

**EKIM CONSULTING LIMITED
G-CLOUD 15
SERVICE DEFINITION DOCUMENT**

1. PREAMBLE

This document is intended to provide a service definition for service offerings included within G-Cloud 15. This Service Definition Document should be read in conjunction with any pricing, and/or terms and conditions, for any services required.

2. WHO WE ARE

Ekim Consulting is a partnership of highly experienced executive recruiters and management consultants with in-depth knowledge, extensive networks and a very successful track record of delivery. Working together, we combine our different expertise which provides an enhanced offer to our clients.

We are not a 'cookie cutter' consultancy, and one size does not fit all. We deliver great results by listening to our clients and by designing bespoke solutions for each programme, project or campaign.

We have a shared belief that we can deliver a quality of service that we rarely experienced as 'buyers' ourselves. We do this by forging lasting partnerships and relationships with our clients. Our work is delivered with the client and through the client. It's about partnership, and we get it right.

3. SERVICE DESCRIPTION

Ekim Consulting offers first-class strategic and transformational service-based resource solutions to enable UK public sector Clients to plan, deliver, and manage their cloud-based digital and data transformation initiatives effectively.

Through the provision of Subject Matter Experts and industry-leading practitioners we complement our Clients' in-house skills when they require specific advice and direction; an injection of technical expertise; or have a business-critical programme that needs experienced, accountable direction.

Ekim Consulting supports and de-risks the successful adoption, operation, and optimisation of cloud-based services through the full range of our project management, programme management, change management, and digital delivery capability.

4. WHAT OUR SERVICE DOES

Our service supports Clients to:

- Define and deliver digital and data transformation outcomes.
- Effectively manage cloud-enabled projects and programmes.
- Reduce delivery risk through the provision of Subject Matter Experts and industry-leading practitioners, complementing the in-house skills of our Clients.
- Ensure cloud services are implemented in line with appropriate Government standards.
- Build sustainable capability and enable effective knowledge transfer.
- Our support may be provided for complex portfolios or across individual initiatives.

5. SCOPE OF SERVICES

Our services include:

- Cloud-based digital and data transformation readiness, planning, and delivery.
- Integration, migration, and adoption support.
- Business analysis to deliver outcomes including, but not limited to, requirements gathering and analysis, business case development, impact analysis.
- Project management and programme management aligned to appropriate methodologies including Agile, PRINCE2, MSP, or hybrid approaches.
- Portfolio, dependency, and benefits management.
- Stakeholder and supplier coordination and engagement.

This service is suitable for all UK public sector organisations, and Ekim Consulting have a proven track record of delivery with:

- Central government departments and agencies.
- Local authorities.
- NHS organisations.
- Emergency services.

6. HOW WE DELIVER

Our services are delivered by highly experienced Functional Subject Matter Experts and appropriately skilled and experienced UK-based practitioners. Delivery can be remote, on-site, or hybrid, depending upon Client requirements.

- Delivery is aligned to relevant public sector standards and guidance
- Clear roles, responsibilities, and reporting requirements are agreed at the start of any engagement.
- We deliver results by listening to our Clients and by designing bespoke solutions for each project, programme, or initiative.
- We forge lasting partnerships and relationships with our Clients: our work is delivered with the Client and through the Client.
- We take an outcome-driven approach to delivery. Working with our Clients to understand the desired project, programme, or initiative outcome, we build and mobilise the appropriate solution.

6.1 ONBOARDING AND MOBILISATION

Onboarding our Service includes:

- Agreement of appropriate scope, objectives, and success measures of the engagement.
- Discovery activities, review of existing documentation and plans, stakeholder mapping and engagement.
- Confirmation of governance, reporting, and escalation process.
- Resource mobilisation, delivery planning, and project execution.

6.2 SERVICE MANAGEMENT AND QUALITY CONTROL

Our service delivery is managed through regular progress reporting:

- Delivery status, deliverables and milestone tracking.
- Risk, issue, and dependency monitoring and management.
- Where required, financial and resource reporting.

6.3 PROJECT CLOSURE

Exit management is supported at no additional cost and includes:

- Appropriate knowledge transfer and documentation handover.
- Lessons learned captured and shared.
- Support for transition to internal capability and teams, or alternative suppliers.
- Project close reporting and confirmation and service completion.

7. SECURITY AND DATA PROTECTION

We operate our services in compliance with UK data protection legislation, including the UK GDPR and the Data Protection Act 2018. We are Cyber Essentials Plus Certified.