Newton

G Cloud 15 – Service Descriptions

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1. WHY NEWTON?

We help organisations tackle their biggest issues and keep improving. Not with copy-and-paste thinking, thick reports, or half-measures. Instead, we commit fully with our clients to find the right information that leads to the right decisions. This allows us, with you, to deliver desired outcomes and embed change that sustains long after we have gone.

Newton is a high growth and successful management consultancy, employing the brightest and most curious minds in the industry. We are unique in that our fees are guaranteed against delivered and measurable results, and we have grown to be one of the most effective operational performance improvement consultancies in the UK.

Newton's Digital practice delivers digital transformation across our largest and most complex programmes, including data science and analytics, systems change, technology and data architecture. The Digital practice is one of Newton's specialist capabilities, along with Change Management; these teams work seamlessly with the core consulting body to enable delivery of exceptional results for our clients. All our work is delivered by a single, coherent team, aligned to the clear goals of the Programme. Together, these specialist capabilities form a critical part of Newton's proposition.

1.1 Service Offerings

This Service Definition document covers all our G-Cloud Services, including:

Software as a Service (Saas)

Cost Modelling Tool: A cost optimisation and governance solution designed to model and manage spend across business units. It enables financial benefit tracking and supports integration with enterprise authentication systems. The tool provides cost modelling to drive measurable savings and efficiency improvements.

Urgent and Emergency Care (UEC) Performance Tool: The UEC performance tool is built on the FDP which securely integrates disparate organisational data into a unified environment, enabling seamless sharing, advanced analytics, and real-time insights. It standardises access and governance, supports population health management and proactive planning, and empowers evidence-based decision-making.

Cloud Support Services (additional services)

Asset Availability Modelling and Decision Support: A Cloud Base asset and equipment availability modelling capability with AI features providing an analysis capability that predicts and optimises the availability, reliability & cost. The capability assesses various factors including supply chain and procurement cycles, usage patterns, environmental conditions, wear and tear, failure rates, and maintenance schedules.

System Implementation and Decision Support Planning: This service provides the capability to support programmes in assessing key requirements and activities required to plan, cost, resource, schedule, and implement activities associated with major system and technology implementations. Strategic

Diagnostic of Complex Problems: Our discovery process begins by building a strategic understanding of the client's operational context through a series of workshops, data analysis and interviews. We prioritize opportunities, considering both the financial and non-financial benefits. We build insights into a compelling narrative that charts a delivery plan we will deliver with you. Insight Analytics to drive

Performance Improvement: A Cloud Base modelling capability with AI features providing an analysis of baselines performance outcomes and track improvement interventions to KPIs. The capability assesses various factors across the business e.g. supply chain and procurement, workforce productivity, commercial performance, supplier performance matched with outcome delivery

AI readiness and adoption: A structured evaluation service to gauge organisational preparedness for AI integration. The assesment identifies opportunities and risks, ensuring alignment with strategic goals and compliance standards. The assessment goes on to inform practical opportunities and steps for successful AI deployment and capability building.

2. SOFTWARE AS A SERVICE

2.1 Cost Modelling Tool

ISSUE

Many organisations face persistent challenges in ensuring that critical assets and equipment are available when needed. These challenges stem from a complex interplay of factors: unpredictable supply chain disruptions, fluctuating demand, maintenance backlogs, and environmental wear and tear. Traditional approaches often fail to provide the real-time insights required to anticipate failures or optimise resource allocation, resulting in increased operational costs, reduced reliability, and missed performance targets. The lack of a holistic, data-driven view means that decision-makers are frequently forced to react to problems rather than proactively manage them, undermining both efficiency and service delivery.

CORE SOLUTION

The Cost Modelling Tool tool addresses these challenges by offering a cloud-based, AI-powered modelling platform that brings together data from across the asset lifecycle. It analyses procurement cycles, usage patterns, environmental conditions, and failure rates to predict and optimise asset availability, reliability, and cost. By providing actionable insights and scenario modelling, the tool empowers organisations to make informed decisions, anticipate risks, and implement preventative measures. This proactive approach not only reduces downtime and operational costs but also enhances the ability to meet service commitments and strategic objectives. Key features of the solution include the following:

- **Dynamic Modelling** – Builds real-time cost models.
- **Scenario Analysis –** Simulates inflation and product changes.
- **Supplier Leverage** – Identifies negotiation opportunities quickly.
- **Savings Prioritisation** – Highlights top cost reduction areas.
- **Data Insights** – Provides actionable procurement intelligence.
- **Real-Time Updates** – Reflects latest market conditions instantly.
- **Custom Dashboards** – Visualises cost drivers clearly.
- **Risk Alerts** – Flags supply chain vulnerabilities early.
- **System Integration** – Connects with ERP seamlessly.
- **Outcome Tracking** – Monitors savings versus forecasts.

BENEFITS

The key benefit of our solution are as follows:

- **Cost Transparency –** Clear visibility into all components.
- **Negotiation Power –** Strengthens supplier discussions effectively.

