



Crown Commercial Services G-Cloud 15 Framework

Service Definition | Lot 3 – Cloud Support Services

Business Analysis and Requirement Engineering

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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UX/UI, User Research and Service Design

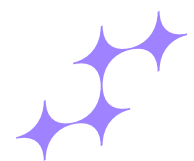
Service Description

Services fail when they are designed around internal assumptions rather than real user behaviour. Teams also struggle to make decisions when research is weak, designs are inconsistent, or accessibility is treated as an afterthought.

Stellarmann provides user research, service design and UX/UI that is practical and decision ready. We start by planning research that fits the context and constraints. We run interviews, usability sessions and data informed analysis to understand needs, pain points and success measures.

We translate insight into clear service journeys, blueprints and interface designs. We prototype early, test with users and iterate quickly to reduce downstream rework. Accessibility is built in from the start: we review designs, test with assistive technologies where appropriate and provide clear fixes and patterns.

We deliver reusable design patterns, content guidance and handover packs that development teams can implement without guesswork. The outcome is a service that is easier to use, more inclusive and easier to support; backed by evidence that helps stakeholders make confident decisions.

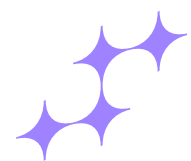


Features

- ✦ User research planned and run to answer real questions
- ✦ Journey maps and service blueprints creating shared clarity
- ✦ Personas and needs synthesis revealing motivations and constraints
- ✦ UX and UI prototypes shaping the right solution direction
- ✦ Accessibility reviews and testing identifying barriers early
- ✦ Content and interaction design improving clarity and flow
- ✦ Design systems and patterns ensuring consistent experiences
- ✦ Usability testing and iteration refining the service with evidence
- ✦ Developer-ready handover specs enabling smooth implementation
- ✦ Evidence packs supporting confident design decisions and sign-off

Benefits

- ✦ Journeys become simpler, clearer and easier to complete
- ✦ Accessibility risks identified and fixed early
- ✦ Early testing preventing costly rebuilds
- ✦ Evidence reducing debate and supporting stronger choices
- ✦ Transparency increasing trust and engagement
- ✦ Patterns ensuring consistent experiences across channels
- ✦ Better design reducing confusion and failure demand
- ✦ Teams moving faster with agreed patterns and components
- ✦ Research outputs enabling confident sign-off
- ✦ Design reflecting real behaviours and operational realities



How this enables better outcomes

UX, research and service design improves digital delivery by reducing rework and strengthening decisions. It supports operating model and governance through clear ownership and evidence, and connects with change and adoption by designing journeys people can understand and use without unnecessary complexity.

Common triggers

- ✦ User needs are unclear or disputed
- ✦ Usability issues are driving complaints or support demand
- ✦ Accessibility risk needs structure assessment and fixes
- ✦ Designs are inconsistent across teams or suppliers
- ✦ Discover insight needs to translate into build quickly

Service Constraints

Requires access to users or proxies, service data and stakeholders. Build and development are out of scope unless separately commissioned.

Remote-first; onsite research by agreement.

Out-of-hours research is not provided; testing schedules by agreement.

