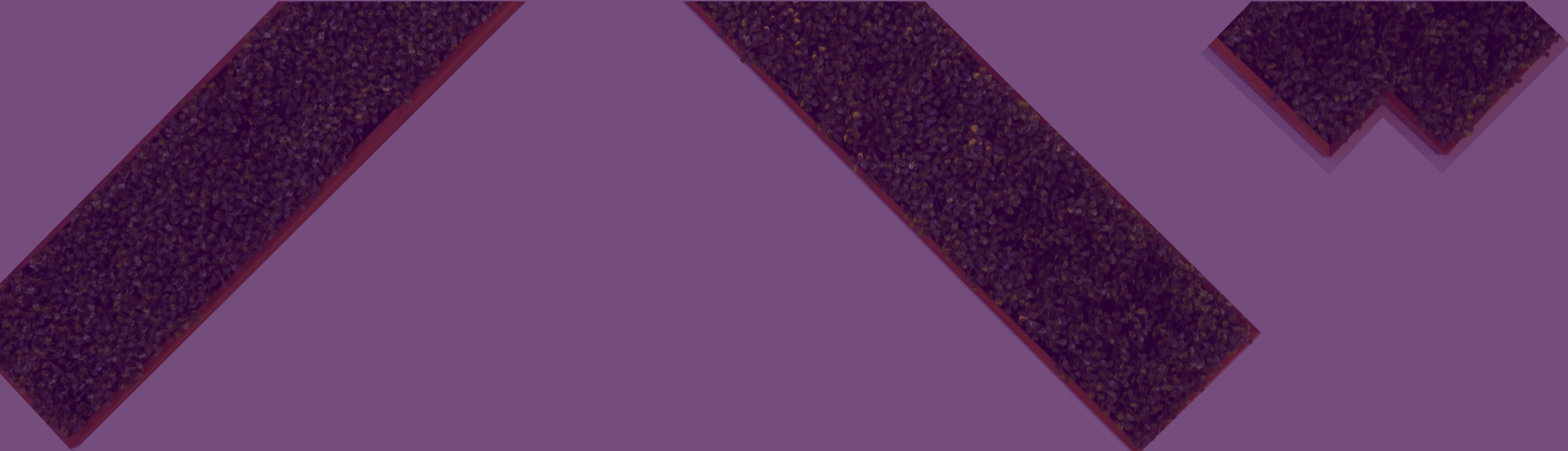


G-CLOUD 15

CoStratify Service Definition Document
IT Service Management

CoStratify



CONTENTS

1. About CoStratify
2. Mission and Values
3. Our Services
4. IT Service Management Focus
5. IT Service Management Features & Benefits
6. Our Engagement Approach
7. Testimonial
8. Testimonial



10+

Associates

£0.5m

Turnover

130+

Projects over
last 7 years

1500+

Stakeholders
met with

ABOUT US

An ethical, client led, technology transformation boutique consultancy.

- North West based
- Formed in early 2019
- Strong ethical consulting mantra
- Aligned to healthcare, local government, housing and charity sectors
- Resource pool of former CIO's, CTO's, Chief Executives and Transformation Directors
- Unique but proven methodology
- People led but with an asset consulting approach

OUR MISSION & VALUES

Our mission and values shapes everything we do, and we live and breath these daily.

Integrity is at the heart of this which means being transparent, engaging without a sales agenda and always being on our clients side.

We're also here to enable others. Not just our internal employees and associates but our partners and clients too.

Finally, we pride ourselves on the quality of the outcomes we create for clients, not just the outputs we provide or the people we put in place.

We believe there are 8 critical success factors that we must achieve as part of any project:

