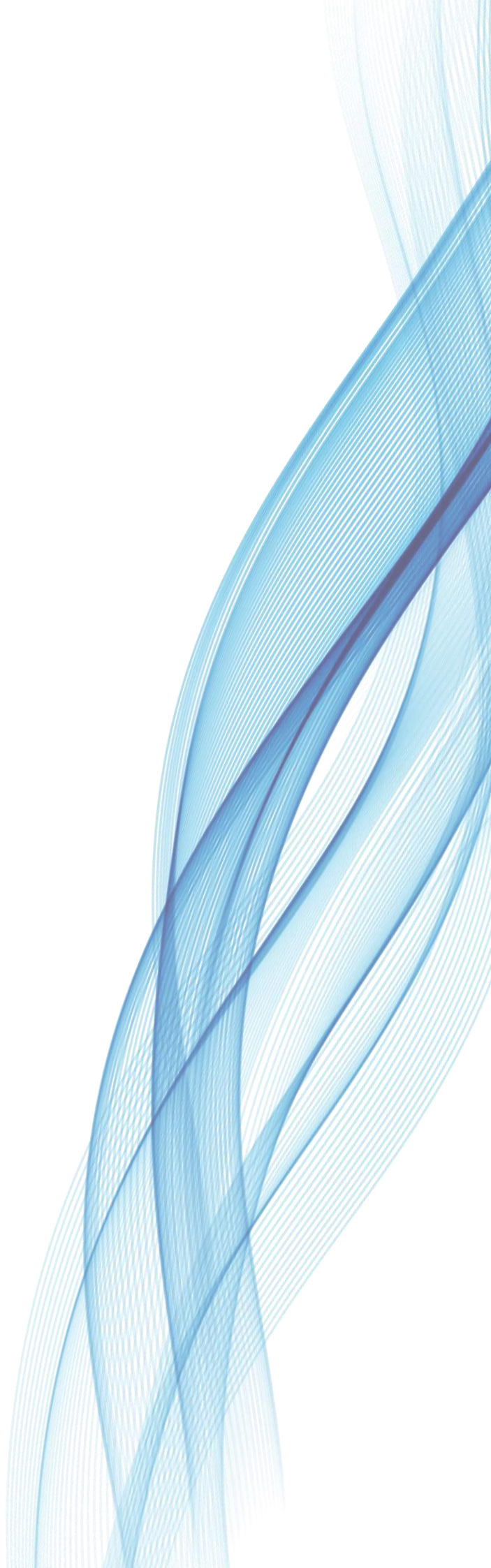


Digital Transformation in a Complex World

Service Definition Document

January 2026





Digital Transformation in a Complex World

Who We Are

Warner McCall is a specialist defence consultancy with a heritage in strategy consulting and defence technology. We support public sector organisations operating in complex environments, helping teams deliver change that is practical, secure and achievable.

What We Do

- Service Strategy & Operating Models
- C2 & Targeting domain expertise
- Technology & Industry Strategy
- Lean Portfolio Management
- Integrated Programme Delivery

Service Description

We help our clients realise tangible benefits from digital transformation, by combining deep technical expertise with effective change delivery in complex environments. From digital strategy and planning to clarify and prioritise opportunities, through to strategic transformation support to realise targeted outcomes, we take a pragmatic approach to deliver results. Our services are vendor-independent and designed to support public sector buyers operating in complex, regulated and high-risk environments. We align to Government Cloud First principles and support buyers throughout the lifecycle of cloud adoption, from early strategy through to secure delivery, adoption and exit.

Service Features & Benefits

Service features

- Strategy - development, prioritisation, alignment and influence
- Innovation - new tools, methods and models to accelerate results

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- Architecture - development of architectural models supporting business alignment
 - Security - including cyber threat awareness and defence service design
 - Independence - vendor independent service strategy, design and validation
 - Operating model - definition and transformation support
 - Business case - development, benefits modelling and digital ROI
 - Change delivery - transformational change management support
 - Approach - collaborative, pragmatic engagement with your team
 - Expertise - architecture, agile, AI/ML, robotics, automation and more

