



## **ERP Transformation Service Definition Document**

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

# ERP Transformation

## Introduction

Civiteq supports public sector organisations to deliver ERP-enabled transformation through a structured, phased approach. We are a business integration partner specialising in enterprise resource planning (ERP) for the public sector, with experience delivering complex change in regulated, high-assurance environments.

We provide end-to-end ERP transformation services, from early discovery, options appraisal and business case development through procurement, implementation, adoption and post-live optimisation. Our phased methodology supports controlled delivery, reduces risk and embeds ERP solutions effectively to deliver measurable business outcomes.

## What we do

Civiteq's ERP Transformation service provides structured, end-to-end support for organisations implementing ERP or best-of-breed enterprise systems. The service is designed for buyers who require strong delivery control, assurance and progressive benefits realisation across complex ERP programmes.

We design services and systems with interoperability in mind, supporting collaboration across organisations, partners and shared services.

Organisations typically engage this service when they are:

- Implementing or replacing ERP platforms (finance, HR, payroll, procurement or integrated suites)
- Seeking to reduce risk and disruption through phased delivery rather than a single “big bang”
- Managing complex data, integration and supplier dependencies
- Requiring strong governance, assurance and readiness controls
- Needing support beyond technical configuration to drive adoption and value realisation

Our ERP Transformation services typically include:

- **Programme and delivery governance**  
Establishing delivery rhythm, decision forums, roles, reporting and assurance evidence to support controlled, auditable ERP delivery.
- **Business process and operating model alignment**  
Supporting process discovery, gap analysis, requirements validation, harmonisation and workflow optimisation aligned to ERP best practice.
- **Data readiness and migration**  
Assessing data quality, profiling and cleansing requirements, defining migration and validation approaches, and establishing data governance.

- **Change management and adoption**  
Undertaking impact assessment, communications and engagement planning, learning needs analysis and adoption tracking to support effective transition.
- **Solution design, configuration and integration support**  
Supporting ERP design and configuration decisions, integration planning, security and access design, and performance considerations.
- **Testing, assurance and cutover planning**  
Defining testing strategies and evidence models, coordinating system and user testing, managing defect triage, and planning cutover and go-live readiness.
- **Supplier and commercial coordination**  
Supporting vendor coordination, collaboration controls, escalation routes and commercial inputs where in scope.
- **Stabilisation and optimisation**  
Providing early-life (hypercare) support, lessons learned, post-implementation review, benefits tracking support and an agreed optimisation backlog.

In practice, this service enables organisations to deliver ERP safely and progressively, keeping technology, people and processes aligned. It can be delivered independently or alongside other Civiteq G-Cloud services, including Phased Transformation, Functional Transformation and Change Management.

## How we do it

Civiteq delivers ERP transformation through a consistent, phase-based methodology that enables buyers to govern delivery with confidence and evidence.

Our approach emphasises readiness, decision control and assurance, so progress is based on validated outcomes rather than assumptions.

Delivery stages typically include:

1. **Mobilise**  
Confirm scope, objectives, constraints, governance, roles, reporting and initial priorities.
2. **Discover**  
Establish the current position, validate risks and constraints, and baseline readiness across business processes, data, technology, security and delivery capability.
3. **Define and design**  
Agree outcomes, design principles, requirements approach, data strategy, operating model impacts and the ERP delivery roadmap.
4. **Prepare**  
Baseline the delivery plan, confirm environments and access, agree testing and assurance approaches, align procurement steps where required and confirm go-live strategy.

## 5. **Implement**

Deliver iteratively with clear controls, risk and issue management, testing evidence, 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 minimum 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 ERP Transformation service can expect:

- **Improved governance and delivery confidence**  
Clear accountability, structured decision-making and strong assurance evidence provide confidence in delivery pace and control.
- **Reduced delivery risk**  
Early identification and management of risks, dependencies and constraints reduces disruption and rework.
- **Improved process outcomes**  
Simplified, standardised processes aligned to ERP best practice support greater efficiency and consistency.
- **Improved data quality and insight**  
Stronger data governance and migration discipline result in fewer errors, clearer ownership and more reliable reporting.
- **Effective change adoption and productivity**  
Structured change and learning approaches support smoother transition, reduced resistance and improved user confidence.
- **Stable and controlled go-live**  
Evidence-based testing, controlled cutover and early-life support minimise disruption and enable rapid stabilisation.
- **Stronger supplier collaboration**  
Clear roles, escalation routes and governance improve working relationships and support cost and performance control where in scope.
- **Sustainable long-term value**  
Benefits tracking, knowledge transfer and an agreed optimisation backlog support continuous improvement beyond go-live.

## Timescales

ERP transformation timescales vary depending on scope, number of business units, data quality and decision-making speed. As a guide, typical phases include:

- **Mobilise and discover (2–6 weeks)**  
Establishing governance, confirming scope, engaging stakeholders and baselining readiness.
- **Define and design (4–10 weeks)**  
Designing future processes, ERP configuration approach, data strategy and delivery roadmap.
- **Prepare (4–12 weeks)**  
Finalising delivery plans, environments, testing approaches and readiness activity, often overlapping with design.
- **Implement and transition (typically 8–26 weeks per increment)**  
Delivering ERP in phased increments, with timelines dependent on complexity and integration requirements.
- **Embed and optimise (4–12 weeks post go-live)**  
Stabilising delivery, transferring knowledge and initiating optimisation and continuous improvement.

A tailored plan and critical path are confirmed during mobilisation and discovery, reflecting organisational constraints and readiness.

## Buyer dependencies

To deliver at pace, buyers are expected to provide:

- A named senior owner with decision-making authority
- A day-to-day delivery lead and access to relevant stakeholders
- Timely access to documentation, systems and environments
- Availability for workshops, validation, testing and sign-off
- Clear approval routes and decision timescales
- Access to supplier and commercial contacts where required

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

## Resources

ERP Transformation engagements are delivered by multi-disciplinary teams, scaled to the size and complexity of each phase.

Typical roles may include:

- **Engagement or Delivery Lead** – Accountable for scope, governance, reporting and coordination.
- **Enterprise or Solution Architect** – Shapes ERP design, integrations, non-functional requirements and assurance.
- **Business Analyst / Process Lead** – Leads discovery, process design and requirements validation.
- **Data Lead** – Covers data assessment, migration planning, validation and governance.
- **Change Lead** – Oversees impact assessment, communications, learning and adoption tracking.
- **Test Lead** – Defines assurance approaches, coordinates testing and manages defect resolution.
- **Subject Specialists** – Provide expertise in areas such as security, integration, reporting or cutover planning.

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

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