



Advisory Services
Service Definition Document

G-Cloud 15
Lot 3 Cloud Support

Advisory Services

Introduction

Civiteq provides outcome-driven advisory services that help public sector organisations plan, shape and deliver complex change with confidence. Our advisory support spans digital and service transformation, operating model design, enterprise resource planning (ERP) programmes and organisational change.

We work with organisations to translate strategic ambition into practical, deliverable plans; reduce delivery risk; and achieve measurable, sustained outcomes from change. Our advice is evidence-based, pragmatic and grounded in real delivery experience. We focus on enabling confident decisions rather than theoretical recommendations.

Civiteq has deep experience supporting local and central government and applies the same proven approaches across the wider public sector, including health bodies, education institutions and arm's-length organisations.

What we do

Our Advisory Services provide flexible, specialist support across the full lifecycle of public sector transformation. This service can be engaged for discrete advisory assignments or as ongoing support alongside major programmes.

Where delivery responsibility or specialist capability is required, Civiteq's Advisory Services seamlessly transition into our specialist G-Cloud services, including ERP Transformation, Programme & Project Management, Change Management and Post-Implementation Optimisation.

Organisations typically engage Civiteq's Advisory Services when they need independent, practical advice to:

- Define or refine a transformation, digital or technology strategy
- Plan, reset or assure a complex ERP or cloud-enabled programme
- Design new operating models, services or ways of working
- Strengthen governance, delivery confidence or commercial arrangements
- Embed change and realise benefits

Our advisory support is suitable at any stage of maturity, from early concept and planning through to delivery, optimisation and post-go-live improvement.

Typical areas of support include:

- **Digital and service transformation advisory**
Strategy development, service and operating model design, transformation planning and delivery advice.

- **Technology and service review**
Independent assessment of current (“as-is”) services, systems and capabilities, with clear recommendations and roadmaps.
- **Programme and delivery advisory**
Programme definition, mobilisation advice, recovery support and independent assurance for complex initiatives.
- **ERP advisory**
End-to-end advisory support across ERP and best-of-breed platforms, including discovery, planning, readiness and delivery advice.
- **Options appraisal and business case development**
Evidence-based options analysis and Green Book-aligned business cases to support confident investment decisions.
- **Target Operating Model (TOM) design**
Organisational design, shared services models and future-state operating models aligned to strategy and technology.
- **Commercial and procurement advisory**
Advisory support for IT, digital and ERP sourcing, supplier selection and contract strategy.
- **Business integration and assurance**
Independent client-side advice in complex, multi-supplier public sector environments.
- **Change and benefits advisory**
Change strategy, readiness assessment, adoption planning and benefits definition.
- **Post-implementation advisory support**
Stabilisation, optimisation planning and continuous improvement following programme delivery.
- **AI and automation**
Advice concerning the responsible use of automation and AI, including data readiness, governance and assurance requirements.

Advisory engagements are tailored to buyer need and may range from:

- **Short assignments** – typically 2–6 weeks (e.g. options appraisals, reviews, business cases)
- **Medium-term support** – typically 3–6 months (e.g. programme setup, TOM design, procurement advice)
- **Longer engagements** – typically 6–24 months (e.g. ERP, digital or organisation-wide transformation programmes)

Typical outputs

Depending on scope, advisory outputs may include:

- Strategy papers and transformation roadmaps
- Options appraisals and outline or full business cases
- Programme and implementation plans
- Operating model designs and service blueprints
- Procurement and commercial documentation
- Change, communications and benefits realisation plans
- Governance frameworks, assurance reports and delivery dashboards

How we do it

Civiteq applies a consistent, phase-based advisory and delivery methodology that enables buyers to commission support with confidence and govern progress with evidence.

Our approach typically follows six stages:

1. **Mobilise** – Confirm objectives, scope, constraints, governance, roles and ways of working.
2. **Discover** – Establish the current position, risks and readiness across people, process, data and technology.
3. **Define & Design** – Agree outcomes, design principles, options, requirements and the delivery roadmap.
4. **Prepare** – Confirm plans, readiness, procurement approach (where relevant) and assurance checkpoints.
5. **Implement** – Provide advisory support during delivery, with issue resolution, risk management and decision support.
6. **Embed & Optimise** – Support stabilisation, benefits tracking and optimisation planning.

Each stage concludes with a readiness gate to ensure informed decisions and controlled progression. Governance and assurance are proportionate to risk and complexity.

Outcomes you can expect

Civiteq's Advisory Services focus on enabling better decisions and stronger outcomes, not standalone reports. Buyers typically achieve:

- **Clear strategic direction**
Transformation priorities and roadmaps aligned to organisational objectives and constraints.

- **Reduced cost and improved efficiency**
Identification of opportunities to rationalise systems, processes and operating models.
- **Stronger delivery confidence**
Well-defined, well-governed programmes with reduced risk and clearer decision pathways.
- **Improved digital and technology outcomes**
Technology choices aligned to business need, regulation and long-term sustainability.
- **Effective use of specialist capability**
Targeted advisory input where it delivers the greatest value for money.
- **Better adoption and benefits realisation**
Change and benefits embedded into planning and delivery, not treated as an afterthought.
- **Improved commercial and supplier assurance**
Greater confidence in procurement, contracts and supplier performance.
- **A clear roadmap for future change**
Evidence-based investment decisions and prioritised next steps.

Timescales

Delivery timescales depend on scope, complexity and organisational readiness.

- Advisory engagements can typically commence within 2–4 weeks of order, subject to resource availability.
- Support can be provided on a fixed-term basis for defined outputs or time-and-materials for ongoing advisory support.
- Delivery can be remote, on-site or blended, depending on buyer preference.

Buyer dependencies

To deliver effectively, Civiteq requires:

- Timely access to stakeholders and decision-makers
- Availability of relevant documentation, data and system information
- A nominated client lead to support governance, approvals and coordination

Resources

Advisory engagements are delivered by experienced consultants, scaled to the nature and complexity of the work. Typical roles may include:

- **Engagement Lead / Principal Consultant** – Overall accountability, senior advisory input and stakeholder management.
- **Programme or Delivery Lead** – Programme definition, mobilisation advice and delivery assurance.
- **Business Analyst / Service Designer** – Discovery, process analysis, requirements and service design.
- **Operating Model or Change Specialist** – TOM design, readiness and adoption advice.
- **Commercial or Procurement Specialist** – Sourcing strategy, options analysis and supplier assurance.
- **Subject Matter Experts** – Brought in as required across ERP, data, technology or regulation.

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

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