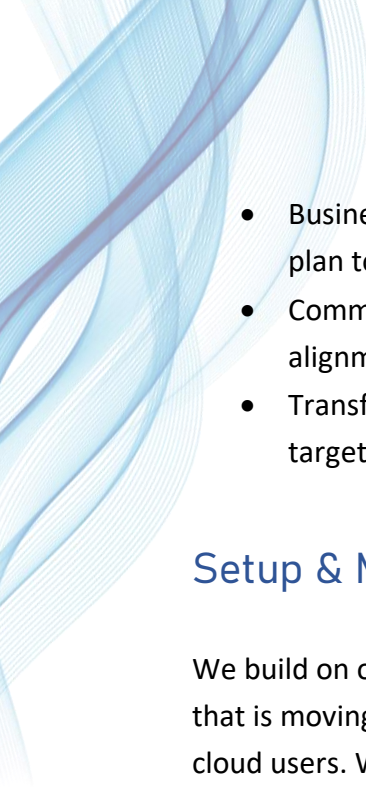
Service benefits

- Enhanced clarity and alignment of technology and business strategy
- Reduced total cost of ownership for digital and IT services
- Improved digital resilience
- Improved confidence through independent expert advice
- Sustainable delivery of change benefits
- Improved process effectiveness leading to accelerated delivery of outcomes
- Reduced delivery and operational risk in complex or regulated environments
- Operational readiness and knowledge transfer for avoidance of supplier lock-in

Digital Strategy & Planning

Our Digital Strategy & Planning service helps you clarify key objectives, prioritise opportunities, develop solutions, define targeted benefits and align on a coherent strategy to deliver. While each client challenge is unique, this typically includes:

- Early engagement - with key business and technical stakeholders across levels to understand different perspectives and priorities, and define target scope and objectives.
- Data gathering - identification and analysis of key data points, technical landscape, and key considerations to understand the current state.
- Innovation workshops - facilitation of engaging, interactive sessions to help stimulate new perspectives and share new technologies and approaches
- Solution design - iterative solution development and synthesis through options definition and refinement to define the target operating model and architecture
- Delivery roadmap - development of a pragmatic, realistic plan to implement the target solution considering technical, commercial and organisational change considerations.

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- Business case development - quantitative and qualitative synthesis into a coherent plan to deliver targeted solution.
 - Commitment & approval support - extensive stakeholder engagement to support alignment and leadership commitment to support and deliver on the strategy
 - Transformation delivery support - to help you deliver the change and realise targeted benefits.

Setup & Migration

We build on our collaborative approach to develop effective migration strategies. Whether that is moving from on-premises services to cloud for the first time, or migration of existing cloud users. We understand the risk of business disruption in these challenging implementations, and we work with all parties to develop an effective and resilient plan addressing technical and business change considerations.

Delivery approach

Engagements are tailored to buyer needs, but delivery typically includes:

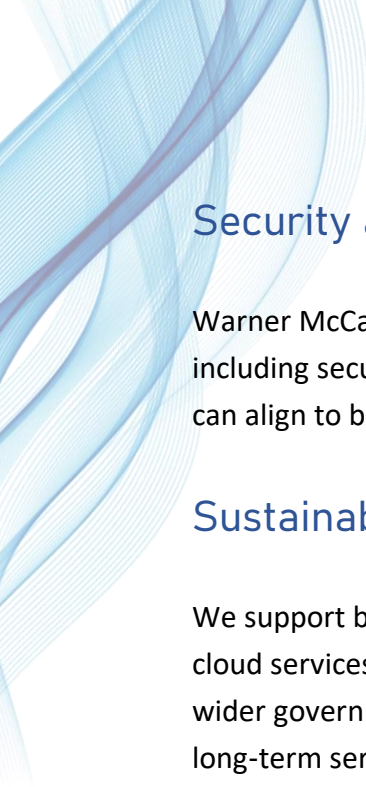
- Discovery and mobilisation - confirm objectives, scope, stakeholders and governance
- Assessment and definition - establish the current position and future requirements
- Planning and design - develop delivery approach and roadmap
- Implementation support - provide delivery leadership, controls and assurance as required
- Transition and embed - support knowledge transfer, handover and lessons learned

Onboarding and offboarding

Onboarding includes agreeing scope, outputs and milestones; confirming the delivery team and reporting cadence; and completing any required buyer security and access processes. Offboarding includes handover of deliverables and documentation, removal of access to buyer systems and secure handling of information in line with contractual requirements.

Service levels and support

Service delivery is typically provided during UK business hours (Monday to Friday). Any requirement for out-of-hours support will be agreed in advance.



Security and information assurance

Warner McCall applies proportionate controls to protect buyer and company information, including secure information handling, access control and cyber security governance. We can align to buyer-specific security requirements where required.

Sustainability & Social Value

We support buyers in making sustainable technology choices, including efficient use of cloud services and consideration of environmental impact. Our approach aligns with wider government sustainability and social value objectives and supports responsible, long-term service delivery.

Governance, Reporting & Transparency

We support buyer governance and assurance requirements through clear reporting, stakeholder engagement and transparent delivery. This includes performance monitoring, decision-making and assurance activities proportionate to the scale and complexity of the engagement.