- **Faster Decisions –** Enables rapid procurement choices.
- **Enhanced Savings –** Delivers significant cost reductions.
- **Risk Reduction –** Minimises market volatility exposure.
- **Efficiency Gains –** Streamlines costing processes easily.
- **Strategic Alignment –** Supports organisational procurement goals.
- **Performance Monitoring –** Tracks realised savings accurately.
- **Scalability –** Adapts across categories and geographies.
- **Competitive Edge –** Drives smarter sourcing decisions.

2.2 Urgent and Emergency Care (UEC) Performance Tool

ISSUE

Organisations are increasingly reliant on data to drive strategic decisions and operational improvements. However, data is often locked away in siloed systems, governed by inconsistent standards, and difficult to access or integrate. This fragmentation limits the ability to generate meaningful insights, hampers collaboration, and increases the risk of errors or duplication. As a result, organisations struggle to realise the full value of their data assets, missing opportunities to innovate, optimise services, and respond effectively to emerging challenges.

CORE SOLUTION

The UEC performance tool overcomes these barriers by integrating disparate data sources into a secure, cohesive environment. It enables seamless data sharing and advanced analytics while maintaining robust governance and compliance. By standardising data access and providing tools for real-time analysis, FDP empowers organisations to unlock actionable insights, foster cross-functional collaboration, and support evidence-based decision-making. This unified platform accelerates digital transformation, enhances operational efficiency, and positions organisations to respond proactively to future demand. Key features of the solution include the following:

- **Secure, unified data environment** across organisations.
- **Federated integration** of disparate data sources.
- **Standardised data** access, permissions, and governance.
- **Real-time** analytics and modelling tools.
- **Role-based,** auditable data sharing controls.
- **Interoperability** with existing systems and standards.
- **Linked datasets** for longitudinal population insights.
- **Case-finding** and risk stratification capabilities.
- **Self-service** dashboards and reporting.
- **Scalable cloud architecture** supporting system growth.

BENEFITS

The key benefit of our solution are as follows:

- **Evidence-based decisions** across health and care.
- **Faster insight** from previously siloed data.
- **Improved operational efficiency a**nd productivity.
- **Proactive planning** for future service demand.
- **Enhanced data quality** and consistency.
- **Reduced duplication** and reporting effort.
- **Stronger compliance** and governance assurance.
- **Better collaboration** across organisations and teams.
- **Focused interventions** via case-finding analytics.
- **Accelerated** digital transformation outcomes.

3. CLOUD SUPPORT SERVICES (ADDITIONAL SERVICES)

3.1 System Implementation and Decision Support Planning

ISSUE

Major systems implementations are often complex and risky, with poor planning or understanding often driving increased uncertainty, cost, and delay into programmes. Complex interdependencies, a failure to understand key drivers of risk, and lack of project controls are all examples of how major implementations fail to deliver their stated benefits.

CORE SOLUTION

Our Systems Implementation and Decision Support Planning tools will provide to a programme the capability to assess key requirements and activities required to plan, cost, resource, schedule, and implement. The Capability will enable stakeholders to capture key activities and assumptions, assessing cost and schedule impact, and outturn impacts – highlighting areas of risk and uncertainty to enable interventions and planning to take place. Key features include the following:

- **Implementation Cost Assessments** – Capability to accurately assess risk adjusted systems implementation and programme costs.
- **Implementation Programme Schedule Planning**- Capability to accurately measure risk adjusted programmatic schedules.
- **Implementation Schedule Adherence**- Capability to accurately assess the schedule adherence of system implementations.
- **Vendor Assessment**- Provision of capability to assess value for money and performance of potential vendors.
- **Resource Planning**- Capability to assess and forecast required resources to deliver programme.
- **Implementation Risk Assessments**- Capability to capture and assess impacts of risk across an implementation programme.
- **Assessment of Benefits and Outcomes**- Calculation and quantification of financial and operational benefits arising
- **Scenario and Sensitivity Analysis** – Capability to create and assesses multiple scenarios.
- **Operational Improvement and Productivity** – Capability to identify bottlenecks and improve operational and productivity outcomes.
- **Strategic delivery.** A forensic evidence-based understanding of complex systems

BENEFITS

This service provides the capability to support programmes in assessing key requirements and activities required to plan, cost, resource, schedule, and implement activities associated with major system and technology implementations. Key benefits include the following:

- **Clarity of scope and requirements** - Defines scope, objectives, and requirements, aligning with vision and strategy.

