed.

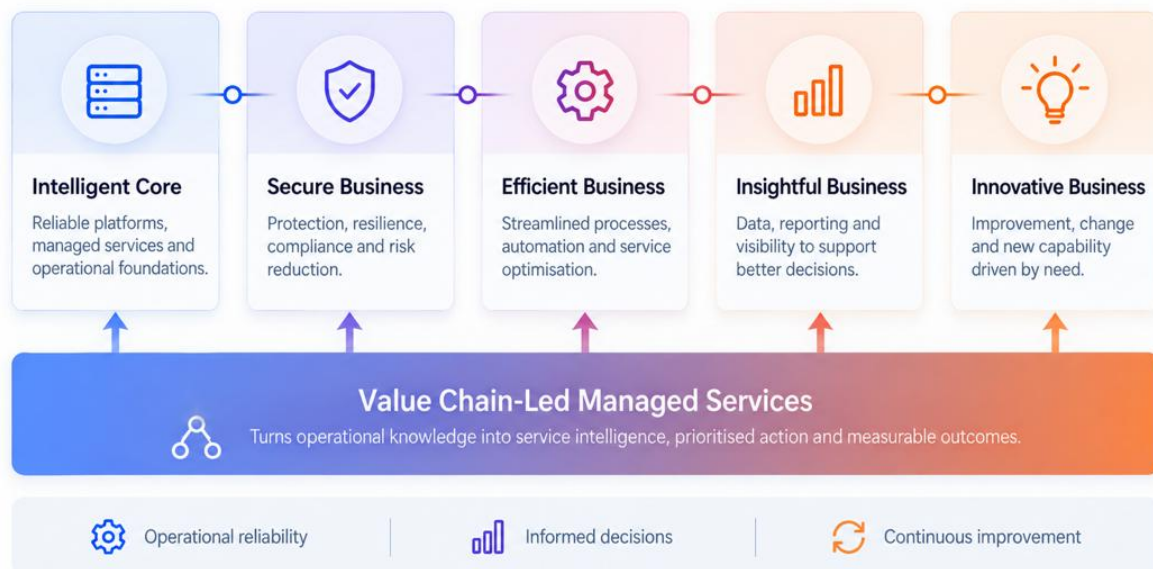
The service belongs to The Innovative Business within 848's Intelligent Business Framework. The framework connects technology work to the organisation's intended outcomes, including stronger security and efficiency, better insight and new capability. The Innovative Business provides a path for exploring ideas and developing them into practical improvements.



Powered by **Intelligence** | Driven by **People** | Focused on **Outcomes**

848 Intelligent Business Framework

A framework that aligns service delivery, security, insight and improvement to business outcomes.



From a promising concept to an informed decision

Validation follows the development of a suitable concept or prototype. 848 helps define what success would look like, plan the test and gather the evidence needed to assess it. Technical behaviour is considered alongside the experience of participants and the business value observed.

The service also connects innovation to the rest of the portfolio. A concept may depend on foundations within The Intelligent Core or introduce new data requirements. Findings can expose those dependencies before the customer commits to wider deployment. Where a solution is taken into live service, production delivery and operational transition follow as separately agreed work. The outcome is a clear decision about the next step: scale the concept, refine it or stop. The customer receives an explanation of the findings and their limits, with readiness work where commissioned. A test that challenges the original idea can still provide valuable evidence by showing where investment should change direction.

2. Scope and Service Boundaries

The engagement selects the elements needed to answer the customer's innovation question. Planning defines a credible test; delivery gathers observations; evaluation explains what those observations mean for the next decision.

Planning and preparation

The customer needs confidence that the test will answer the right question before committing people or environments to it. These services establish success measures and the practical conditions for validation, making the planned work and its dependencies clear.

Service	Outcome
Proof-of-concept scoping workshop	848 helps stakeholders define objectives and success measures. Scope boundaries and assumptions are documented in a playback pack. The workshop establishes intent and readiness for planning; execution is a separate service element.
Validation framework design	848 defines principles for assumption testing and evidence capture. Evaluation criteria and risk controls reflect the customer's decision process. Artefact templates support consistent application, subject to the customer's adoption of the framework.
Validation execution planning	The execution plan translates objectives into testing and measurement activity. It identifies roles and resource requirements. Sequencing and dependencies show what must be available before validation can run.
Pilot deployment preparation	848 defines the pilot environment and participant boundaries. Deployment and rollback considerations address operational impact. A readiness checklist identifies the prerequisites for the pilot; preparation does not include solution development or pilot execution.

Delivery and evaluation

Evidence needs to show both what happened and how far the findings can be relied on. These services test the concept within the agreed boundary and turn observations into a recommendation about progression.

