

Service Definition

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Why PMC	2
Delivery Services	3
Delivery Management as a Service (DMaaS)	4
Cloud Services	5
Cloud Consulting	5
Cloud Solution Delivery	5
Main benefits and features of our proposed services	7
Performance Monitoring	8
At the start	8
Throughout	8
Reporting and Management information	8
Afterwards	9
Delivery tracking	9
Knowledge Transfer	10
Contact Details	11



Why PMC

Providing Outstanding Delivery Capability & Innovative Consulting Services since 1997

PMC are a trusted Programme and Project Delivery Partner to clients within the UK and around the world.

We are specialists in delivering complex, challenging, business and technology programmes, often in rapidly changing, culturally diverse, highly regulated and politically sensitive environments - in the private sector as well as public service and government.

Successful delivery is THE core skill at PMC. Our team have vast experience in delivering:

- Strategy development
- Competitor analysis
- Business & Data analysis
- Legacy to Cloud planning
- Design/Consultation
- Transition Management
- DMaaS - Delivery Management as a Service
- Cloud Strategy
 - determination
 - assurance
 - benefit analysis
 - delivery
- Cloud Services Launch
 - planning
 - governance
 - supplier management
- SaaS implementation
 - leadership
 - programme management
 - delivery
 - subject matter expertise to manage implementation to aggressive deadlines
- Managing transformation and change
 - incorporating people
 - processes
 - technology
- Cutover management and post-cutover support
- Skill and knowledge transfer
- Procurement support and assistance
- Supplier management.

Delivery Services

We are highly experienced in the markets we serve, intimately involved in their evolution, often with a global insight. In particular, we support design, implementation and transformation to a cloud environment.

Based on our insight, we provide high-value, high-impact services that are focused on specific outcomes.

These include:

- ability to identify and analyse organisational need
- cloud strategy development
- investment proposals for cloud services
- cloud services competitor analysis
- creation of cloud-based new business models
- identify efficiencies and savings
- planning workshops
- full lifecycle delivery
- delivery assurance reviews
- project and transformation recovery workshops

We have an in-depth knowledge of the supplier communities that provide services to our Clients, and we are always up to date with the regulatory environments that must be observed.

We also specialise in guiding businesses through supplier and outsourcing selection and subsequent implementation.

Delivery Management as a Service (DMaaS)

Our clients sometimes find themselves in a position where they need to outsource specific elements of delivery. This can be because the delivery in question requires specific subject matter expertise, or simply because the volume of change that is required within a set timescale is more than they can cope with - and it is often a mixture of both. At these times, we support clients through our tailored Delivery Management as a Service (DMaaS) offering.

DMaaS allows clients to outsource key delivery activities to help control costs, reduce risk, and embed knowledge and best practices across teams. A key part of the service is that it ensures complete clarity of what is being outsourced, what services will be provided and what deliverables will be achieved. These services can be provided at a Fixed Price, with payment made on achieving key deliverables - and at all times, the areas of accountability are completely clear.

We have provided DMaaS services to clients in both the Private Sector as well as Public Service and Government, with a tremendous record of success. The service is completely scalable, with many examples of small to medium projects being delivered successfully, right through to large-scale global footprint transformation portfolios being outsourced (with portfolio budgets of multi-hundreds £m per annum)

We have a highly successful track record of delivering Cloud Services via this approach, with a DMaaS 'wrapper' being extremely beneficial to our clients. This has included high-value consulting services to look at a Cloud Strategy, Delivery Assurance assignments, and full delivery of cloud solutions, including all supplier management, full cutover, post-cutover support and handover to BAU.

