Tessiant
Consulting Reimagined

G-CLOUD 15
SERVICE DESCRIPTION DOCUMENT

Independent Delivery Assurance

tessiant.com

ABOUT TESSIANT

Tessiant are a fast-growing, customer-centric consultancy, offering a mix of senior advisory and transformation capabilities, from a unique blend of high-grade consultants, and ex C-suite professionals.

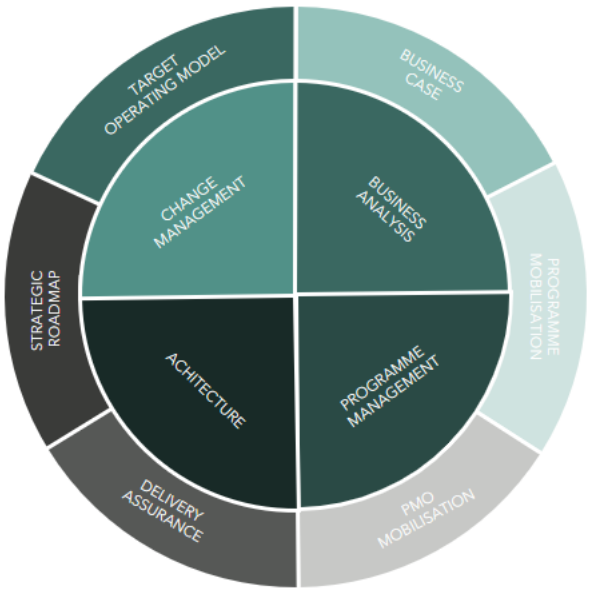
Tessiant are different, we are not your traditional consultancy, we are practitioners.

KEY DIFFERENTIATORS:

- Deep experience in strategy, programme delivery and business change, both inside and outside of cloud environments. Operate across most sectors (not just public sector).
- Access to a diverse range of professionals from an 'invite only' network of experienced, assured, independent Consultants. Able to deploy and engage quickly.
- Senior consultancy level engagement management and leadership, providing you with a Senior Partner support to oversee and assist with all our projects.
- We are easy to do business with – we operate structured but flexible assignments, working alongside our clients to get the best outcome.

OUR SERVICES:

We offer a comprehensive set of business consultancy services...



Our core offer helps clients drive cloud-based change projects through to a successful outcome, whether being delivered in a traditional way or through Agile methodologies.

This core offer is supported by a group of additional services which may be required either prior to the change work (e.g. Roadmap, business case), or required to support elements of the delivery work (e.g. delivery assurance).

INDEPENDENT DELIVERY ASSURANCE



SERVICE OVERVIEW

Cloud projects can be expensive, and with agile methodologies, often hard to track. Tessiant can provide independent assurance and review of cloud-based projects, covering not just the project progress, but also governance, links to strategy and readiness for change. This can be a one-off or through periodic reviews.

FEATURES:

- One off independent review of a project or programme
- Ongoing / regular review of a project or programme
- Full set of evaluation criteria available, tailored to your needs
- Covers governance, organisation, capability, plan, approach, finances, strategic alignment
- Can review agile, waterfall or hybrid projects
- Reviews conducted by experienced (typically 10yr+) delivery practitioners

BENEFITS:

- Turn around troubled projects, or give assurance on project status
- Alignment of department strategy to the projects objectives
- Confidence in a projects plans, delivery approach, leadership and team
- Full understanding of the real risks and issues within a project
- Help ensure project realises the benefits claimed
- Robust, evidence-based recommendations for improvement or corrective action
- Tessiant is fully independent, recommendations only based on your circumstances

"Strategic, insightful and thoughtful, Tessiant instantly saw the opportunities and challenges ahead of us and have gone above and beyond to respond to our strategic challenge.

They have swiftly provided us with a set of recommendations, that are actionable, achievable and empathetic to where the organisation is in its maturity. Their clarity of thinking and ability to cut through the noise has been superb and in a very short period of time they have got to the head of what needs to be done. And always with empathy and care".

- Fortnum & Mason

SERVICE INFORMATION

SERVICE INFORMATION:

Service Levels and Quality: All our engagements are tailored to specific client needs. Many of our Consultants are qualified in disciplines such as PRINCE, Agile, SAFe, Lean and MSP. All our assignments are managed by an experienced Partner or Director Level Consultant. We operate a consistent engagement model which includes regular quality and service checkpoints with our Consultants and Clients. Typically, we conduct a formal "discovery" checkpoint early in the assignment to ensure the work and scope has been set up correctly. Any issues with performance can be escalated to a Tessiant Partner at any time.

Onboarding: Mobilisation, briefing and management of the team is our responsibility. Prior to starting an engagement with you, all team members will be briefed and taken through the plan (if they have not already been involved in creating it) and we will agree how the engagement is managed. Our team will also undertake any specific onboarding you require (e.g. H&S training). At all times they will be supported by a Tessiant Partner or Director.

Offboarding / Support: Our team will facilitate any handover requested as part of the order form prior to leaving the engagement. All clients will have a named Tessiant Partner to provide follow up assistance and next steps after the engagement has completed.

Ordering, Invoicing and Termination: A work order will describe the key deliverables and plan for an engagement. We will typically invoice monthly on 30-day payment terms, unless otherwise described in the order form. If you feel that quality or service levels have not been met, we will always endeavour to complete the work (at our cost) rather than terminate and compensate. If this is not possible, termination timeframe and compensation will be determined by the terms and milestones agreed in the contract and order form, following written request from the buying organisation.

Other information: Given the nature of this service, there is no backup/restore or DR, nor specific maintenance windows to be aware of.