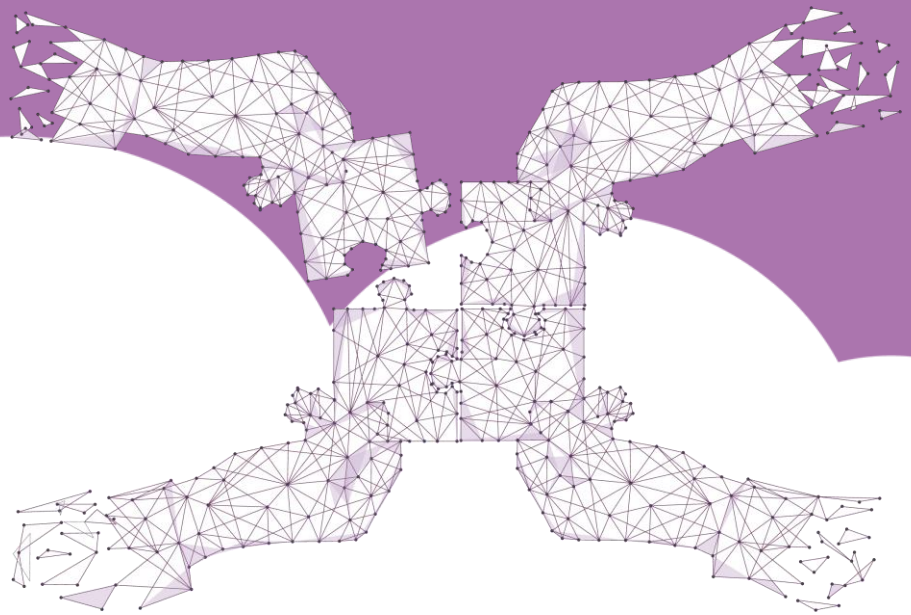
G Cloud - Support

Service Definition Document

Business Transformation Services



quorum

SERVICE DESCRIPTION

Our Business Transformation service helps organisations navigate complex change and achieve sustained business success. Delivered by experienced, accredited consultants, the service supports organisations to redefine strategy, optimise processes, and adapt organisational structures to meet strategic objectives.

The service provides a clear, structured framework with actionable deliverables, ensuring alignment, value realisation, and confident decision-making throughout the transformation journey.

Benefits to the Organisation

- Greater organisational agility and adaptability
- Clear strategic direction and improved decision-making
- Increased efficiency and effectiveness across business processes
- Stronger stakeholder alignment and buy-in
- Reduced operational risk during transformation
- Measurable outcomes and sustained business performance

This service enables organisations to embed change effectively while maintaining continuity and long-term value.



SERVICE DESCRIPTION

- Strategic visioning and transformation planning
- Business process design and optimisation
- Change impact analysis and change management
- Stakeholder engagement and communications planning
- Transformation roadmap development and performance tracking
- Risk assessment and mitigation
- Support for technological and organisational change initiatives

The service is flexible and scalable, supporting both discrete transformation initiatives and wider, multi-year change programmes.



SERVICE PROVISION & SUPPORT

Onboarding

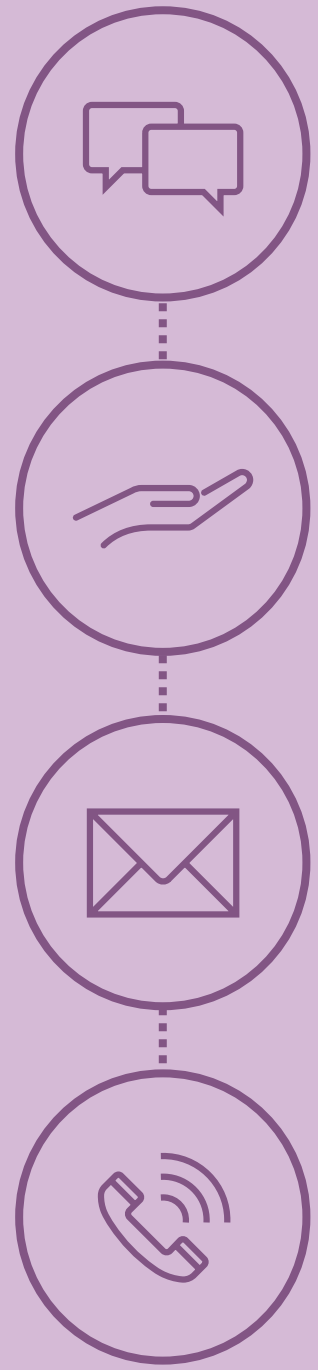
- Quorum would normally deliver this on a project basis, where the delivery team is wholey supplied by Quorum. This team would work with the relevant areas of the client organisation. Should the client choose to manage aspects of this work, Quorum can augment and support the client team.

Key Roles

- Business Transformation Director
- Programme Manager

Account Management

- Ongoing after sales account management is provided to allow the service or elements of the service to be delivered in the future.





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