



G-Cloud 15 Service Definitions

IT Service Management



Introduction to Squarcle

Squarcle is a digitally native supply chain consultancy, dedicated to driving transformative results for our clients. As a leader in the field, we leverage cutting-edge data science and digital solutions to optimise supply chain operations and propel businesses towards success. At Squarcle, we believe that every challenge holds an opportunity for transformation.

With a strong focus on digital innovation, data science, and collaborative problem-solving, we drive success by designing and executing tailored strategies that optimise supply chain efficiency, enhance operational performance, and fuel sustainable growth.

Supported by data science and a suite of agentic AI tools, we bring a differentiated approach, harnessing innovation and insights to enhance operational performance and outcomes. Underpinned by deep supply chain experience, our unique blend of military, industrial, and consulting expertise enables us to work in partnership to understand our clients' unique needs, navigate complexities, and co-create innovative solutions to drive tangible and lasting results.



Why Squarcle?

Deep Specialist Insight

With decades of military and industry knowledge; our approach is based on firsthand delivery experience



Supply Chain DNA

We possess deep procurement and supply chain expertise, aligned to SCOR and tailored to complex environments



Data & AI at our core

We have focused on leveraging the power of data since day one, driving insight to deliver sustainable impact



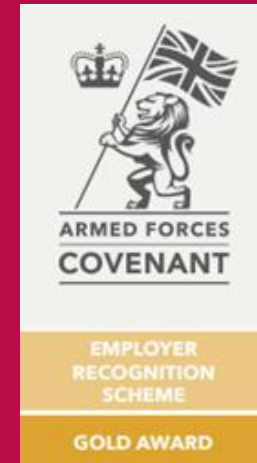
Independence

We are founder led, unencumbered by external constraints, enabling us to work without restriction



Delivery Focused

We are collaborative implementation partners, delivering impact and sustainability for clients



IT Service Management

Service description

Squarcle Consultancy Ltd provides IT Service Management services to design, implement, and operate structured service management processes. We support consistent service delivery, governance, and continual improvement across cloud, hybrid, and on-premises environments, aligned to organisational and business needs.

Service Features and Benefits

Service features

- ITIL-aligned service management processes
- Incident, problem, and request management
- Change and release management
- Service catalogue design and management
- Service level management and reporting
- Configuration and asset management
- Continual service improvement support
- ITSM tooling configuration and optimisation
- Service governance and controls
- Multi-supplier service coordination

Service benefits

- Improved service consistency and quality
- Faster incident resolution
- Reduced operational risk
- Clear service accountability
- Improved user satisfaction
- Better change success rates
- Increased operational efficiency
- Improved service visibility
- Stronger service governance
- Supports business-aligned IT services

Contact

**Website**

www.squarcle.co.uk

**Email:**

enquiries@squarcle.co.uk

**Address**

Unit G01, 30 Queen Charlotte Street, Bristol, BS1 4HJ

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