



Crown
Commercial
Service

Fidenda G-Cloud 15

Service definition document

Service definition document for G-Cloud 15: Lot 3
January 2026

Anaplan helps UK public sector organisations like yours tackle problems related to inefficient planning of resources

Common planning challenges across UK public sector organisations:

- 1 Inaccurate forecasting of citizen and service demand
- 2 Inefficient deployment of workforce and resources
- 3 Ineffective financial planning of operations
- 4 Limited ability to assess the impact of funding, policy or demand changes

Anaplan is a **software-as-a-service, cloud-based planning platform** that provides and enables over 2,000 organisations worldwide with:



Model-driven planning architecture: A flexible modelling platform that represents how finance, workforce, service demand and operations interact – without hard-coded assumptions.



Advanced forecasting and analytics: Built-in machine learning and statistical techniques to support demand, capacity and resource forecasting under uncertainty.



Scenario and what-if modelling: Rapid comparison of funding, policy and service demand scenarios to understand impacts and trade-offs before decisions are made.



Configurable applications and accelerators: Pre-configured applications that can be adapted to public sector contexts and specific organisational needs.



Enterprise-scale SaaS platform: A secure, cloud-based platform designed for performance, scalability, collaboration and governed access across large, complex organisations.

Join other UK public sector organisations realising benefits* from Anaplan-enabled business process transformation

Anaplan supports a wide range of business processes and use cases through its pre-configured applications, and/or configurable models tailored to your specific requirements by using the Anaplan modelling platform and approach:



- **Increased productivity in financial planning and analysis** (up to 30–40%) by reducing manual effort, improving data quality, and accelerating planning and reforecasting cycles.
- **Improved cost control and value for money** through scenario-based budget planning, investment modelling, and improved visibility of trade-offs.
- **Enhanced service planning & delivery performance** through integrated demand, capacity, and service-level impact modelling.
- **More effective use of workforce capacity** (up to 40% productivity improvement) through improved workforce planning, skills alignment, and demand-led resourcing.
- **Improved inventory and asset efficiency** (typically 10 to 20%) through better demand forecasting, procurement planning, and distribution of stock and assets.
- **Faster, more confident decision-making across functions/departments**, enabled by connected planning and consistent data across finance, service delivery, workforce and operations.

*Based on Forrester Total Economic Impact™ (TEI) analysis of Anaplan customers; actual outcomes will vary depending on organisational context and scope.

● Financial & Investment Planning

● Service Demand & Delivery Planning

● Workforce Planning

● Operational & Asset Planning

● Org-wide Benefit

Fidenda is a UK-based, trusted Anaplan delivery partner, with experience in successfully delivering Lot 3 services through G-Cloud

As a **focused and accredited Anaplan delivery partner** with deep expertise in Enterprise Planning Solutions, including FP&A, Supply Chain and Workforce Planning, we help organisations like yours to **improve their planning capability, decision-making and operational performance** through the effective and practical use of Anaplan's leading planning technology and solutions.

Through **our proven delivery approach and methodology**, we have supported public and private sector organisations to implement Anaplan's modelling platform and pre-configured applications, helping them **realise value quickly and embed effective, scalable planning capabilities**.



Through **G-Cloud 15 - Lot 3** (Cloud Support Services), Fidenda provides the following services:

- **Anaplan implementation services:** Design and delivery of Anaplan planning solutions, using either tailored builds or the pre-configured Anaplan applications, such as Operational Workforce Planning.
- **Cloud setup & migration:** Environment setup, data preparation, migration and transition from existing planning processes to cloud-based solutions.
- **Cloud migration planning:** Discovery, scoping and planning activities to support informed migration decisions, delivery sequencing and risk management.
- **Ongoing support & optimisation (Fidenda Pulse):** Post-implementation support, issue resolution and minor enhancements, as well as continuous optimisation of existing Anaplan models / solutions.

Our services can be procured in a modular way; whether you are looking for a specialist focusing on one or various cloud services, or a partner to deliver an Anaplan-enabled E2E transformation programme, progressing from discovery and implementation through to business-as-usual support.

No big vendor lock-in – choose the **right level of support** at all stages of your project with our modular services



**IBP = Integrated Business Planning; the process that aligns financial, operational and strategic business plans*

You can access our flexible support services to keep your Anaplan solution running and evolving in line with operational needs

Our Support Packages

Fidenda Pulse*

- **Run:** Model maintenance / CoE model builder support via our help desk
- **Grow:** Targeted training sessions and process improvement workshops
- **Improve:** Quality assurance reviews and solution enhancements
- **Manage:** Actioning of BAU model processes

