



Crown Commercial Services G-Cloud 15 Framework

Service Definition | Lot 3 – Cloud Support Services

Digital Product Delivery and Service Design

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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Digital Product Delivery and Service Design

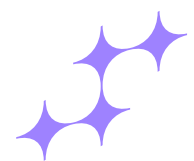
Service Description

Digital services succeed when they solve real user needs, are simple to use, and are ready to operate. Many teams rush to build before validating demand or designing how the service will run in production.

Stellarmann delivers multidisciplinary product teams from Discovery through Live. We start by framing the problem, mapping journeys and gathering user insight. In Discovery and Alpha, we prototype and test ideas early to reduce risk and avoid expensive rework.

In Beta and Live we build iteratively: backlog, design, build, test and release. We keep delivery predictable through clear ceremonies, pragmatic governance and active dependency management. Accessibility is built in from the start, with testing and fixes as part of the delivery cycle.

We also plan for operational readiness: support model, monitoring, runbooks, training and transition. The outcome is a service that is usable, accessible, reliable and ready to run delivering value without unnecessary complexity.

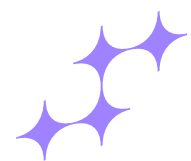


Features

- ✦ Discovery and alpha delivery shaped around clear service goals
- ✦ Beta and live service build delivered with confidence and pace
- ✦ User research and insight embedded to guide every decision
- ✦ Rapid UX and UI prototypes that surface the right direction
- ✦ Service maps and blueprints creating shared understanding
- ✦ Product backlogs structured to deliver value fast
- ✦ Agile delivery management maintaining momentum and clarity
- ✦ Accessibility and inclusive design built into every artefact
- ✦ Operational readiness planning preparing teams for live service
- ✦ Knowledge transfer and playbooks building lasting capability

Benefits

- ✦ Services shaped by real evidence, not assumption
- ✦ Early testing preventing rework and unnecessary cost
- ✦ Prototypes accelerating decision making and alignment
- ✦ Shared vision and backlog reducing waste and churn
- ✦ Inclusive design improving reach and usability
- ✦ Agile routines sustaining progress and visibility
- ✦ Runbooks and monitoring lowering go live risk
- ✦ Clear artefacts keeping stakeholders aligned
- ✦ Iterative build improving reliability and speed
- ✦ Knowledge transfer enabling confident autonomy



How this enables better outcomes

Digital product delivery connects strategy to user outcomes. It works alongside operating model, governance, architecture, cloud and data services and is strengthened by change and adoption. Together, they deliver transformation without unnecessary complexity

Common triggers

- ✦ A new service needs discover to live delivery
- ✦ User needs are unclear or contested
- ✦ Existing services need redesign for usability or accessibility
- ✦ Delivery is slow due to unclear product direction
- ✦ Operational readiness and handover are risky or inconsistent

Service Constraints

Requires access to users, SMEs, technical teams and existing service artefacts. Platform build may require additional specialist capability.

Delivered remote first; onsite research/workshops by agreement.

Out-of-hours support for launches and testing by agreement.

