Service Definition Document

G-Cloud 15, Cloud Support

(Planning, Setup and Migration)

October 2025

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1. Searchlight Consulting Overview

Searchlight Consulting (Searchlight Business Services) provide Cloud Portfolio, Programme, Project and Change Management and Architecture Services. We are an independent business and technology change organisation, helping clients to transform, evolve and improve business performance by exploiting enterprise business applications and technology infrastructure.

We support our clients through the end-to-end transformation life cycle as outlined in Figure 1 below:

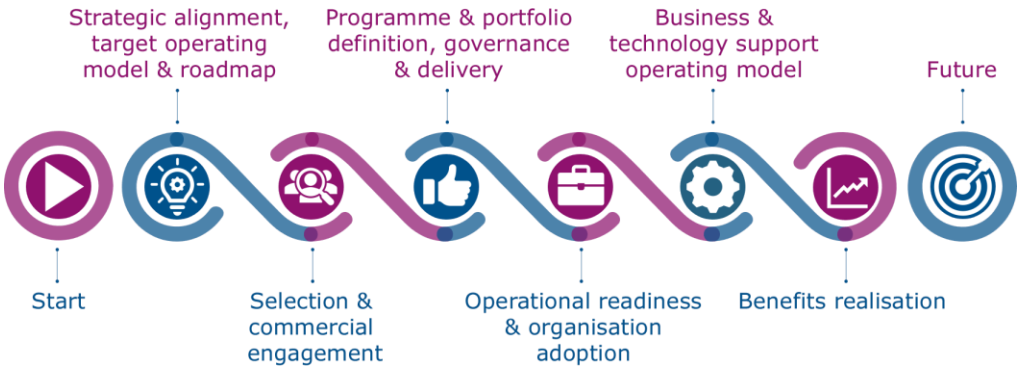


Figure 1 – Supporting our Clients' Transformation Needs

We help our clients:

- Make better investment decisions
- Improve commercial engagement and value
- Reduce implementation risk
- Reduce organisational disruption and drive user adoption
- Build organisation capability and talent
- Deliver ROI and business case outcomes

Our G-Cloud services focus on Portfolio, Programme and Project Management (PPM) for:

- Planning cloud services and/or solution delivery
- Setup and migration of cloud services and/or solution delivery
- Defining and establishing cloud-technology management operating models to enable ongoing support, evolution and continuous improvement

2. Overview of Services

Searchlight consulting provide advice, guidance and implementation services to our clients associated with the selection and implementation of business application and integration capabilities.

Our services, summarised in Figure 2, start from understanding the business capabilities that our clients wish to establish, agreeing the current level of maturity and jointly establishing a transformation roadmap to deliver the step change desired, while ensuring an optimal balance of cost, risk, pace and benefit realisation.

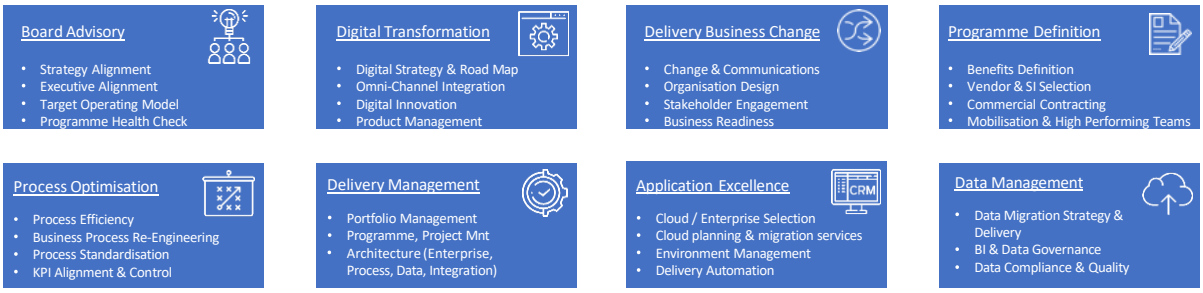


Figure 2 – Summary of Searchlight's Capabilities

3. Portfolio, Programme and Project Management Services

Searchlight's Cloud Portfolio, Programme and Project Management ("PPM") delivery frameworks, enables us to tailor our delivery approach to our clients' context. Supporting cloud strategy definition through all delivery states through to establishing end state cloud operating models.

