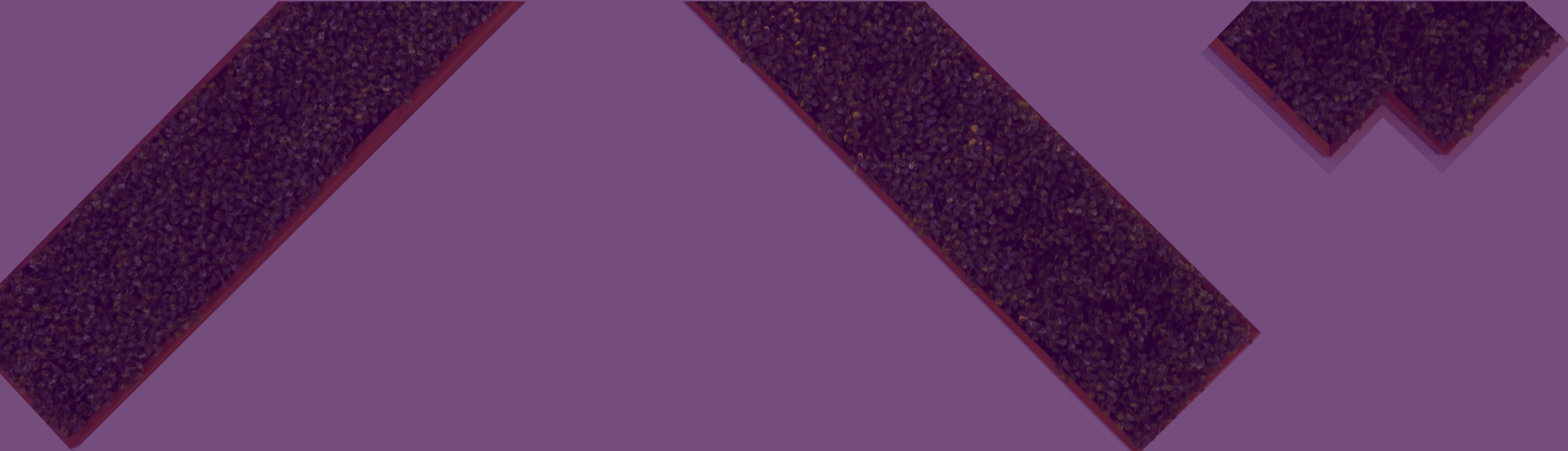


G-CLOUD 15

CoStratify Service Definition Document
End User Services

CoStratify



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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:

