



Crown Commercial Services G-Cloud 15 Framework

Service Definition | Lot 3 – Cloud Support Services

Change Management and Adoption

Introduction to Stellarmann

Bespoke built, expert led, delivery driven

Stellarmann is a specialist technology and business transformation consultancy, supporting public and private sector organisations to deliver complex change with confidence.

We launched in 2020 to help clients access exceptional expertise while putting stronger accountability behind delivery, supported by clear governance in a rapidly evolving delivery landscape.

Since then, we've supported multi-million-pound programmes for major government departments and organisations, including HMRC and The Crown Estate, by building and leading high-performing outcome-focused teams matched to each engagement.

Our shared-risk commercial approach keeps delivery anchored to agreed outcomes and measurable progress, while our Engagement Delivery Management team provides hands-on oversight shaping robust Statements of Work, maintaining alignment to deliverables and acceptance criteria and reducing the operational burden on client-side leaders.

Trusted Supplier for Change & Innovation

Crown
Commercial
Service
Supplier

TS4
DOS7
DALAS
G-Cloud 15



psr:SOW
Accredited Supplier

Change Management and Adoption

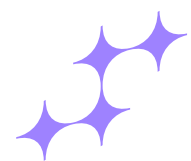
Service Description

Change succeeds when people understand what is changing, why it matters and how to do the work in the new way. Without that new processes and platforms go live but benefits do not land and disruption lasts longer than it should.

Stellarmann delivers structured, practical change management focused on adoption and stability. We start with a clear impact view: which roles are affected, what behaviours must change and where risk sits. We map stakeholders, assess readiness and agree measurable adoption outcomes.

We then deliver a change plan that is easy to execute: targeted communications, role-based training, leadership coaching and a support model that people can rely on. We design feedback loops so the team can adjust quickly based on real issues and user insight. For go lives, we run readiness checks and support transition into operations, including hypercare where needed.

We keep the approach proportionate, focused on what will actually move behaviour and reduce disruption. The outcome is higher adoption, clearer ownership, faster stabilisation and a change capability the organisation can reuse without unnecessary complexity.



Features

- ✦ Define a clear change strategy and delivery plan
- ✦ Map stakeholders and impacts to target the right interventions
- ✦ Create communications plans and content that land clearly
- ✦ Design role-based training and practical materials people can use
- ✦ Coach leaders to align messaging and reinforce new behaviours
- ✦ Set adoption measures and KPIs to track progress and benefits
- ✦ Run feedback loops and iterate based on real user signals
- ✦ Complete readiness checks and support cutover/go live activity
- ✦ Plan support routes and hypercare for early-life stability
- ✦ Embed sustainment and handover so change sticks

Benefits

- ✦ Higher adoption, with the service used correctly and consistently
- ✦ Clear messaging reduces uncertainty, confusion and resistance
- ✦ Visible, consistent leadership sponsorship strengthens confidence
- ✦ People understand what's changing and what "good" looks like
- ✦ Stakeholders engaged purposefully, with fewer surprises and escalations
- ✦ Readiness checks and support routes reduce go-live disruption
- ✦ Issues surfaced early and resolved quickly after cutover
- ✦ Users feel capable and supported in new ways of working
- ✦ Clear plans and communications reduce churn and rework
- ✦ Change embedded into BAU and sustained over time

How this enables better outcomes

Change & Adoption underpins successful delivery across operating model, governance, digital, cloud and data work. It ensures people understand, accept and use what is being delivered, so benefits are realised and the organisation can sustain change without unnecessary complexity.

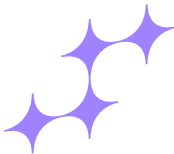
Common triggers
✦ Adoption is low or inconsistent after previous change
✦ Users lack confidence in new tools or processes
✦ Leaders need clearer sponsorship and alignment
✦ Operational readiness for go live is uncertain
✦ Change fatigue required a focused, practical approach

Service Constraints

Requires access to programme leadership, impacted teams and delivery artefacts. Tool configuration and technical build are out of scope unless separately commissioned.

Delivered remote first; onsite workshops by agreement.

Out-of-hours support can be arranged for critical events.