Service	Outcome
Validation delivery and performance evaluation	848 deploys the agreed validation artefact in the defined environment and gathers usage or performance evidence. Findings are assessed against the criteria, with risks and issues recorded during execution.
ROI and business value analysis	Expected outcomes are compared with observed financial and strategic indicators. Assumptions and data limitations are recorded; estimates may be indicative. Detailed multi-year modelling and financial assurance require separate scope.
Pilot outcome review and playback	Technical and user evidence is brought together with operational and value findings. The review assesses success criteria, captures stakeholder feedback and records the agreed next steps.

Service	Outcome
Scale readiness and production transition planning	The evidence is considered against production expectations. The output identifies readiness gaps and prerequisites, with ownership and a high-level sequence for progression.

Boundaries and dependencies

The test is limited to the agreed period, participants and environment. A validation environment serves a pilot purpose and is not production-grade. Findings describe the conditions tested; wider adoption needs its own readiness and approval decisions.

The customer supplies a suitable concept or solution artefact and the prior evidence needed for planning. Access to participants and data must support the measurement method. Production rollout, solution redevelopment and long-term support are separately delivered. Organisation-wide training and change programmes sit with the relevant adoption work.

3. How 848 Delivers the Service

Delivery follows the question from definition through testing to a decision. The selected elements determine how much of this sequence 848 undertakes. A planning-only engagement concludes with its agreed preparation outputs.

Define the question

848 works with the sponsor to clarify the assumption being tested and the decision the evidence must support. The customer's concept and prior feasibility work provide the starting point. Stakeholders agree success measures and identify the practical limits of the test.

The scoping outputs record those criteria and boundaries. Reviewing them before execution helps prevent a test from producing observations that do not address the investment or adoption question.

Prepare the test

848 translates the objectives into an execution plan and a method for gathering evidence. Pilot preparation identifies environment and participant requirements, including deployment and rollback considerations. The plan makes resource and support dependencies visible.

Customer technical and operational owners confirm readiness for the commissioned activity. Where preparation is the end of the engagement, the customer receives the plan and readiness outputs for subsequent execution.

Run the agreed validation

When validation delivery is included and prerequisites are met, 848 deploys the agreed artefact within the pilot boundary. The team observes behaviour and gathers the planned performance or usage evidence. Participants contribute feedback, and relevant issues are recorded during the test.

Observations remain connected to the test conditions. If a constraint affects the results, it is retained in the findings so the later recommendation reflects what was actually demonstrated.

Interpret the findings

848 compares the evidence with the success criteria. Technical results are considered with user and operational findings, while value analysis examines the indicators relevant to the business case. The analysis distinguishes measured results from estimates based on assumptions.

Where production-readiness planning is included, the team identifies gaps between the pilot and wider deployment. This shows what additional work or ownership would be needed before the concept could move into live use.

Review the next step

848 presents the findings and explains the scale, refine or stop options. Customer stakeholders review the recommendation and confirm the decision through their own approval process. Feedback and next steps are captured with the outcome pack.

4. Service Delivery and Management

4.1. Deliverables and Outcomes

The deliverables allow the customer to understand the test, assess its findings and use the result in a wider decision. The service scope confirms which planning and evaluation outputs will be supplied.

Deliverable	Use for the customer
Scoping and success-criteria pack	Defines the question and the measures used to judge it, with boundaries and assumptions.
Validation framework	Provides the evaluation principles and supporting templates where commissioned.
Execution and readiness plans	Explain the planned activity and the conditions required before it can run.
Performance and usage findings	Record what was observed within the agreed test conditions, including relevant issues and limitations.
Business value analysis	Relates the findings to expected value, distinguishing measured indicators from indicative estimates.
Outcome and readiness pack	Supports the progression decision and identifies production prerequisites where that planning is included.

The pack should make the reasoning understandable to people who did not take part in the test. It preserves the connection between the original question and the recommendation, allowing the next team to use the result without treating a limited pilot as proof of every future operating condition.

4.2. Working with 848

Validation needs a business sponsor, people who can participate in the test and owners who understand the environment. 848 coordinates the commissioned activity and explains the evidence; the customer retains the decision about investment and adoption.

Participant	Responsibility
848 validation team	Defines and plans the selected work, performs commissioned validation and analyses the findings. Presents the outcome and its qualifications.
Customer sponsor	Explains the decision and expected value. Confirms success criteria and owns the progression decision.
Technical and operational owners	Confirm access, environment readiness and support constraints. Review production implications where relevant.
Pilot participants	Use or observe the concept within the agreed test and contribute the feedback required by the plan.
Concept owner and suppliers	Provide the artefact and explain its behaviour or dependencies. Support retained responsibilities affecting validation.

The engagement agrees review and communication routes during onboarding. Availability of the relevant participants and suitable evidence affects the conclusions that can be drawn, so these commitments form part of planning.

4.3. Service Assurance

The quality of validation depends on whether the test answers the intended question and whether its conclusions reflect the evidence. Assurance follows that chain from success criteria to the final recommendation.