Fractional CoE Lead

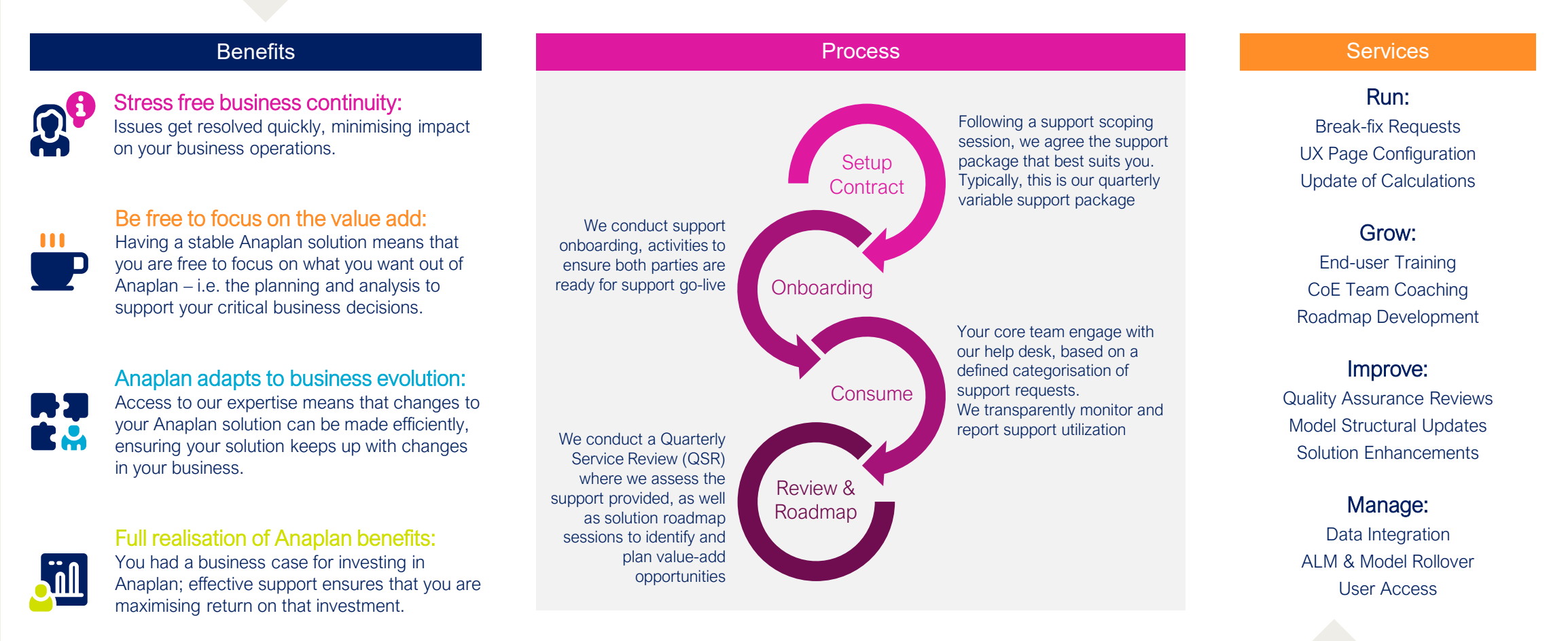
- Operating Model Execution
- Governance Oversight
- Performance Monitoring
- Anaplan Team Management
- Technical Subject Matter Expertise
- Continuous Improvement Facilitation

Standing Up Your CoE

- Operating Model Starter
- Governance Framework Development
- Performance Standards
- Roles and Responsibilities Profiles

**Most common starting point for organisations requiring operational support for existing Anaplan solutions*

Fidenda Pulse: our proven support process to keep your Anaplan solution stable, effective and evolving



Join the growing list of public sector and enterprise customers that trust us to deliver and support their Anaplan solutions

A sample of our UK public sector customers



NHS
South Central
Ambulance Service
NHS Foundation Trust



IPSA
Independent Parliamentary
Standards Authority



NHS
Manchester University
NHS Foundation Trust

NHS
South East Coast
Ambulance Service
NHS Foundation Trust



**The
Royal
Mint**



**BRITISH
COUNCIL**

Why public sector organisations choose us:

1

Public sector expertise

We work closely with Anaplan to help UK public sector organisations get the most out of Anaplan. Our expertise spans health and emergency services, arm's-length bodies and other central organisations, giving us a strong understanding of public sector operating models, governance and constraints.

2

Cross-sector experience

We also have extensive experience delivering complex planning programmes in the private sector. This allows us to bring proven concepts such as connected planning, scenario modelling and cross-functional decision-making into public sector environments where they add real value.

3

Commercial nuance within the public sector

We recognise that some public sector organisations operate in both public service and commercial contexts. We have helped organisations such as The Royal Mint and the British Council plan more effectively across funding, income, workforce and operational complexity.

4

Evidence-led delivery and real-world examples

Where appropriate, we can share relevant case studies and examples to demonstrate how organisations like yours have used Anaplan to improve planning, decision-making and outcomes. These examples reflect real delivery experience rather than theoretical approaches.



Contact us: public.sector@fidenda.com