Engaging Stellarmann

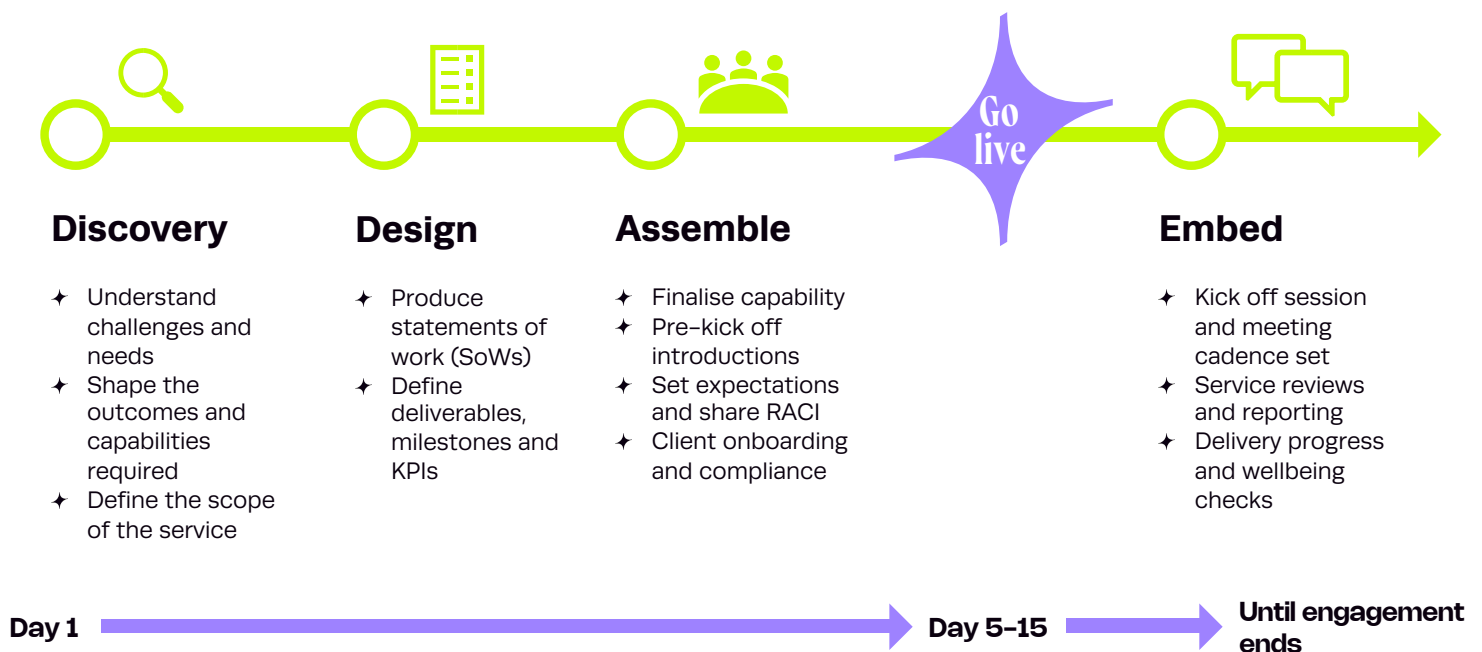
Ordering

Our services can be engaged inline with the G-Cloud 15 framework call off terms. Please get in touch initially by emailing gcloud@stellarmann.com

Service Delivery

We assign each of our clients a dedicated, free of charge engagement delivery manager who will be responsible for shaping the services, outcome and deliverables as well as for ensuring the quality-of-service delivery.

We will guide you through our comprehensive four stage service delivery process that takes our buyers from initial discovery to the end of the engagement.

