



Post Implementation Optimisation Service Definition Document

**G-Cloud 15
Lot 3 Cloud Support**

Post Implementation Optimisation

Introduction

Civiteq's Post Implementation Optimisation (Embed and Evolve) service supports public sector organisations to move confidently from go-live to stable operations, measurable value and continuous improvement.

We work across ERP and other enterprise digital solutions, helping organisations stabilise new systems, embed effective support models and strengthen governance using data-led insight. Beyond stabilisation, we support optimisation and innovation that improves productivity, strengthens controls and maximises organisation-wide value.

Our approach means go-live is not treated as the end of delivery, but as the starting point for sustainable improvement.

What we do

Civiteq's Embed and Evolve service helps organisations transition from implementation into mature, well-governed and value-driven operation. We aim for new systems that not only function as intended, but actively support better decision-making, improved services and continuous optimisation.

Organisations typically engage this service when they:

- Have recently gone live with ERP or other enterprise systems
- Are exiting hypercare and need a resilient business-as-usual support model
- Experience post-go-live issues, low adoption or inconsistent processes
- Want to improve productivity, controls or reporting using their existing platform
- Need a clear roadmap for optimisation, automation and future capability

Our Post Implementation Optimisation services typically include:

- **Stabilisation and performance improvement**
Rapid identification and resolution of post-go-live issues through incident triage, configuration review, performance tuning and root-cause analysis.
- **User experience, adoption and learning**
Assessing adoption, capturing user feedback and refining processes, training and support models to embed confident use of the system.
- **Governance, controls and decision-making**
Strengthening post-go-live governance, approval pathways and audit readiness, aligned to best-practice principles such as “adopt not adapt”.
- **Maturity assessment and continuous improvement planning**
Using structured maturity models to assess stability and utilisation, identify improvement opportunities and build prioritised optimisation backlogs.

- **Process improvement and automation**
Reviewing process health, removing workarounds, redesigning inefficient practices and introducing automation to reduce effort and risk.
- **Security, access and risk management**
Reviewing roles, permissions and segregation of duties, strengthening monitoring and improving compliance in cloud environments.
- **Benefits realisation, analytics and reporting**
Establishing or refining benefits baselines, improving reporting and analytics, and making benefits visible, measurable and sustained.
- **Strategic advice for ongoing evolution**
Horizon scanning, roadmap development and advisory support to help organisations adopt new SaaS features and align platforms to future priorities.
- **AI and automation**
Advising on the responsible use of automation and AI, including data readiness, governance and assurance requirements.

This service can be delivered independently or alongside other Civiteq G-Cloud services, including ERP Transformation, Business Implementor and Change Management.

How we do it

Civiteq delivers Post Implementation Optimisation through its proven **Embed and Evolve** approach, providing structure and assurance while remaining flexible to organisational needs.

1. Stabilise → Optimise → Innovate framework

We follow a clear progression model:

- **Stabilise** – Resolve early issues, improve performance, strengthen controls and build confidence after go-live.
- **Optimise** – Refine processes, improve user experience, embed best practice and remove inefficiencies.
- **Innovate** – Introduce new capabilities, automation and data-led insight to extend value and support future change.

2. Evidence-led delivery

Interventions are driven by:

- Maturity assessments and health checks
- Data-led diagnostics and benchmarking
- User feedback and adoption insight

- Process and performance reviews
- Governance and control analysis

3. Capability-building partnership

We work alongside internal teams to provide sustainability through:

- Knowledge transfer and coaching
- Embedded specialists
- Co-design of processes, controls and service models
- Structured handover and upskilling

4. Standardised governance and assurance

We apply proportionate governance, which may include:

- Readiness and decision gateways
- Risk, issue and dependency management
- Change and release control
- SaaS update impact assessment
- Service performance monitoring and reporting

Outcomes you can expect

Buyers using Civiteq's Embed and Evolve service can expect:

- **Stable, predictable operations**
Reduced disruption, faster issue resolution and improved confidence following go-live.
- **Higher adoption and improved user experience**
Confident users, fewer errors and smoother day-to-day operations.
- **Streamlined processes and measurable efficiency gains**
Reduced manual effort, improved compliance and consistent service delivery.
- **Trusted, actionable data and insight**
Improved data quality, reporting accuracy and decision-making capability.
- **Reduced risk and stronger compliance**
Clearer controls, improved audit readiness and stronger segregation of duties.
- **Optimised use of cloud platforms and licensing**
Better configuration, improved performance and more effective use of SaaS functionality.

- **Sustained benefits and continuous improvement**
Ongoing value realisation supported by optimisation backlogs and maturity tracking.

Timescales

Timescales vary depending on system complexity, data quality and organisational capacity. Typical patterns include:

- **Mobilisation and diagnostic (2–6 weeks)**
Governance setup, maturity assessment, adoption review and prioritised optimisation roadmap.
- **Stabilisation interventions (4–8 weeks)**
Issue resolution, performance improvements, support model strengthening and configuration fixes.
- **Optimisation waves (6–12 weeks per wave)**
Targeted improvements such as process redesign, reporting uplift, SaaS update adoption or automation.
- **Innovation and continuous improvement (ongoing)**
Longer-term enhancement, new capability adoption and strategic optimisation.

Detailed plans are agreed during mobilisation.

Buyer dependencies

To deliver effectively, buyers are expected to provide:

- Access to system environments and documentation
- Availability of internal SMEs and support teams
- Timely governance decisions
- Engagement from functional and technical leads
- Access to relevant reporting tools and data

Where dependencies are not met, Civiteq will highlight impacts and agree revised plans rather than allowing unmanaged drift.

Resources

Embed and Evolve engagements are delivered by multi-disciplinary teams, scaled to need.

Typical roles may include:

- **ERP Principal Consultant** – Leads optimisation strategy, process redesign and operating model alignment.

- **Functional Leads (e.g. HR, Finance, Payroll, Procurement)** – Provide module-level optimisation and best-practice support.
- **Business Change Lead** – Oversees adoption, engagement, learning and behaviour change.
- **Data and Reporting Analyst** – Improves data quality, reporting, KPIs and analytics.
- **Technical / Integration Specialist** – Supports performance, security, workflow and SaaS update impact management.
- **PMO / Delivery Manager** – Provides governance, planning, reporting and assurance.

Roles and effort are tailored to organisational size and complexity, with rates as per the published rate card.

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