Cloud Services

Cloud Consulting

We help companies leverage the cloud to streamline current operations, develop new capabilities, and identify opportunities for revenue generation and/or cost savings. We do this through our end-to-end approach to cloud consulting:

- **Linking cloud strategy to business strategy.** We focus on how a cloud architecture can drive business outcomes. We have a strategic point of view, and we are vendor agnostic, helping clients develop a fit-for-purpose roadmap for their cloud journey.
- **Adding value.** By focusing on the highest priority initiatives first, we establish value quickly. This ensures a strong foundation to build a cloud solution and improves business engagement.
- **Driving digital transformation.** The cloud is a key component of the data and digital platforms that power digital transformation. Our cloud team are domain experts as well as being business savvy and technically astute, so they can leverage the cloud in a way that delivers on the specific needs of individual clients.
- **Perfecting the operating model.** Putting a cloud strategy into action requires highly capable teams as well as well-thought-out governance, processes, roles, and performance management. We create the operating models that enable delivery and help organisations embrace and adopt new ways of working.

Cloud Solution Delivery

Our cloud delivery services help our clients adopt and optimise cloud technology. These services assist with selecting the right cloud solutions (public, private, or hybrid), migrating data and applications, and ongoing management to improve efficiency, security, and cost-effectiveness.

What we do

- **Strategy and planning:** We work with your business to create a cloud strategy that aligns with your goals, and helps identify the right operational models, systems & tools.
- **Migration:** We assist in moving data and applications to the cloud, ensuring a smooth transition between systems.
- **Lifecycle Delivery:** We are recognised experts at ensuring end-to-end Cloud Projects / Programmes deliver on time and within budget.
- **Security:** We help implement best practices and security measures to protect your data and ensure compliance.
- **Optimisation:** We identify opportunities to reduce costs, manage resources more



efficiently, and improve performance.

This leads to

- **Improved efficiency** - With access to data and software from any device, anywhere
- **Cost savings** - With optimised cloud usage to help reduce operational costs
- **Enhanced security** - With robust security measures that protect against threats
- **Increased flexibility** - With solutions that can adapt to rapidly evolving business needs



Main benefits and features of our proposed services

We take time to understand our clients

Not only are we experts in our field, but crucially, we also ensure that we are completely in tune with our clients' business, their products & services, their marketplace, their culture, the capabilities of their people and the political landscape they operate in.

We are clear about the value we will add

The reason for using our services is always clear; we never do things our clients can do for themselves. We provide a detailed Statement of Work for all assignments, with clearly defined deliverables.

We focus on benefits and outcomes

The clarity we ensure at the start of any assignment is maintained throughout the lifecycle. This ensures that the achievement of desired outcomes and the realisation of benefits is the key measure of success.

We are proven

We have vast experience and a proven, demonstrable track record of success. We recognise the commitment our clients make when they use our services and we expect to have to demonstrate our worth.

We are truly independent

Everything we do is driven by what is right for our clients.

Our Team

We have exceptional talent within our company; people who have proven themselves to be amongst the most trusted and valued in their chosen field. We blend them with our clients resources and those of their other suppliers, to create highly effective teams that deliver the most efficient, sustainable outcomes possible.

We are compliant

We understand our client's procurement and finance processes, along with any regulatory obligations and ensure we comply.



Performance Monitoring

PMC is committed to a self-regulatory approach, ensuring our processes are fully compliant, transparent, and make life easier for our clients.

At the start...

PMC has been delivering highly successful assignment outcomes for over 25 years. The basis for all our assignments is clear, solid foundations from the start, and we will not commence work on any assignment prior to written confirmation. This ensures efficiency and effectiveness as well as compliance from the start.

At the point of engagement, we agree a Statement of Work / Terms of Reference for the assignment and, if appropriate, we will run a Project Definition Workshop to ensure clarity of roles and responsibility.

Throughout...

During all assignments, the appointed PMC Engagement Lead has regular meetings with the Sponsor (and any steering entity) on a basis that meets the Client's needs.

We hold regular meetings with our assignment teams to ensure they have the right support to meet deliverables and bring real/added value. In addition to assignment-based performance monitoring processes, PMC have ongoing personal/professional development programmes for all personnel, including annual review processes, 'on the job' development (for sharing of knowledge, skills and best practice), internal training and formal external training.

