



Crown Commercial Services G-Cloud 15 Framework

Service Definition | Lot 3 – Cloud Support Services

End User Compute (EUC) Support and Modern Workplace

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
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EUC Support and Modern Workplace

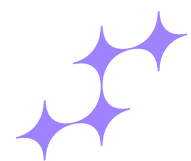
Service Description

Modern workplace services succeed when support is stable, standards are clear and changes are introduced with proper readiness. Without that organisations see high ticket volumes, inconsistent user experience and disruptive rollouts.

Stellarmann supports and modernises EUC services with a practical, operations led approach. We start by assessing the current service: ticket trends, tooling, device estate, application set, security controls and supplier responsibilities. We identify the drivers of incidents and slow resolution, then put simple fixes in place; clear triage, ownership, and repeatable processes.

For migrations and rollouts, we plan the work end-to-end: readiness checks, comms and training inputs, cutover approach and operational handover. We standardise devices and applications where appropriate, strengthen configuration guidance and build a knowledge base and runbooks that reduce dependency on individuals.

The outcome is fewer incidents, faster resolution and smoother change supported by clear operational evidence and a workplace service that teams can run confidently without unnecessary complexity.

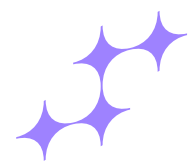


Features

- ✦ Workplace service assessment identifying gaps and opportunities
- ✦ Support model and triage design improving issue flow
- ✦ Device and application standardisation reducing variability
- ✦ Endpoint configuration and hardening guidance strengthening security
- ✦ Migration and rollout planning enabling smooth transitions
- ✦ Operational readiness and cutover support reducing disruption
- ✦ Knowledge base and runbook creation improving consistency
- ✦ Incident trend analysis and reduction lowering repeat issues
- ✦ Supplier and tooling coordination streamlining delivery
- ✦ Handover and service transition ensuring stable operations

Benefits

- ✦ Standards and trend reduction removing repeat issues
- ✦ Clear triage and knowledge improving speed
- ✦ Standard builds reducing variability across devices and apps
- ✦ Lower ticket volume and repeat work reducing cost
- ✦ Ownership, runbooks and measures improving control
- ✦ Endpoint guidance reducing risk and improving compliance
- ✦ Readiness and cutover planning reducing disruption
- ✦ Knowledge bases enabling self-service and quicker fixes
- ✦ Users experiencing fewer issues and clearer support
- ✦ Teams running services without dependency on individuals



How this enables better outcomes

Modern workplace services support broader transformation by stabilising day-to-day operations while digital, cloud and data change is delivered. It connects with governance, architecture and change work to ensure end users experience improvements without disruption or unnecessary complexity.

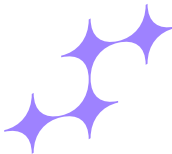
Common triggers
✦ High ticket volumes and inconsistent support performance
✦ EUC rollouts or migrations need structured planning
✦ User experience is poor and harming productivity
✦ Operational readiness for change is weak
✦ Knowledge and runbooks are missing or outdated

Service Constraints

Requires access to service desk data, tooling, and operational stakeholders. Procurement, licensing and long-term managed service delivery are out of scope unless separately commissioned.

Remote-first; onsite floor-walking by agreement.

Out-of-hours support for cutovers by agreement.