Our approach helps clients make better decisions, mitigate risk, and maximise outcomes at pace. Our PPM services support both Planning, Setup and Migration as summarised below:

Planning Service

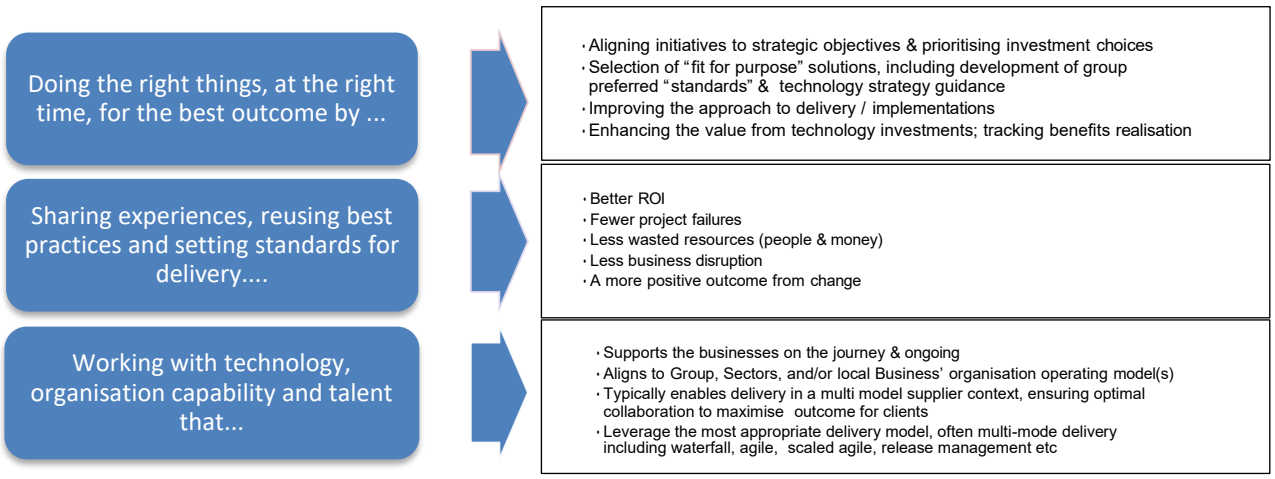
- Planning strategy alignment to select cloud enabling solutions and services.
- Establishing a cloud implementation road map
- Planning and defining the business case, gaining executive approval, contracting for and mobilisation of a cloud transformation initiative
- Planning the transition to a cloud operating model following successful cloud implementation
- Ensuring people capability transition is planned and delivered for both the implementation and subsequent cloud operating model

Setup and Migration Service

- Establishing a view of the cloud capabilities, prioritisation and dependencies of capabilities desired by the buyers
- Establishing a roadmap to deliver the desired business capabilities to support both cloud migration and establishing ongoing cloud operating models to be realised
- Introducing automated delivery including test, cloud solution configuration, environment, portfolio, programme, project and learning management
- Planning for optimal architecture transition steps
- Managing the overall organisational capability upgrade to ensure business and IT teams are ready, willing and able to adopt cloud solutions or services

What does success look like?

Figure 3 provides a summary of what success what look like associated with the delivery of our cloud PPM services:



"Searchlight Consulting navigated us through a complex transformation, and enabled us to deliver a significant step change to our business performance"

4. Service Levels and Standards

Service Levels

Our consulting services are delivered by our consulting teams who are trained in the planning, preparation and execution of our PPM delivery frameworks as well as holding qualifications including Managing Successful Programmes (MSP), PRINCE2, Scrum, Scaled Agile (SAFe) and Prosci.

We tailor our PPM delivery frameworks to ensure delivery obligations, standards, methods and expected outcomes are aligned at mobilisation, regardless of whether the delivery model is single or multi- supplier.

Onboarding and Offboarding

Each delivery initiative will be managed by a Searchlight Delivery Director who will ensure onboarding and handover post-delivery is designed into the delivery design, following our pre-sales to delivery engagement process.

Our approach to onboarding ensures a single delivery team is formed, while handover and knowledge transfer is planned throughout the life cycle of each delivery initiative.

Commercials and Constraints

- Our terms and conditions provide details of commercial terms
- Termination would typically be agreed mutually and would be 4 weeks, or as otherwise agreed within statements of work
- We do not foresee any constraints to services
- Support hours would be 9:00am to 5:30pm (or normal UK office hours)
- After sales support would be via a dedicated Delivery Director