



Crown Commercial Services G-Cloud 15 Framework

Service Definition | Lot 3 – Cloud Support Services

Process Engineering and Continuous Improvement

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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Process Engineering and Continuous Improvement

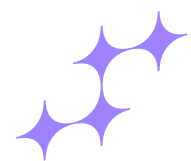
Service Description

Teams inherit processes that have grown over time: unclear handoffs, duplicated checks and manual workarounds. The result is slow flow, variable quality and higher operational risk.

Stellarmann designs processes in a practical, measurable way. We start by mapping the end-to-end workflow, including exceptions, handoffs and touchpoints. We analyse bottlenecks, rework and failure demand then clarify ownership and responsibilities.

We co-design an improved process that teams can actually run. This includes simpler steps, clear entry and exit criteria, proportionate controls, standard templates and a KPI set that shows whether performance is improving. We create an improvement backlog, run pilots to prove value, then standardise what works.

We finish with updated SOPs, runbooks and knowledge transfer so the organisation can sustain the cadence. Outcomes include faster flow, clearer accountability and stronger evidence for assurance without unnecessary complexity.

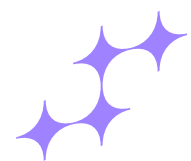


Features

- ✦ Process discovery and end-to-end mapping
- ✦ Value stream mapping and bottleneck analysis
- ✦ Roles, ownership and RACI clarified
- ✦ Control points aligned to policy and assurance needs
- ✦ Service blueprinting and workflow redesign
- ✦ KPIs set for performance, risk and cost
- ✦ Improvement backlog created and prioritised
- ✦ Pilots run, iterated and standardised
- ✦ SOPs and runbooks updated for consistency
- ✦ Knowledge transfer and coaching to embed changes

Benefits

- ✦ Less waste increases throughput and responsiveness
- ✦ Clear criteria reduces rework and delays
- ✦ Explicit ownership reduces confusion and escalation
- ✦ Consistent controls with audit-ready evidence
- ✦ KPIs surface issues early and trigger action
- ✦ Users complete tasks with fewer errors and retries
- ✦ Recurring issues removed at source
- ✦ New starters follow documented, repeatable steps
- ✦ Impact measured and cost drivers managed
- ✦ Backlog and cadence sustain improvement over time



How this enables better outcomes

Process engineering strengthens the foundation for operating model, governance, digital, cloud and data change. Clear, measurable workflows reduce noise and risk, enabling teams to deliver and operate services predictably without unnecessary complexity.

Common triggers

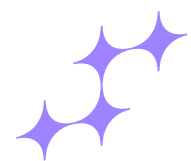
- ✦ Processes are slow, inconsistent or rely on workarounds
- ✦ Rework and manual effort are high and growing
- ✦ Controls are applied inconsistently, creating audit risk
- ✦ New platforms require redesigned workflows and ownership
- ✦ Operational performance needs measurable improvement

Service Constraints

Requires access to operational teams, process artefacts and performance data. Automation build, tooling procurement and platform configuration 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

