



**Business Implementor
Service Definition Document**

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

Business Implementor

Introduction

Civiteq is an independent, client-side business integrator for the public sector. We specialise in digital and service transformation and ERP implementation, supporting public sector organisations from early discovery and business case development through procurement, implementation and post-go-live optimisation.

As a business integrator, we act on behalf of the client to coordinate delivery across people, process, data and technology. Our approach embeds both systems and organisational change, for strong programme governance, active risk management, and practical benefit realisation.

Our Business Implementor service can be delivered as a single integrated offering or as modular work packages within a wider transformation programme.

What we do

Civiteq's Business Implementor service provides end-to-end, client-side leadership for complex transformation and ERP programmes. We work alongside senior sponsors, programme directors and PMOs to plan, govern and deliver change across multi-supplier environments.

Organisations typically engage this service when they:

- Are replacing or implementing ERP or core business systems
- Require independent client-side leadership in multi-supplier programmes
- Need to improve control, assurance or pace of delivery
- Are recovering or re-setting a challenged programme
- Are managing organisational change such as Local Government Reorganisation (LGR) or shared services reform
- Require post-implementation stabilisation, adoption and optimisation support

Our Business Implementor services typically include:

- **Programme and delivery leadership**
Providing client-side programme and project management, governance, reporting and assurance across the full lifecycle.
- **Business analysis and service design**
Leading discovery, process design, requirements validation and operating model alignment.
- **Commercial and supplier management**
Supporting procurement, contract management, supplier coordination and independent decision support.

- **Change management and adoption**
Delivering integrated change strategy, communications, learning and adoption tracking to support successful transition.
- **Data, reporting and insight**
Overseeing data readiness, migration planning, reporting design and information governance.
- **Technical and functional oversight**
Providing architecture assurance, integration oversight and alignment between business needs and technical delivery.
- **Testing, cutover and transition management**
Coordinating assurance, readiness, cutover and go-live activity, including early-life (hypercare) support.
- **Benefits realisation and optimisation**
Defining benefits, tracking outcomes and supporting continuous improvement beyond go-live.

In practice, this service means transformation is coordinated, controlled and outcome-focused from start to finish.

How we do it

Civiteq applies a consistent, phase-based delivery approach that enables buyers to govern complex programmes with confidence and evidence.

Our delivery stages typically include:

1. **Mobilise**
Confirm scope, objectives, governance, roles, reporting and initial priorities.
2. **Discover**
Establish the current position, validate risks and constraints, and baseline readiness across people, process, data, technology and delivery capability.
3. **Define and design**
Agree outcomes, design principles, requirements approach, data strategy, operating model impacts and the delivery roadmap.
4. **Prepare**
Baseline delivery plans, confirm environments and access, agree testing and assurance approaches, and align procurement activity where required.
5. **Implement**
Deliver iteratively with strong controls, risk and issue management, readiness reviews and decision tracking.
6. **Embed and optimise**
Stabilise delivery outcomes, transfer knowledge, track benefits and agree ownership of the optimisation backlog.

Each phase concludes with a readiness checkpoint, with defined conditions and named owners for any blockers. Governance typically includes regular delivery checkpoints, design and decision forums, and steering oversight.

Outcomes you can expect

Buyers using Civiteq's Business Implementor service can expect:

- **Strong governance and delivery control**
Clear accountability, structured decision-making and transparent reporting across complex programmes.
- **Reduced programme risk and improved pace**
Early visibility of issues and dependencies, with proactive intervention to maintain momentum.
- **Better coordinated delivery across suppliers**
Clear roles, interfaces and escalation routes in multi-supplier environments.
- **Solutions that work end-to-end**
Alignment between systems, processes, data and operating models, enabling reliable operations and better insight.
- **Effective change adoption and minimal disruption**
Well-prepared teams, controlled go-live and smoother transition into business-as-usual.
- **Realised and sustained benefits**
Benefits that are clearly defined, measurable and embedded into operational ownership.

Timescales

Timescales vary depending on scope, scale, data quality and supplier landscape. Civiteq plans delivery as a sequence of phases rather than fixed dates.

Typical patterns include:

- **Discover (short: typically 2–6 weeks)**
Focused insight to confirm readiness, options and the case for change.
- **Define (short to medium: typically 4–10 weeks)**
Agreement of scope, requirements, design principles and roadmap.
- **Procure and prepare (medium: typically 8–20 weeks)**
Procurement completion, mobilisation and readiness planning.
- **Develop and deliver (long: typically 3–12+ months)**
Main implementation period, including change, data migration, testing and go-live.

- **Embed and evolve (medium, post-go-live: typically 4–12 weeks, then optional ongoing)**
Hypercare, adoption reinforcement, benefits tracking and continuous improvement.

Detailed timelines are confirmed during mobilisation based on organisational complexity and constraints.

Resources

Business Implementor engagements are delivered by multi-disciplinary teams, scaled to programme size and complexity.

Typical roles may include:

- **Programme Director** – Overall accountability, senior advisory input and stakeholder management.
- **Programme Manager / Delivery Lead** – Provides overall client-side leadership, governance and coordination.
- **PMO Lead and PMO Consultants** – Establish and operate programme controls, reporting, planning, risk and financial management.
- **Workstream Leads / Project Managers** – Manage delivery within defined scope areas.
- **Solution Architect** – Provides technical and integration assurance aligned to business needs.
- **Operating Model or Service Design Lead** – Oversees service and organisational design.
- **Business Analysts** – Lead discovery, process design and requirements validation.
- **Change Lead and Change Managers** – Deliver integrated change, communications, learning and adoption support.
- **Test and Transition Leads** – Coordinate testing, readiness, cutover and early-life support.
- **Subject Matter Experts** – Provide specialist input where required.

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

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