



G-Cloud 15

Avanade Value & Benefits Realisation Services

Lot 3 - Cloud Support Services (Additional Services)



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1. Avanade Value & Benefits Realisation Services

In a world of constrained resources, it has never been more important to stay laser-focused on driving real business value out of every investment of taxpayers' money.



Benefits realisation is changing. Complex capabilities such as predictive digital twins and generative AI require individual experimentation and iterative refinement, in a way that conventional dashboards and analytics do not. Modern cloud-based applications like Dynamics 365 are natively designed for continuous improvement rather than big-bang. When transformation is iterative, the path to value is rarely a straight line. It is not easy to reconcile this fact with the flow of traditional Public Sector formal business cases.

However – the fundamentals still hold true: benefits realisation begins before a delivery project starts and continues long after it ends. Avanade's deep, hands-on understanding of modern ways of working and dynamic transformation puts us in pole position to partner with Public Sector organisations on their benefits realisation journey. This starts with building and managing a balanced portfolio of opportunities to generate value, constructing viable business cases, and ensuring that focus remains for the “final mile” to see the benefits materialising as new capabilities become reality.



1.1. Value Identification and Prioritisation

The first step in most value journeys is to create and continuously manage a backlog of value-generating development activities. Drawing on the best of Avanade's strategic and experience design capabilities, we work with you to really understand what users internal and external really want and need, generating a list of potential use cases. We then deploy tried-and-tested methodologies to qualify and prioritise these, looking not only through the lens of return on investment but also the way they fit together to build your wider capability – enriching the capabilities that came before and paving the way for those that follow. We understand many Public Sector organisations are time pressured and resource constrained, we take a flexible approach to all value identification and prioritisation engagements and assure all clients that their operational business as usual processes remain front of mind to ensure the organisations key activities are unaffected by any additional workstreams.

1.2. Value Forecasting

We understand deeply the level of rigour that is needed for a formal Public Sector investment case and how to build up sufficient evidence to allow it to be approved. We work with you to embed a practical value framework that allows everyone to think consistently and realistically about the types and levels of benefits that different capabilities will yield and how to translate this into financial value that you can rely on as well as tangible value for taxpayers who rely on, and benefit from, Public Sector outputs. We also think ahead to the measurement stage – ensuring that there is clear read-across between the forecasting approach and the measurement that will follow, maximising your chances of being able to demonstrate success clearly when the time comes.

1.3. Value Realisation and Measurement

Deploying a new technical capability or operational system rarely creates business value directly: instead, it creates the possibility to change the way you conduct some part of your business – and it is this change in ways of working which allows you to operate more efficiently. The change should embed measurable quality, incorporate more safety and focus on ethically creating entirely new services and tools to empower employees and customers to deliver a more meaningful, positive impact. By building a "critical friend" partnership, we stay with you on the journey, helping you to extract every drop of value out of your new capabilities and to do so at sustained scale and pace to ensure a focus on the 'now' as well as the 'future'.

2. Service Pricing

Please refer to the associated Pricing Document relevant to this Service.

3. Contacts

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4. About Avanade

Avanade, a joint venture between Accenture and Microsoft, is a privately held company was founded in 2000 with the goal of delivering innovative services and solutions to enterprises worldwide using the Microsoft platform. Avanade's main business focus is to purely deliver innovative services and solutions to enterprises worldwide on Microsoft technology. Avanade is a global organisation with over 56,000+ professionals worldwide, serving our clients in major geographic business areas in 26 countries.

This vast network of highly skilled resources is further complemented by our network of delivery centres that we refer to as Advanced Technology Centres (ATCs). This complementary capability provides the agility, cost efficiency and diversity of skills that today's businesses demand. This construct underpins the results we generate for our clients and forms the foundation for our long-term relationships with them.