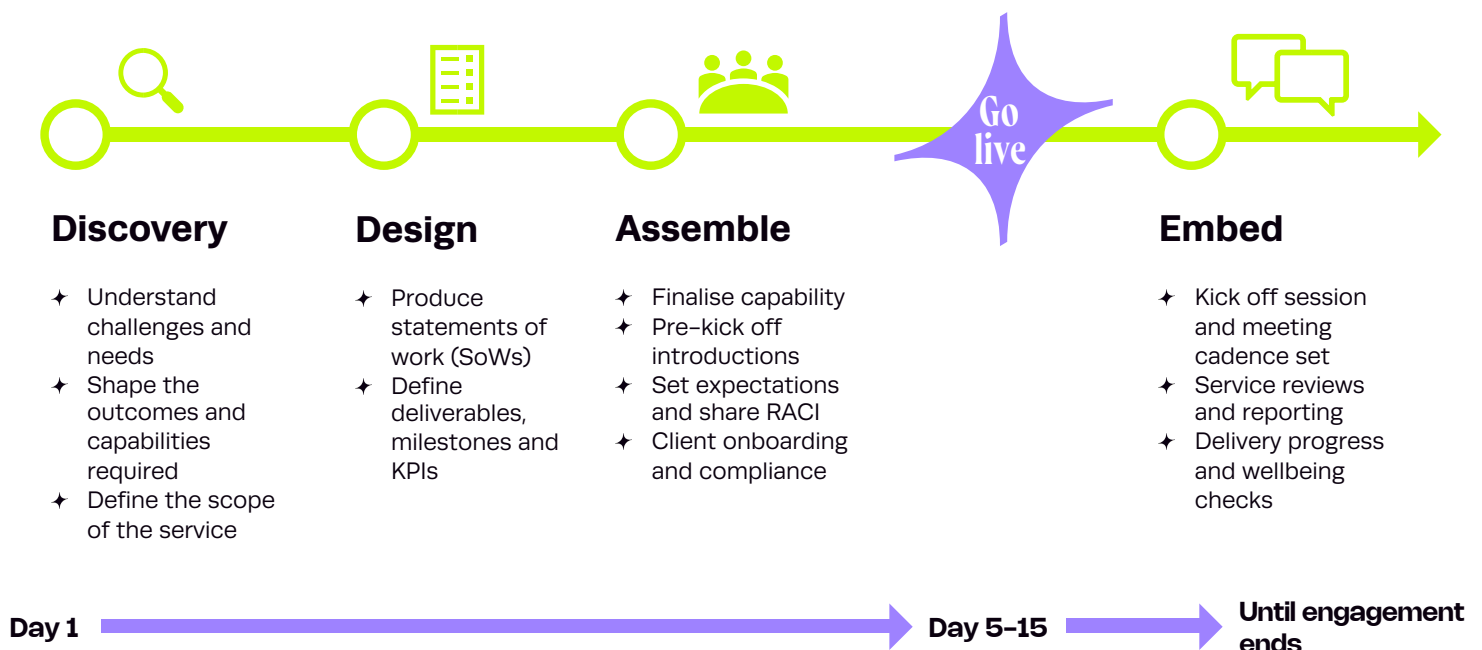
Ordering

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.

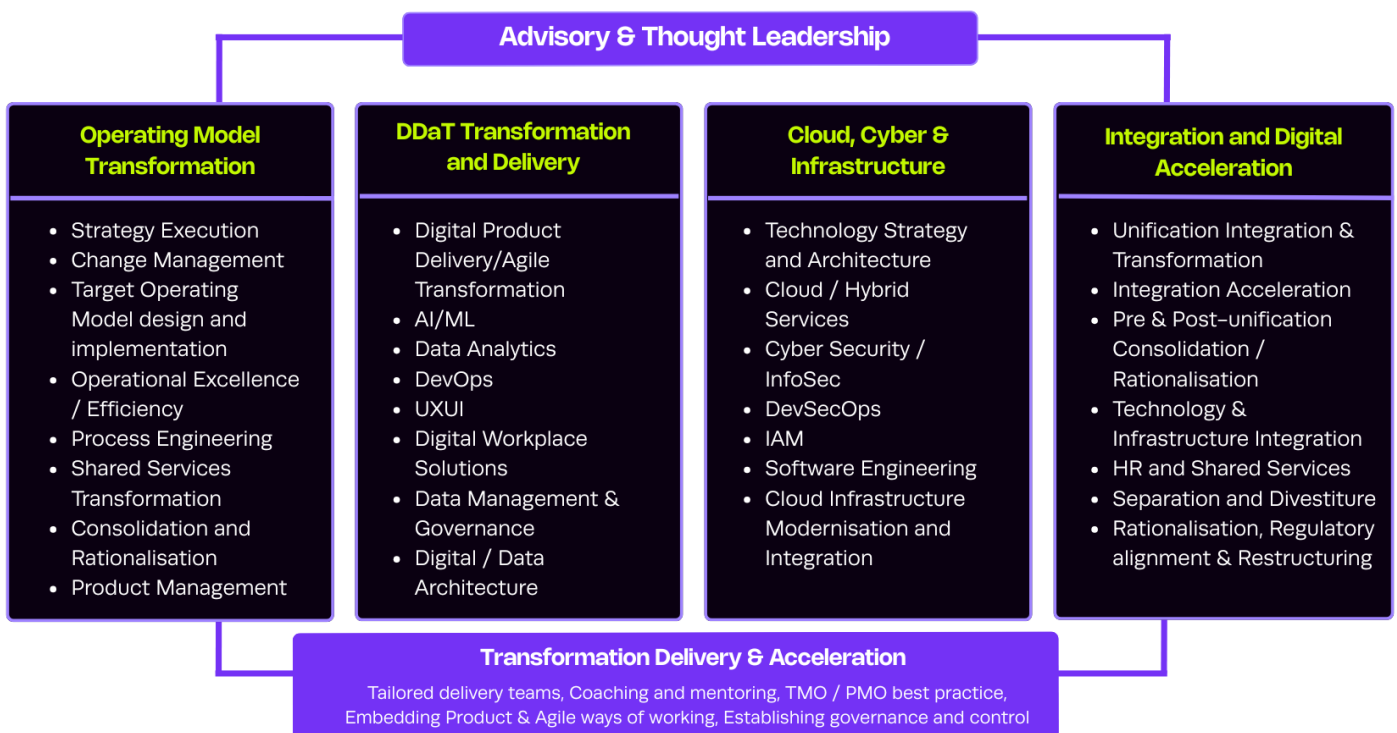


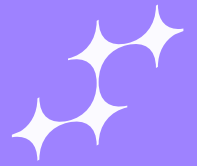
Stellarmann Services Overview

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



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