Engaging Stellarmann

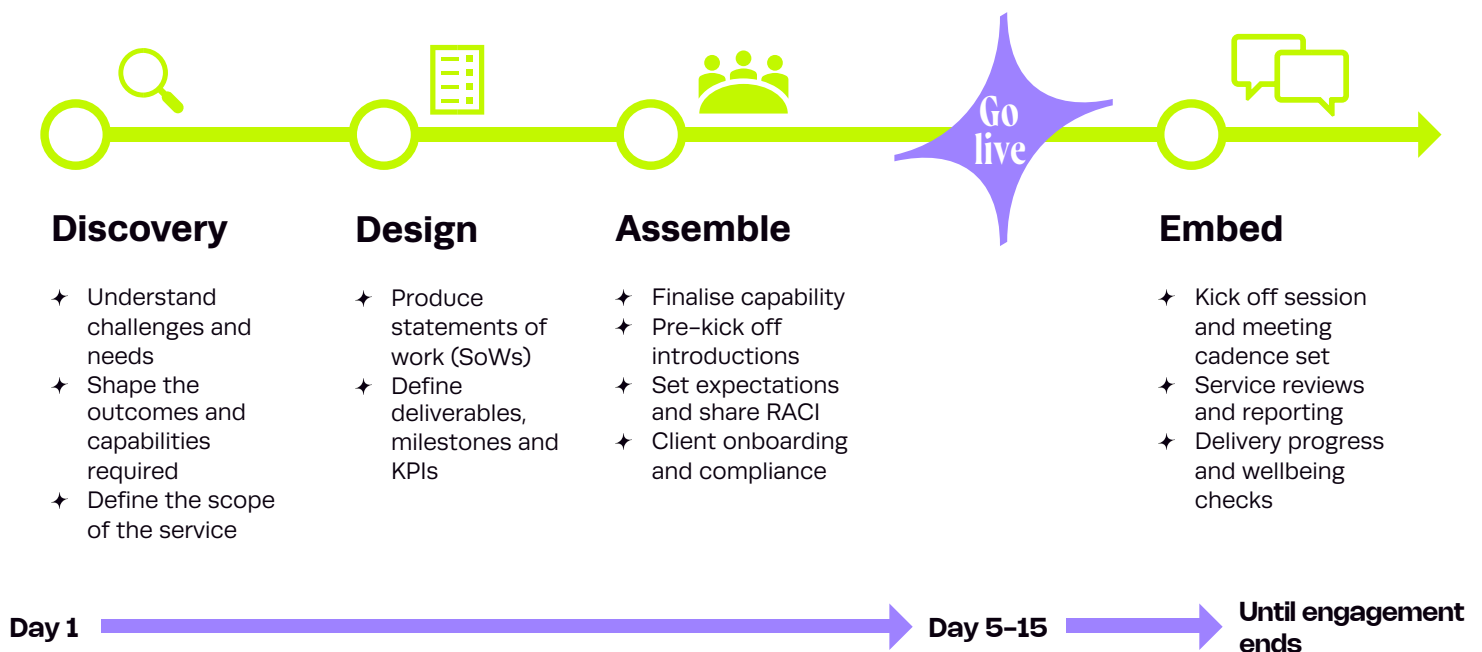
Ordering

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.

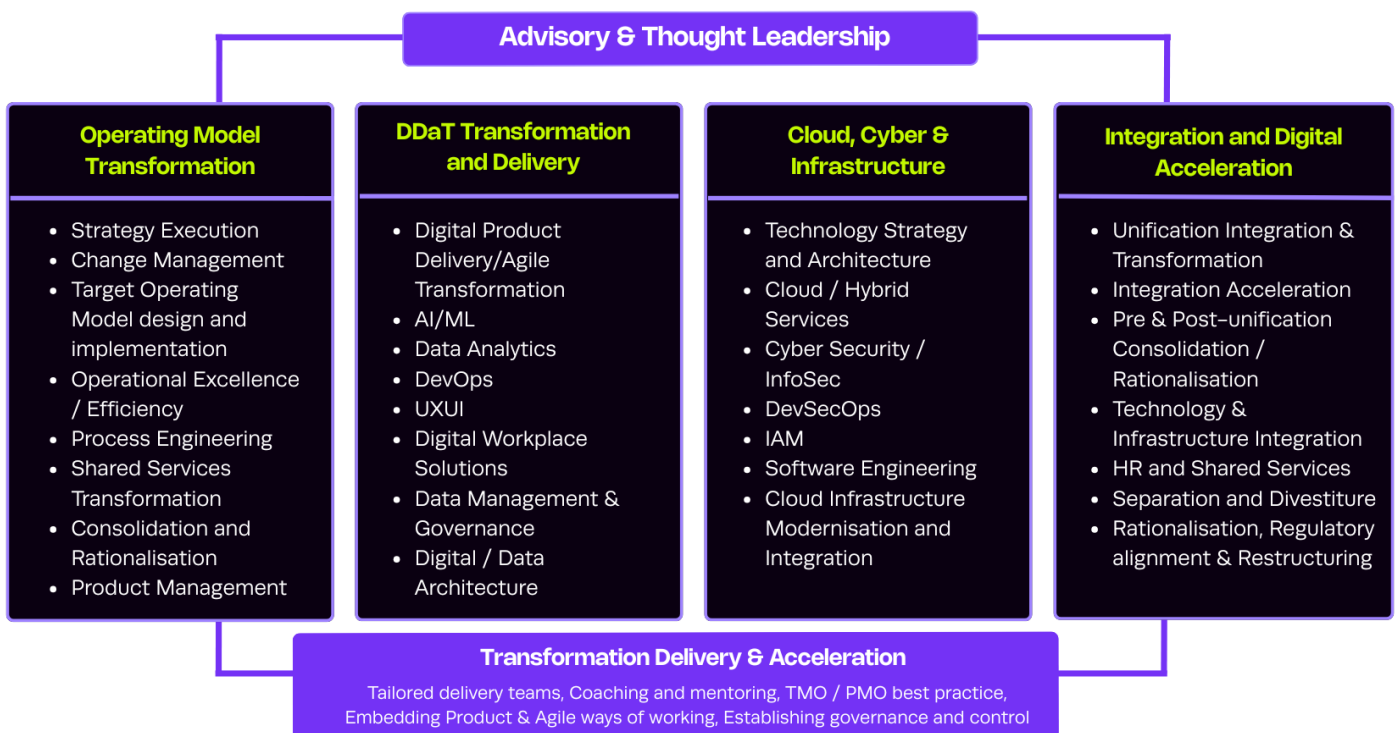


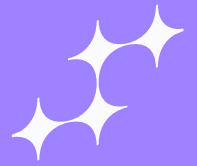
Stellarmann Services Overview

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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