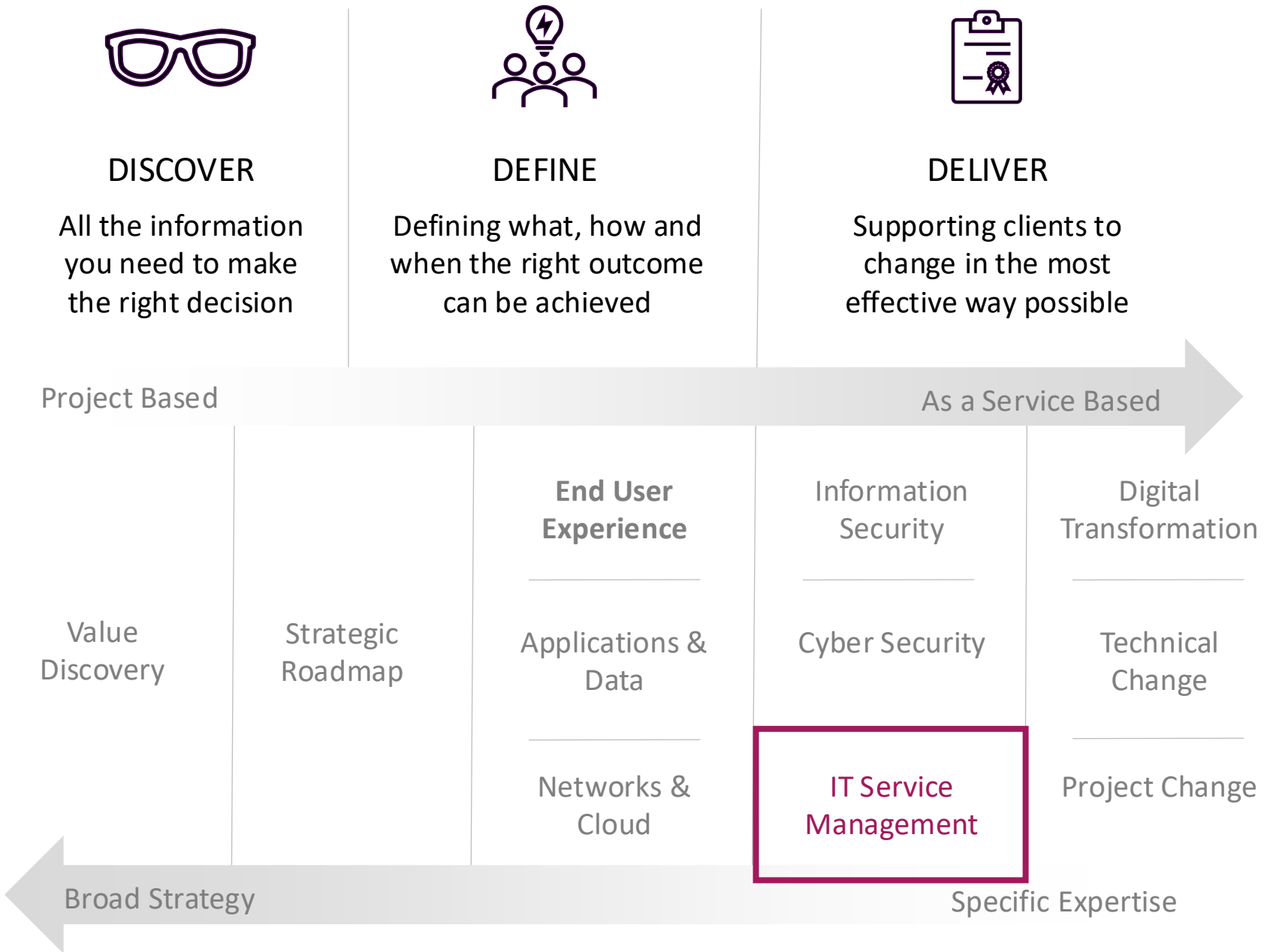
- | | |
|----------------------------|--------------------|
| Find the root cause | Reduce change risk |
| Seek change allies | Align outcomes |
| Identify quality solutions | Remove blockers |
| Communicate complexity | Enable efficiency |

OUR SERVICES

We specialise in enterprise wide value discovery but we know what it takes to deliver true digital transformation.

This is why we have an interconnected set of services ranging from broad discovery, through to specific expertise and guidance services that help navigate the challenges of delivery.

These services also vary between projects and as-a- service offerings. For more information see our GCloud services.



IT SERVICE MANAGEMENT

SERVICE OVERVIEW:

When technology breaks or there's a new request for technology, the first port of call is typically the IT service desk. How this is managed and resolved is critical to the customer experience IT provide but it's the other processes and capabilities that exist in IT service management that are often overlooked and a key to an IT department's success. Enabling these core processes and linking them together with IT management, finance and strategy is often a forgotten part of digital transformation but is vitally important to consider if you want your digital transformation to be a success. We help customers strategically align the needs of the organisation to the capabilities of the IT department, de-risking change and ensuring success.

Some of the typical activities provided from the IT service management service are:

- IT Service Management capability and maturity reviews against best practice.
- IT service catalogue alignment and mapping to what IT's customers really want.
- Reporting and communication strategies.
- ITSM tooling requirements definition and procurement.
- Asset discovery and approach.
- IT policy and procedure reviews.

IT SERVICE MANAGEMENT

FEATURES:

- ITIL qualified consultants with real world experience in leading IT service management change programmes and IT service teams at all levels across both public and private sector.
- Experience in cloud based monitoring tooling and integration with existing IT service tools and process.
- Capable in target operating model (re) design to adjust to new ways of working or technology solutions.
- IT service management not considered in isolation; Always thinking about integrating IT services with wider technologies, strategy and capability.

BENEFITS:

- Improved customer experienced, leading to enhanced reputation of IT in the organisation.
- Greater efficiency and focus in delivering IT services, enabling greater output from the same capability.
- Release pressure on the IT service through adjustment to service catalogue and operating model, reducing risk in delivery and capability.
- Shift from reactive to proactive, reducing risk of outage, capacity shortages and security shortfalls.

ENGAGEMENT APPROACH



- Dedicated account manager from your very first contact through to the end of your project.
- Weekly updates and reporting throughout your project, aligned to your internal reporting cycles.
- Escalation and project change process clearly defined, with feedback incredibly important to us.
- Projects managed by PRINCE II qualified and experienced project managers.
- Projects are delivered by experienced individuals, working to a robust and repeatable process that is proven in the market.
- We provide the option to augment your existing teams, closely collaborating in the delivery of the overall project, should you require this.



“CoStratify are professional, responsive, flexible, and extremely knowledgeable and provided One Manchester Housing with a holistic view of our IT systems, infrastructure, and approach to programme management.”

Nicole Kershaw - CEO
One Manchester Housing





York and Scarborough Teaching Hospitals

NHS Foundation Trust

“Whatever you think your level of IT maturity is, if you want independent and vendor agnostic experts to come in and assess where you are now; and based on where you are, where you need to be and how to get there, these are the guys to help you.”

Dylan Roberts - CDIO
York & Scarborough Teaching Hospitals NHS
Foundation Trust



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