

848

Adoption & Capability Enablement

Service Definition

Innovative Business

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1. Service Overview

A successful pilot creates value only when the organisation is ready to use and sustain what it has learned. Unclear ownership or a gap in internal skills can prevent a validated innovation from becoming part of everyday work. Adoption & Capability Enablement defines the transition and capability arrangements needed to make that next step practical.

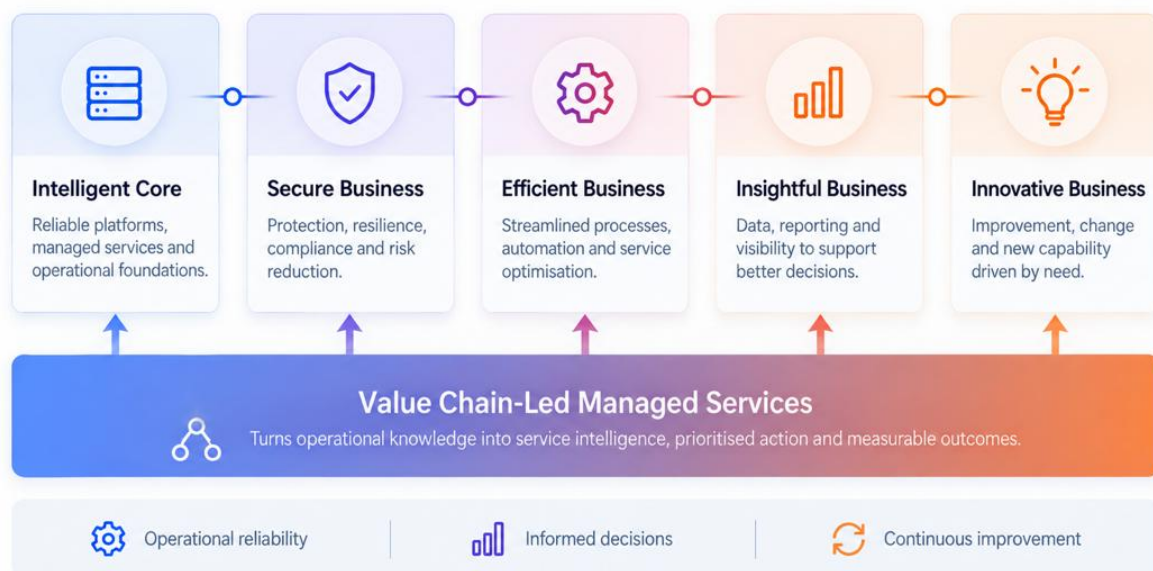
Adoption & Capability Enablement sits within The Innovative Business, part of 848's Intelligent Business Framework. The framework connects technology investment to the way the organisation operates, makes decisions and delivers services. Each engagement addresses the selected outcome while considering its place in the wider customer environment.



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 business need to usable capability

The service turns validation findings into a plan for adoption. It examines readiness, identifies the capabilities people will need and explains how learning should continue after transition. The selected outputs give the customer a basis for commissioning delivery and assigning long-term ownership.

Validation & Proof of Value provides evidence about the innovation and its readiness to progress. This service addresses the organisational conditions for adopting it. Transition planning connects to the appropriate implementation or managed service engagement, while feedback mechanisms keep subsequent improvement aligned with business outcomes.

2. Scope and Service Boundaries

Customers select the elements that support their intended outcome. The scope identifies what 848 will deliver and the work retained by customer teams or suppliers.

Service	Outcome
Innovation transition planning	A plan translates validation findings into transition steps and responsibilities. Dependencies and prerequisites support a clear readiness decision; production rollout is separate.
Change and adoption readiness	An assessment considers leadership alignment and people's readiness for new ways of working. Findings identify adoption risks; communications and change programme delivery are separate.
Innovation centre of excellence design	An operating model defines roles, decision rights and engagement routes for an innovation capability. Establishing, staffing or running the centre is outside this design element.
Capability uplift programme design	Learning journeys and coaching or practical application models describe how internal capability should develop. Delivery of training, coaching and accreditation is separately scoped.
Learning and feedback integration	Defined feedback sources and review mechanisms connect operational experience to improvement decisions. Backlog ownership and ongoing enhancement delivery remain separate.