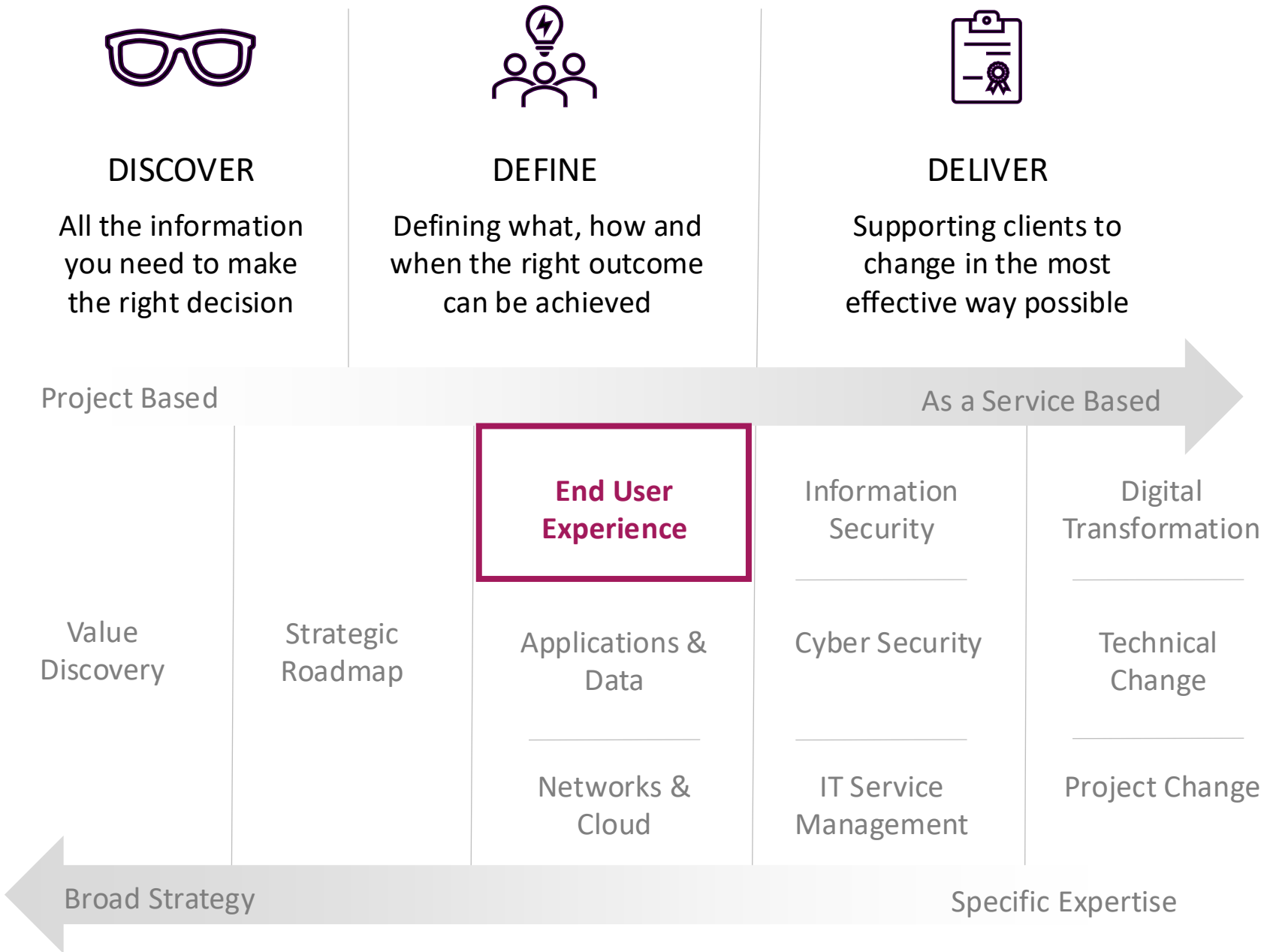
- | | |
|----------------------------|--------------------|
| Find the root cause | Reduce change risk |
| Seek change allies | Align outcomes |
| Identify quality solutions | Remove blockers |
| Communicate complexity | Enable efficiency |

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.



END USER EXPERIENCE

SERVICE OVERVIEW:

IT is typically at the heart of our client's operations, therefore, how applications, data, IT and cloud services are accessed can make the difference to a job done well or a frustrating job not done at all. Our end user experience services enable customers to more ably focus change on the end user experience and identify the best possible ways in which end users of technology need to access data, systems and technology capabilities. It's vitally important that this is aligned strategically to any wider transformation in play.

Some of the typical activities provided from our end user experience service provide:

- Assessment of the working styles of end users and how best end users would like to gain access to systems and data.
- Specific discovery of desktop assets, application licensing and technology usage across the organisation.
- Reviews of desktop support and device management against best practice and end user support experience.
- Reviews of cloud based collaboration software, telephony and contact centre solutions, together with, recommendations for improvement.

END USER EXPERIENCE

FEATURES:

- More closely align the working styles of end users to the technology used and the ways in which end users prefer to collaborate.
- Enable customer focussed desktop management services and align to best practice.
- Integrate IT service management with effective device monitoring, management and support toolsets, considering cloud based toolsets and services.
- Expertise provided on a project or as-a-service basis, providing expert capabilities in desktop services.

BENEFITS:

- Increase efficiency, effectiveness and productivity for end users, increasing output whilst lowering delivery costs.
- Improve the end user experience, lower frustration and enhance perception of the quality of IT.
- Enable new flexible working practices and improve customer service to patients, tenants, citizens or beneficiaries.
- Improve security practices in the delivery, management and use of end user technology.

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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