

Dwilde consulting will support your organisation on its journey to providing services in the digital world using all channels available in the most efficient way possible, rethinking direction, investment and service delivery to unlock the potential of technology and digital as an integral part of your business plans to maximise operational effectiveness and meet your strategic objectives, delivering service right first time, all the time

Our approach is driven by a sound understanding of what is at the heart of successful public service delivery in a digital world:

- Re-imagining customer front doors (physical and virtual) to deliver a “once and done” or “right first time” service to residents and businesses utilising technology
- Utilising The spatial design of places to deliver a great quality of life for people and families of all ages, utilising the best technology can offer to live, learn, work and play,
- Understanding how technology and digital can support economic survival and growth to sustain and increase prosperity
- Making technology enabled independent living a reality to allow people enjoy a decent quality of life at home safely and for longer
- Optimising managed services so they are effective and good value
- Providing HR and organisation development support through service transformation
- Providing sound procurement and commercial advice around technology and digital markets and contracts based on extensive breadth and depth of experience, backed by practical research on the state of those markets
- Providing strategic marketing and communication expertise in sensitive political environments backed by a wealth of experience in handling challenging situations and complex public sector brands
- Establishing and growing an effective and ethical data analytics capability that’s relevant to business needs whilst meeting information governance standards
- Providing effective programme leadership based on cross sector experience and successful execution of large scale complex transformation programmes across people, places, resources and commercial enterprises

Service benefits

- Effective and efficient technology service provision, fit for the future and relevant to your organisation’s purpose
- Ensuring your technology architecture is relevant, fast and effective to your organisation and customers
- Places designed to be fit for the future, where technology and digital have been integrated into those plans and designs to maximise return on investment and quality of life, work and leisure
- Effective use of technology and digital to support economic survival and growth and ensuring the skills are there to keep pace with the changing world of work

- Improve access, speed and convenience to and through places whilst minimising congestion and cost
- Best value for money on commercial arrangements with outsourced and third party contracts and procurements
- Improved decision making and service delivery through effective data analytics and intelligence