Stellarmann

Crown Commercial Services
G-Cloud 15 Framework

Service Definition | Lot 3 – Cloud Support Services

Business Architecture and Business Analysis

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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

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Business Architecture and Business Analysis

Service Description

Transformation slows when requirements are unclear, processes are undocumented and decisions rely on assumptions. Teams face ambiguity, churn and duplicated effort, increasing delivery risk and delaying outcomes.

Stellarmann establishes clarity by grounding change in evidence. We assess how services currently operate: processes, systems, roles, data flows, constraints and user needs. We identify where value is lost and where alignment breaks down across policy, operations and technology.

We create the foundations for delivery: process maps, service blueprints, business rules, requirements, acceptance criteria and prioritised backlogs. We validate needs through user research and ensure traceability from discovery through testing, so decisions remain transparent and assured.

We support teams through options analysis, governance packs and structured communication that accelerates approvals and reduces rework. We hand over clear artefacts and provide coaching so internal teams can maintain momentum.

The outcome is predictable delivery, reduced ambiguity and services shaped around real needs, not assumptions.

We leave behind structured documentation, decisions and ownership so the approach is sustained.

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Features

- Business architecture assessment with domain, capability and process mapping
- End-to-end process analysis and optimisation
- Requirements elicitation, modelling and prioritisation
- User research to validate needs, behaviours and pain points
- Service mapping and blueprinting across channels
- Backlog creation, refinement and dependency mapping
- Acceptance criteria and testable definition of done
- Full traceability from user need to test
- Options analysis, trade offs and decision support
- Knowledge transfer, documentation and structured handover

Benefits

- Clear understanding of user and business needs
- Evidence based decisions reduce rework and risk
- Faster mobilisation through structured, validated requirements
- Improved processes and reduced operational friction
- Better alignment across policy, operations and technology
- Inclusive design improves service accessibility and usability
- Traceability strengthens assurance and governance
- Early visibility of gaps and constraints
- Reduced duplication and delivery churn
- Teams equipped with sustainable analysis capability

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How this enables better outcomes

Business architecture and business analysis underpin service design, transformation and delivery. They connect user research, process mapping, requirements, policy and operations to ensure services are clear, aligned and operable enabling change without unnecessary complexity.

Common triggers

- Unclear or conflicting requirements slowing delivery
- Inefficient or undocumented business processes
- Misalignment between policy, operations and technology
- Transformation stalling due to ambiguity
- Stakeholders lacking shared understanding

Service Constraints

Requires access to stakeholders, subject matter experts, documentation, artefacts and operational teams. Policy or legislative interpretation is out of scope unless separately commissioned.

Remote-first delivery; onsite analysis by agreement.

Out-of-hours support available by agreement.

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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.

Discovery

- Understand challenges and needs
- Shape the outcomes and capabilities required
- Define the scope of the service

Design

- Produce statements of work (SoWs)
- Define deliverables, milestones and KPIs

Assemble

- Finalise capability
- Pre-kick off introductions
- Set expectations and share RACI
- Client onboarding and compliance

Embed

- Kick off session and meeting cadence set
- Service reviews and reporting
- Delivery progress and wellbeing checks

Day 1 → **Day 5-15** → **Until engagement ends**

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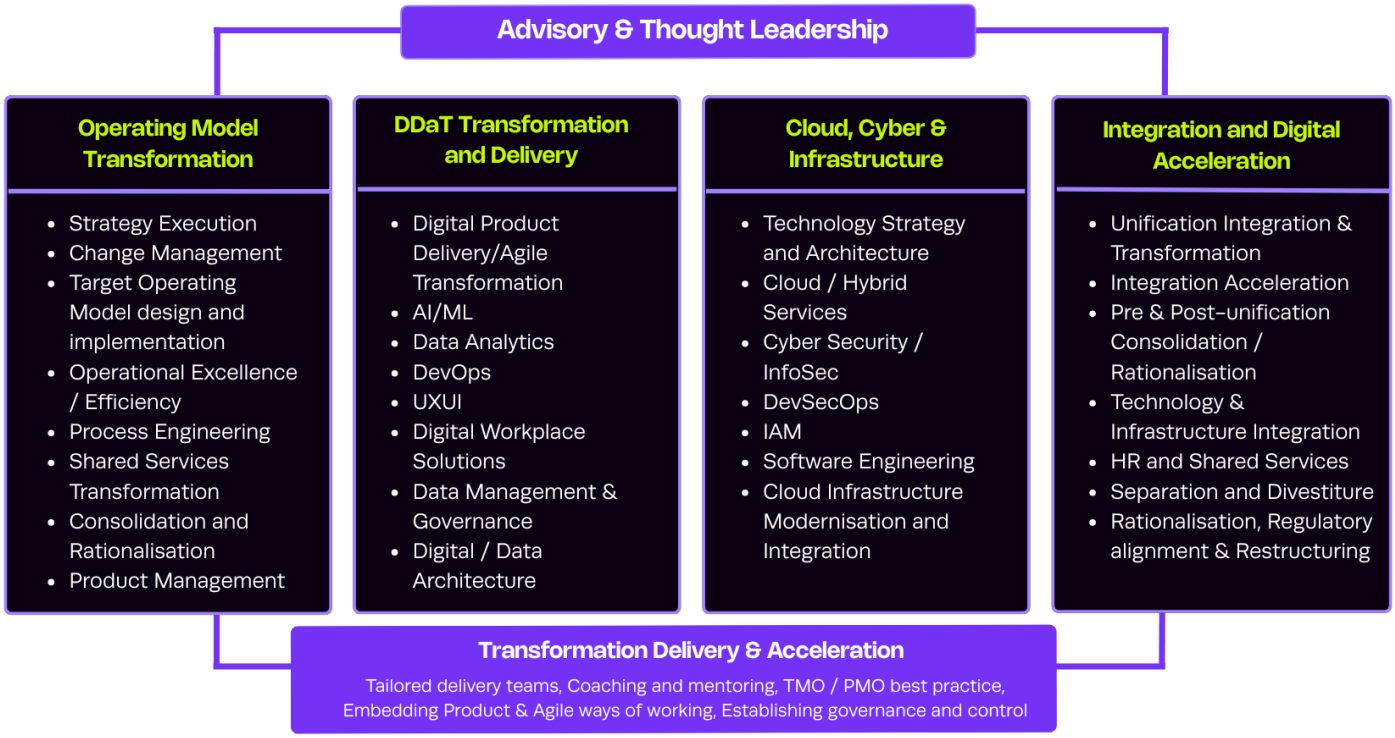
Stellarmann Services Overview

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.



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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

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SOCIAL VALUE UK Pioneer

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