Dependencies and exclusions

The service provides planning, assessment and design outputs. They do not include production deployment, training delivery or ongoing service management. Customer leadership retains funding and governance decisions. The work uses existing validation evidence and does not redesign or revalidate the innovation itself.

3. How 848 Delivers the Service

Delivery follows the selected scope, using the customer's operating context to guide the work. The sequence below explains how evidence and decisions progress towards the agreed outputs. Customer review and knowledge transfer form part of that progression.

Assess readiness and ownership

848 reviews validation findings and the intended live use with customer stakeholders. Interviews and existing plans expose ownership or readiness gaps. The customer confirms the people and operational functions that need to participate in transition.

Design the capability arrangements

848 defines the selected operating model or learning programme. Responsibilities and development needs are related to the way the innovation will be used. Customer owners review whether the proposed arrangements fit existing teams and decision routes.

Plan operational embedding

848 sets out the transition activities and dependencies needed for adoption. The plan distinguishes customer tasks from future implementation or support work. Readiness recommendations make the conditions for progression visible without substituting for the customer's approval decision.

Define reinforcement and improvement

848 designs the selected learning and feedback mechanisms and explains how findings should inform review. The customer considers the outputs and assigns ownership. Handover equips the team to commission adoption delivery and sustain the proposed capability model.

4. Service Delivery and Management

4.1. Deliverables and Outcomes

The outputs give the customer a usable record of the work and the information needed to act on it. The selected elements determine which deliverables apply; findings and limitations remain visible alongside the results.

Deliverable	Use for the customer
Transition and readiness findings	Shows the conditions, responsibilities and sequence needed to progress from validation to adoption.
Capability or operating model design	Defines the selected roles, learning journeys or centre of excellence arrangements.
Feedback and review model	Explains how operational learning should be captured and considered in improvement decisions.

4.2. Working with 848

The customer's innovation sponsor confirms ambition and priorities. Operational owners explain the future use and support needs. People and learning leads review readiness and capability proposals.

Participant	Responsibility
848 delivery team	Performs the selected work, explains findings and documents the relevant outputs. Coordinates review and knowledge transfer with the customer.
Customer service owner	Confirms the intended outcome and scope. Makes customer decisions and identifies who can resolve dependencies or approve changes.
Customer specialists and suppliers	Provide relevant information and agreed access. Complete retained activity and participate in review or validation where their systems or processes are involved.
Receiving team	Reviews the relevant outputs and takes ownership of the activities that continue after handover.

4.3. Service Assurance

Customer review checks that plans and designs reflect the intended use, with practical responsibilities and dependencies. Acceptance concerns the agreed planning outputs; it does not signify that adoption or training has been delivered.

Review focus	What is checked
Scope alignment	The delivered work and outputs address the agreed requirements and selected service elements.
Evidence and validation	Findings or test results show the basis for conclusions, including known limitations and unresolved dependencies.

Review focus	What is checked
Customer acceptance	Relevant owners review the outputs and understand any open actions before accepting the commissioned work.

4.4. Onboarding

Onboarding establishes the conditions needed for useful delivery. The customer and 848 confirm what the engagement should achieve and check that the people and information needed for the selected work will be available.

Preparation	What needs to be established
Outcome and scope	Confirm the selected elements, boundaries and expected outputs, together with the customer's priorities.
Information and access	Validated innovation findings and relevant transition plans are needed. The customer provides access to leadership and operational stakeholders, together with information about existing skills and ways of working.
Participants and decisions	Identify the service owner, relevant specialists and receiving team. Confirm review participants and escalation routes.
Delivery readiness	Agree the applicable schedule and customer prerequisites. Confirm any operational constraints affecting access, validation or handover.

4.5. Operating and Improving

The proposed feedback cycle connects experience in use to future improvement. Customer owners implement and maintain those mechanisms or commission further help. Ongoing product management and enhancement delivery remain separately scoped.

4.6. Handover and Exit

848 explains the transition plan and capability design to the nominated owners. The customer confirms who will commission and lead adoption execution, including any separate production or support service.

Handover item	Purpose
Agreed outputs	Provide the final documents or configuration material relevant to the selected service.
Findings and open actions	Preserve the evidence, limitations and remaining work for the customer or receiving provider.
Knowledge and ownership	Explain how the outputs should be used and confirm who owns the next operational or improvement activity.

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.