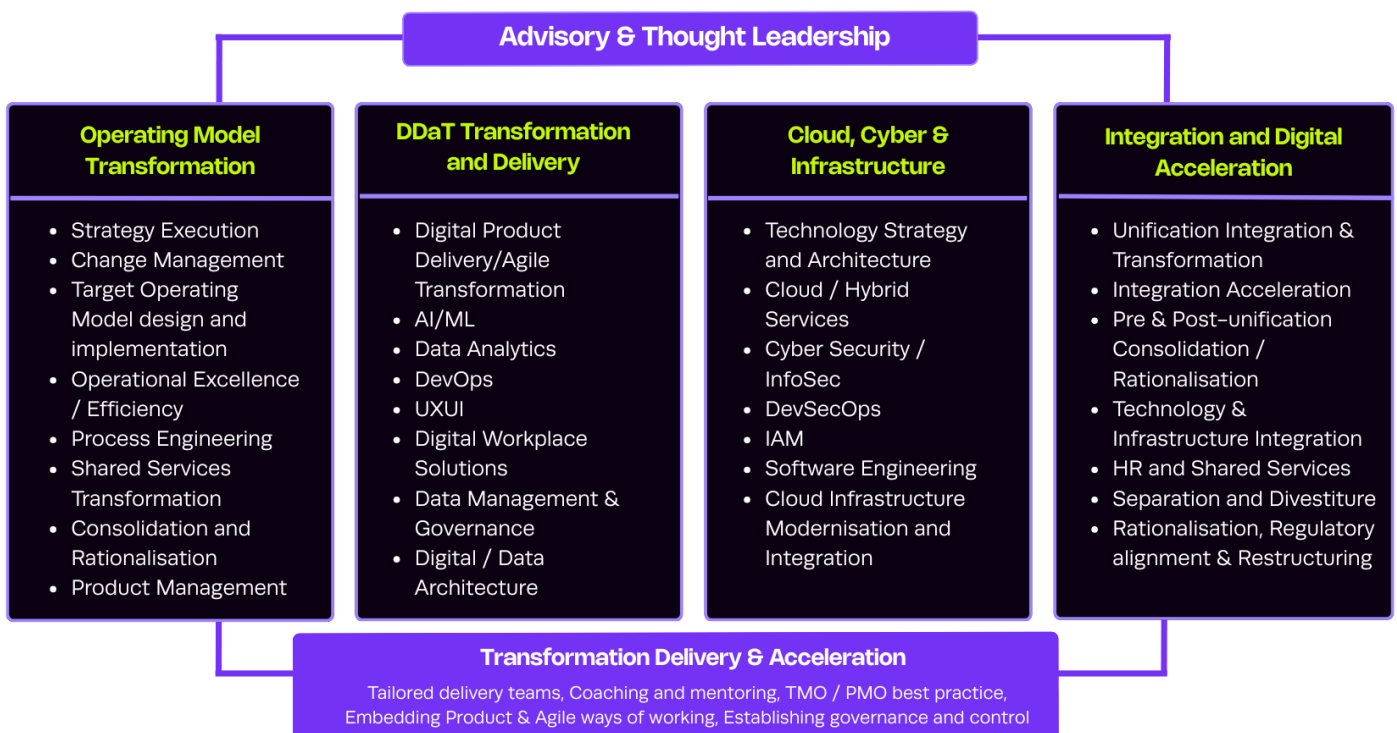


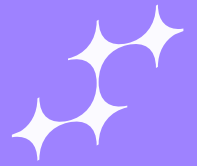
Stellarmann Services Overview

Our breadth of capability across technology and business transformation enables us to build long-term partnerships and support customers in achieving strategic outcomes, whether you need targeted expertise for a critical workstream or end-to-end delivery across a complex programme. We help organisations lean on exceptional expertise while putting stronger accountability behind delivery, supported by clear governance in a rapidly evolving delivery landscape.

Services are designed to accelerate progress while minimising unnecessary complexity: we mobilise quickly (often within 10–15 working days) embed as “one team” with client and supplier stakeholders and transfer knowledge so capability remains with your organisation. Every engagement involves a shared-risk commercial approach, anchored to agreed deliverables and acceptance criteria, supported by dedicated Engagement Delivery Management to provide delivery assurance, governance and clear reporting.

We do the hard yards of delivery alongside you. Bringing clarity, momentum and execution to every stage of the journey.





Get in touch

To find out more or request our public sector reference case studies

Email | gcloud@stellarmann.com

Call | 0203 393 6960

Visit | www.stellarmann.com



psr:SOW
Accredited Supplier

Crown
Commercial
Service
Supplier

TS4
DOS7
DALAS
G-Cloud 15