Engaging Stellarmann

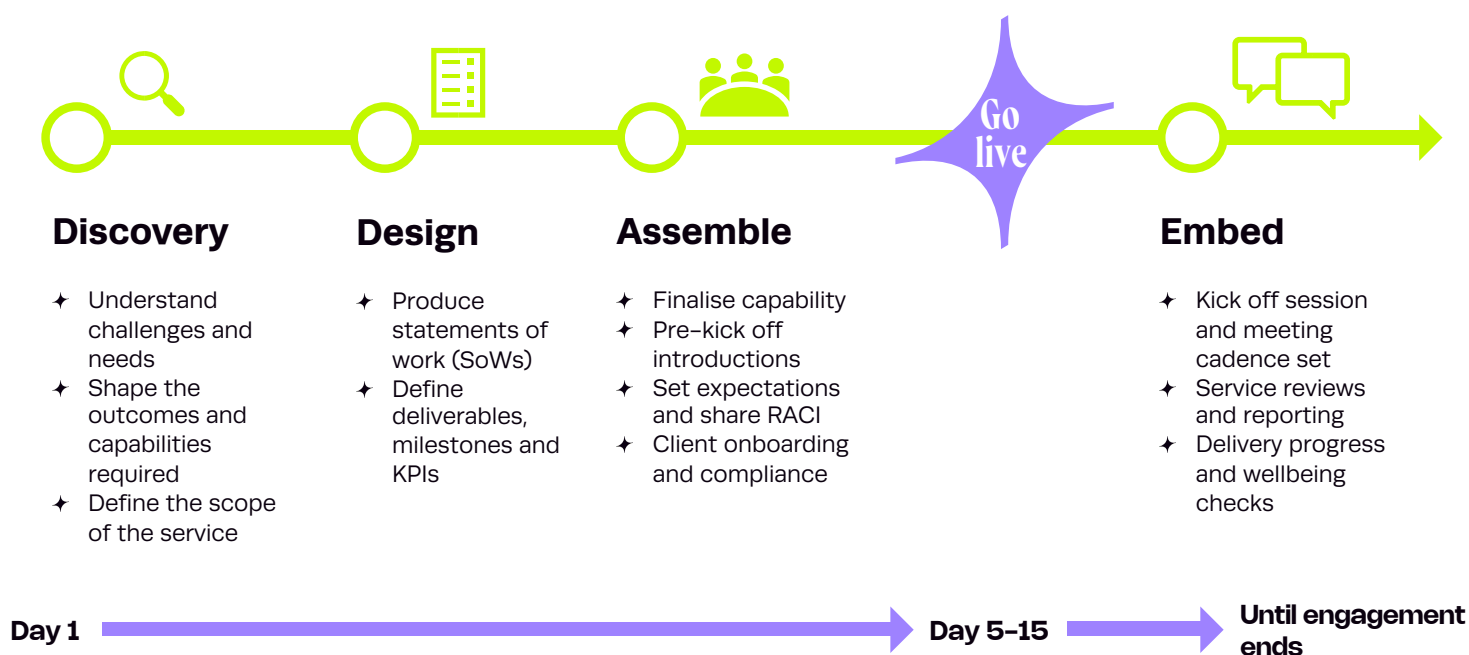
Ordering

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.

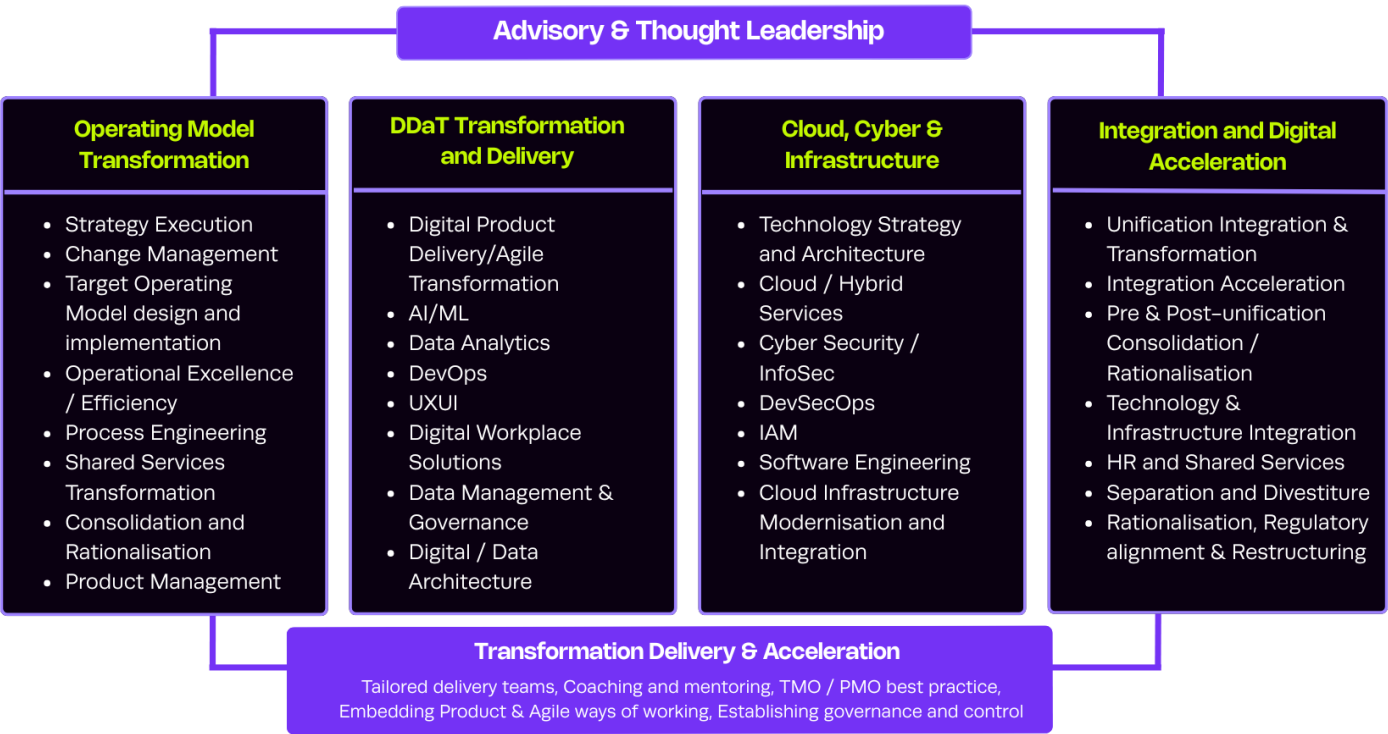


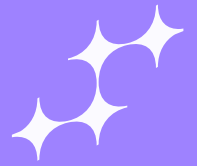
Stellarmann Services Overview

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



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