Engaging Stellarmann

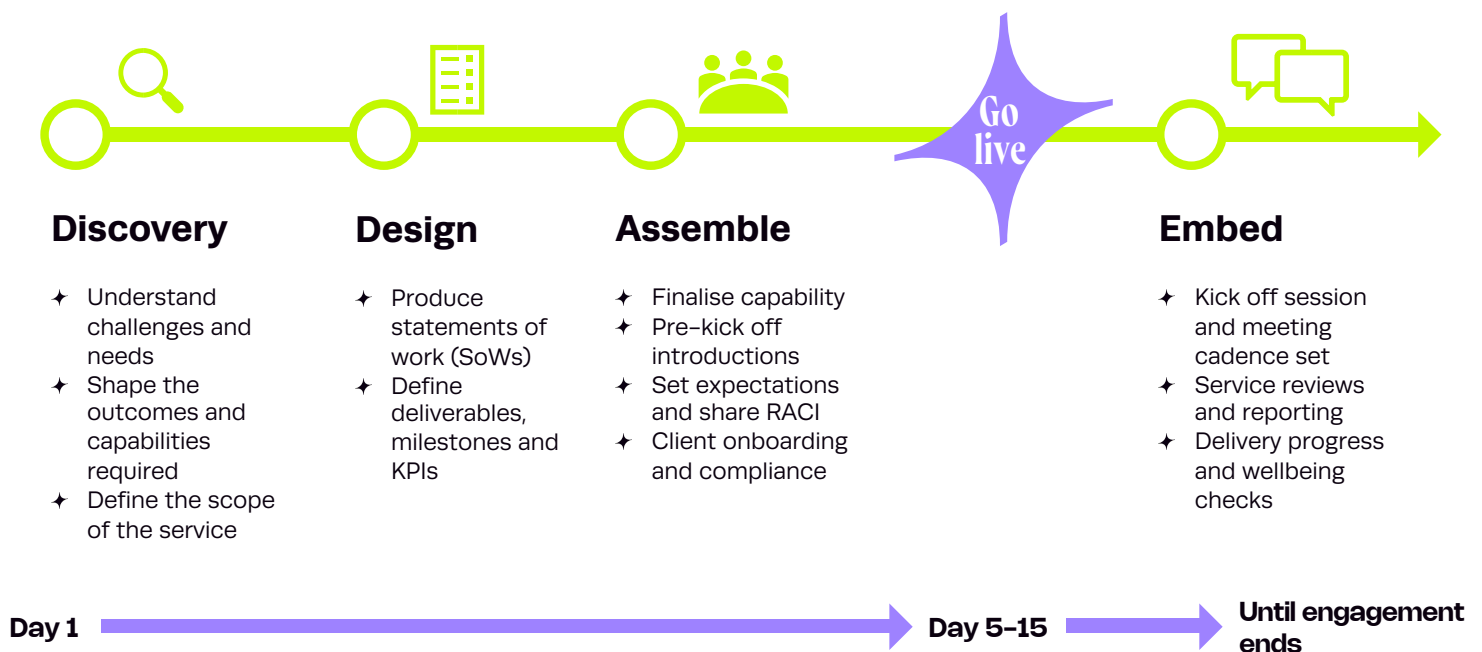
Ordering

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.

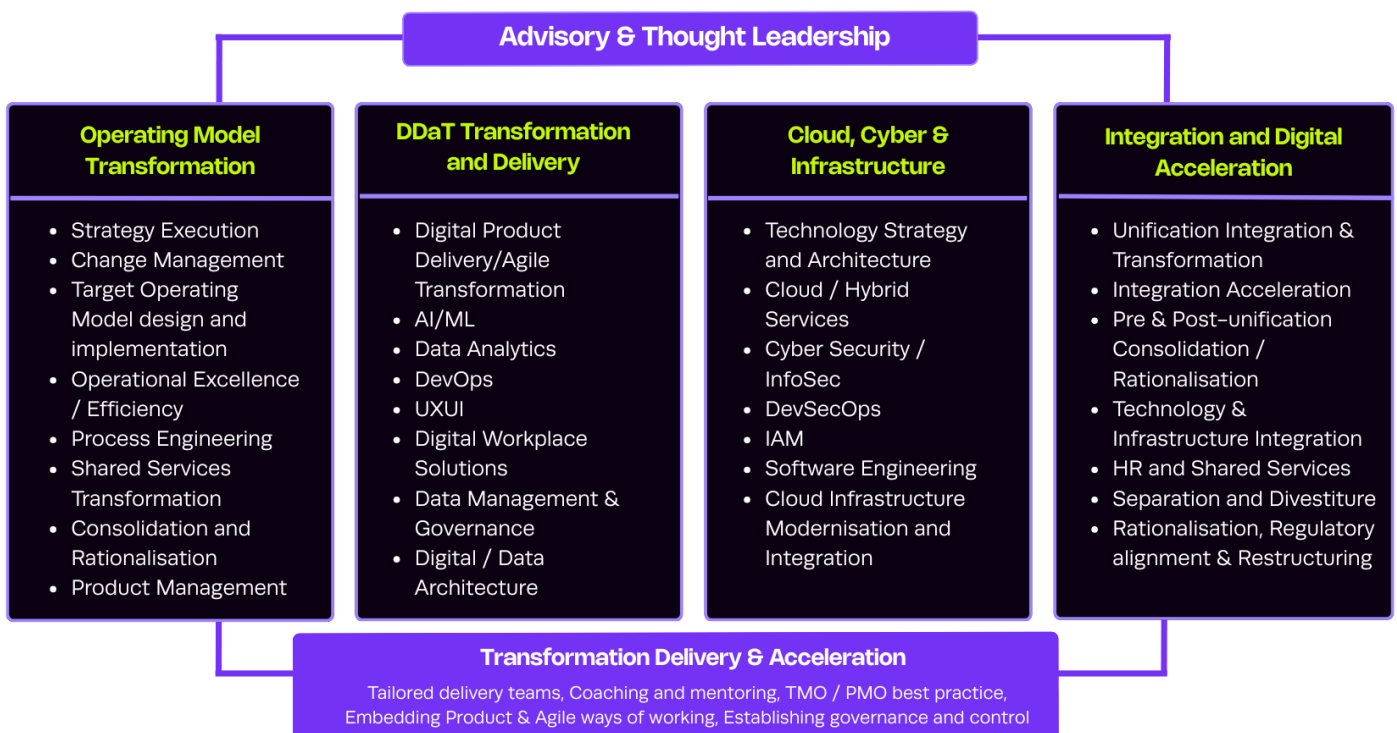


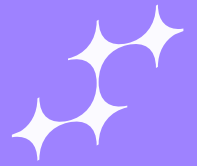
Stellarmann Services Overview

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

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