Throughout the assignment, Governance components (plans, budgets, risks, issues etc.) are reviewed in detail, and we also continually assess and monitor the assignment environment (stakeholders, suppliers, cultural, political landscape etc.) and ensure our team (and our clients) are supported and equipped to remain productive throughout.

The PMC Engagement Lead and Commercial Lead meet weekly for purposes of general PMC operational management across assignments, and monthly to formally review all current assignments, outlook & planning.

Reporting and Management information...

At the start of an engagement, the PMC Commercial Lead would agree, with the Client's Procurement / Commercial Lead, any requirements over and above our standard process. These would then be met during the assignment.



This is supported and enhanced by our standard process where we gather and maintain critical assignment information and share this with the client at review meetings and/or as required. This includes project register, RAG status, key milestones and financial status (spend, benefits, cost savings). This information is kept available to the client during and after all our assignments and is available on request.

We attend meetings as required and review performance levels, assignment deliverables, and assess the impact our deliverables have had. We also keep the clients updated on our services, our activity within the marketplace place and any innovation we feel the clients may want/need to be aware of.

Afterwards...

We pride ourselves on delivering sustainable outcomes. After each assignment, our Engagement Lead (and team members) meet the client sponsor, client teams and stakeholders to review outcomes and ensure deliverables are met and embedded.

Our Commercial Lead (Contract Manager) also ensures compliance with all Procurement and Finance processes.

Delivery tracking

The progress and completion of Deliverables is embedded within our Performance Monitoring process, as the achievement of deliverables is at the core of any successful high-performing assignment.

As well as providing high-value, high-impact services, we are experts in Programme and Project Delivery, so our approach to tracking and meeting our deliverables is based on proven, robust, and scalable governance processes, as well as strong communication with all key parties.

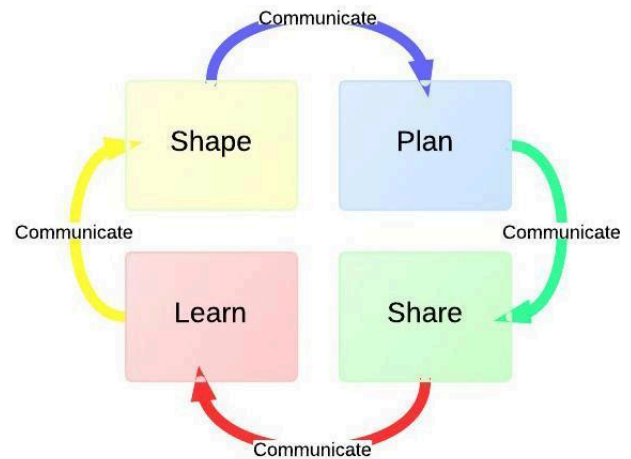
Deliverables are broken down into milestones that are agreed with the sponsor. Our work-breakdown-structure process and detailed planning then produces a plan that can be 'rolled up' to milestone level, which allows executive-level dashboard/roadmap tracking as well as detailed management of the assignment and deliverables, and easy production of management information. These planning tools are used as part of our ongoing assignment reviews, both internally with our assignment leads and team members, and also with our client reviews (sponsor, steering, procurement).

Our approach to deliverables is that they must be met on time, within budget, to the right scope and quality, and crucially, that they are embedded, sustainable and deliver the benefits required.

Knowledge Transfer

This is a core component of the way we work with all our clients. We have a proven track record of client resources who have worked with our teams going on to take more influential and/or specialist roles. This has been from a technical expert level, through to senior management.

On every assignment we undertake, a key part of our approach is always to include as many client resources as possible and to embrace working with other suppliers and partners. During assignments, we seek to transfer skills and knowledge to client resources and embed best practices.



The PMC **'Always Inclusive'** approach promotes a way of working which is beneficial to all:

- Client staff are included and mentored
- Knowledge is developed, shared, transferred and recycled
- Handover & transition of best practice into Business as Usual is standard
- Lessons learned are understood and carried forward to other assignments



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