Review focus	What is checked
Relevance	Success measures address the customer's hypothesis and decision.
Readiness	The required environment, participants and evidence sources support the planned activity.
Traceability	Findings remain connected to the test conditions and criteria. Issues that affect interpretation are visible.
Value interpretation	Measured results are distinguished from assumptions and indicative estimates.
Acceptance	The customer reviews whether the agreed work and evidence have been delivered with sufficient clarity to support its decision.

Acceptance does not require the concept to succeed. A negative or mixed result can answer the question well and prevent an unsuitable investment. Production suitability requires additional readiness conditions, while formal financial or regulatory assurance sits outside the validation evidence supplied by this service.

4.4. Onboarding

Onboarding turns the innovation question into an engagement that can be planned and delivered. It establishes the prior work, the decision-makers and the resources needed for meaningful validation.

Preparation	What needs to be established
Concept and prior evidence	Supply the concept or artefact with relevant design and feasibility material.
Decision and success measures	Identify the uncertainty to resolve and the outcomes the sponsor expects to assess.
Scope	Confirm whether the engagement includes planning, execution and evaluation, and the outputs required.
Practical resources	Identify suitable environments and participants, with access to the required data.
Operational arrangements	Confirm deployment constraints and support responsibilities, including readiness and rollback considerations.

The customer identifies who reviews the preparation and accepts the findings. Resource or evidence gaps are addressed in planning so both teams understand their effect before the test is commissioned or scheduled.

4.5. Operating and Improving

During validation, observations and participant feedback help explain the concept's behaviour. The final analysis considers the whole agreed period, including issues that may affect how a result is interpreted.

If the evidence supports refinement, the next cycle needs a revised question and scope. If it supports scale, production prerequisites and receiving ownership guide the next delivery activity. A stop decision preserves the learning for future ideas without requiring further implementation.

Within The Innovative Business, this creates a practical route from exploration to a considered commitment. Longer-term benefit measurement and live service management continue through the arrangements selected for the adopted solution. They are distinct from the evidence gathered during a time-limited validation engagement.

4.6. Handover and Exit

Handover preserves what was learned and gives the next owner enough context to act on it. 848 reviews the findings with the customer and confirms the agreed direction at the close of the engagement.

Handover item	Purpose
Test and evidence record	Explains what was tested and the conditions under which observations were made.
Findings and recommendation	Connects the evidence to the success criteria and the scale, refine or stop discussion.
Readiness actions	Identifies production gaps and receiving responsibilities where transition planning was commissioned.
Decision and next steps	Records customer feedback and the direction confirmed through the outcome review.

The pilot closes within the operational arrangements defined for it, including applicable rollback considerations. Continuing deployment and support have separate scope. The receiving team uses the handover to understand both what the concept demonstrated and what still needs to be established.

5. Why 848

848 helps organisations improve how technology supports the way they operate, make decisions and deliver services. Our focus is not on deploying technology for its own sake, but on connecting technology investment to measurable business outcomes.

Our services are aligned through The Intelligent Business Framework, which brings together five outcome areas: The Intelligent Core, The Secure Business, The Efficient Business, The Insightful Business and The Innovative Business. This provides a consistent way to move from technology foundations and security through to operational efficiency, data-led decision-making and innovation, without treating each requirement as an isolated project.

848 combines consulting, engineering and managed service capability within one UK-based team. That matters because the people who design and implement change understand how technology must operate once it enters live service. Architecture, cloud, security, data, Power Platform, Dynamics 365, Microsoft 365 and managed services can therefore be considered as connected parts of the customer environment rather than separate technical towers.

Our Microsoft capability is supported by established partner credentials and practical delivery experience across Microsoft Azure, Microsoft 365, Power Platform, Dynamics 365, Fabric, Sentinel, Defender, Intune, Entra ID and Purview. 848 is a Microsoft Solutions Partner for Security and a Microsoft Direct CSP, giving our teams direct access to Microsoft technologies, programmes and commercial capability.

Service quality and security are supported by recognised organisational standards. 848 holds ISO/IEC 27001, ISO 9001, Cyber Essentials and Cyber Essentials Plus, with security-cleared capability available where required. These controls sit behind the way we manage information, quality, access, risk and service delivery across customer engagements.

What differentiates 848 is the connection between delivery and improvement. Through Value Chain-Led Managed Services, service information is converted into practical intelligence about how technology and services perform across users, teams, suppliers, systems and hand-offs. Service Flow Analysis extends that view by identifying friction, delay, rework, unclear ownership and recurring service issues across end-to-end journeys. The result is a clear improvement backlog based on real operational evidence rather than assumption.

We also place a strong emphasis on internal capability. Knowledge transfer, clear ownership and practical handover are built into our services so that customers understand what has been delivered, how it works and how it should evolve. Where 848 remains involved, improvement continues through review, prioritisation and measurable service outcomes rather than static support.

For customers, the result is a partner able to move from strategy through design, implementation, validation, operation and improvement while maintaining a consistent view of the wider business outcome. 848 brings together the people, Microsoft capability and service intelligence needed to make technology easier to operate, easier to improve and more valuable over time.