
txp
Technology
X People

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G-CLOUD 14 SERVICE DEFINITION

Cloud Product Management

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CLOUD PRODUCT MANAGEMENT

TXP's Cloud Product Management service deploys experienced, industry certified staff to guide the success of products. Our significant experience of designing and delivering successful products for government services enables us to ensure adherence to GDS service standards and best practice.

This includes refining strategy, roadmap and feature definition, and assisting the organisation in making key strategic decisions.

The 'customer-first' approach, gathers requirements across the entire stakeholder estate, while retaining a strong focus on the product to ensure the approach is as efficient as possible.

The result, therefore, accurately meets business need, is aligned to the global user base requirements and is best placed to achieve the greatest possible ROI.

The service supports the client's Product Managers and/or Product Owner to deliver the key product objectives, empowering them to ensure delivery, success and continuous improvement of digital/cloud products or platforms.

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FEATURES & BENEFITS

Features

- Expert consultants with extensive experience in public sector delivery
- Product Management approach is tailored to align to organisational need
- Coaching and mentoring to support successful adoption of GDS standards, services and practices
- Instil a 'customer-first' approach to all products
- Ensure user requirements gathering across entire stakeholder estate
- Retain focus on the product to provide most efficient approach
- Guide/refine the Product teams in use of Agile processes
- Support Product Manager / Product Owner to deliver the key product objectives
- Assist/guide the roadmap and backlog creation
- Facilitate continuous product improvement

Benefits

- Deliverables accurately meet business needs
- Align product roadmap to global user base requirements
- Achieve highest possible Return on Investment (ROI)
- Assist all teams to assess and improve velocity and quality
- Maintain focus on key goals and strategy management
- Maximise return by co-ordinating construction, refinement and backlog prioritisation
- Deliver early and embrace history through embedded DevSecOps principles
- Successful navigation of GDS and/or equivalent internal service assessments

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ADDITIONAL SERVICE INFORMATION

Backup, Restore and Disaster Recovery

TXP has a robust DR plan, tested six-monthly (further details on request). Though we would look to use shared repositories when executing work with the client, any repositories which are within our domain will be subject to these disaster recovery and backup plans. The majority of repositories and tooling are typically cloud based and so benefit from the associated assurance of continuity of service.

Onboarding / Offboarding

As part of the service design phase, the onboarding requirements would be carefully scoped and planned. Typically, this would be sensitive to the impact of business change and underlying technology and services.

Benefits

TXP has a general four phase implementation plan that looks to pragmatically onboard, measure and continually improve services. Further information is available on request, but the phases are summarised as:

	Overview	Milestone
Phase 1	Scoping & Planning	Agree Plan
Phase 2	Initial Setup	Agree SLAs, KPIs
Phase 3	Transition	Service Sign Off
Phase 4	Continual Improvement	Monthly Service Reviews

Benefits

Due to the nature of the services being provided, the pricing is reflected in the SFIA model, referenced in the Pricing Document within the G-Cloud Service Description on Digital Marketplace.

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ADDITIONAL SERVICE INFORMATION

Service constraints

There are no specific service constraints.

Service levels for support hours

Support is available by email/ticketing, phone and web – and is available 24/7/365. Extra charges may apply.

Service levels

These are typically on a project-by-project basis, but mechanisms for remedy include the use of service credits for example.

The process

Ordering, invoicing and cancellation are as per the G-Cloud process.

After-sales support

After-sales support for the cloud related services provided under G-Cloud is typically 9am-5pm and available by phone and email.

TXP also operates an ITIL-aligned, SLA driven support function which can provide 24/7 support as part of a specific offering. Our governance wrapper extends to the use of third-party support providers to deliver scalability.

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WHAT WE CAN DO FOR YOU

25

Years in Operation



True Technology Partner

180+

Staff Base



4 Specialist Sectors



Innovative Engagement Models

£40m

Annual Turnover



Near-shore & Off-shore development Partners



Access to more than 1000 Associates

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WHY TXP



Secure, Agile Cloud Development

We execute cloud projects using agile DevSecOps.



Driving ROI

We help clients drive out improving ROIs, by upwards of 20%.



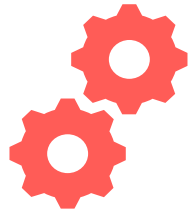
UK - Led

Our client engagement, execution and design governance teams reside in the UK



Industry Experience

We have a proven track record of successful delivery within the Public Sector



Scalable Offering

We are able to respond rapidly to emerging resourcing needs and scale up and down at pace.

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THANKS

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