- **Cost and Schedule Estimates** – Accurately estimates time, cost.
- **Resource Planning** – Estimates required resources by skills and assesses internal/external balance.
- **Accurate and Visible Program Planning** - Create realistic and achievable milestones and deliverables.
- **Risk Management** - Identifies and mitigates risks including technical issues, data migration, training, change management, stakeholder engagement.
- **Measures Programme Performance** - Tracks and measures progress and performance
- **Quality Management** - Helps to ensure quality and compliance.
- **Understanding**. Focused on strategic context, precise KPIs and to enable guaranteed outcomes.
- **Change**. To help build a compelling narrative that faces into truth and galvanises change,

3.2 Strategic Diagnostic of Complex Problems

ISSUE

At on the onset of a proposed solution or delivery approach, organisations need to be assured they have accurately captured and understood the complexities that may potentially impact. A discovery phase is often required to deliver valuable insights and evidence to inform the decision making and planning of a programme. Organisations often run the risk of investing in solutions that do not address the real problem or meet the user needs. This may be due to a misalignment of vision and goals, a lack of engagement with users, poor collaboration, or a failure to identify the correct systems solution.

CORE SOLUTION

Our discovery process begins by building a strategic understanding of the client's operational context through a series of workshops, data analysis and interviews. We prioritize opportunities, considering both the financial and non-financial benefits. We build insights into a compelling narrative that charts a delivery plan we will deliver with you.

By following a structured and rigorous methodology, our strategic diagnostic will support the execution of a discovery phase that delivers a comprehensive and compelling narrative demonstrating the problem, the solution, and the benefits of the proposed change. Key features of the solution include the following:

- **Strategic Review of Goals & Objectives:** A thorough analysis of the user needs, pain points, and goals.
- **Review of Baseline Systems Landscape:** A comprehensive review of the existing data sources, systems, and processes
- **Gap Analysis**: A gap assessment to identify opportunities and challenges for improving service.
- **Discovery Prototype:** A prototyping and testing session to validate the assumptions and hypotheses.
- **User Research Plans:** A user research plan to understand the current situation, pain points, and user goals.
- **Production of Existing Service Blueprints**: A service blueprint visualising services, interfaces, processes, and pain points.
- **Value Driven Benefits Strategy:** A value proposition canvas defining the problem-solution fit and benefits for users.
- **Production of Vision Statement and associated KPI measurement criteria**: A vision statement and KPIs articulating the desired future state and how to measure it.

- **Delivery Scope & Feasibility Assessments:** A delivery scope and feasibility assessment to determine boundaries and constraints.
- **Implementation Roadmaps and Action Plans:** Roadmaps and action plans outlining key implementation steps delivery.

BENEFITS

The key benefit of our solution are as follows:

- **Robust and Comprehensive Understanding of User Needs:** An understanding of the needs and expectations of users, customers, and stakeholders.
- **Validation of Assumptions:** Validation of initial assumptions and hypotheses about the problem and the solution.
- **Design Insights:** Insights to inform design and development of the service, business case and value proposition.
- **Improved Collaboration and Alignment:** Improved stakeholder collaboration and alignment, enhancing buy-in and support.
- **Prioritisation of User Needs:** Identification and prioritisation of user needs and pain points.
- Validation of Concepts through Prototyping: The validation of concepts for the service through rapid prototyping.
- **Assessment of Viable Delivery Approaches:** Assessment of delivery approaches, methodologies, plans and milestones
- **Building the Right Team:** Builds a multidisciplinary and diverse team with the right delivery skills and expertise.
- **Determining a Common Language and WBS:** Creation of a common language and WBS understood across stakeholder groups.
- **Strategic delivery.** A forensic evidence-based understanding of complex systems

3.3 Insight Analytics to drive Performance Improvement

ISSUE

Organisations need insight analytics to gain a deeper understanding of their complex systems and processes, identify the root causes of performance gaps, and design effective solutions to improve their outcomes. Insight analytics can help organisations leverage data from multiple sources, apply advanced analytical methods and artificial intelligence, and visualise the results in an intuitive way.

These can enable organisations to make better decisions, optimise their resources, enhance their efficiency and quality, and increase their competitiveness and customer satisfaction.

CORE SOLUTION

A Cloud Base modelling capability with AI features providing an analysis of baselines performance outcomes and track improvement interventions to KPIs. The capability assesses various factors across the business e.g. supply chain and procurement, workforce productivity, commercial performance, supplier performance matched with outcome delivery.

Key features of the solution include the following:

- **Multiple Availability Planning Sources** – Capability to accurately plan utilising real time data and AI.
- **Current Demand Planning Capability** – Provision of capability to analyse and forecast current demand signals.
- **Future Demand Planning Capability** – Provision of capability to analyse and forecast future demand signals.
- **Portfolio Planning** – Capability to plan asset requirements across multiple portfolios.
- **Lifecycle Planning** – Through life capability planning for assets and equipment's.
- **Budgetary, Financial and Cost Analysis** – Budgetary, financial and cost analysis capability, including variance analysis.
- **Decision Support** – Multi-factored decision support capabilities to drive improved Management Information.

BENEFITS

The key benefit of our solution are as follows:

- **Enhanced Allocation** – Improved ability to accurately allocate supply of assets against variable demands.
- **Increased visibility** – Increased visibility of relevant and meaningful data across the organisation.
- **Data Alignment** – The provision of a single data source and single source of truth on asset availability.
- **Evidence and audit trail for decisions** – Clear and recorded audit trails of decisions that directly impact availability levels.
- **Automatic identification of cost saving opportunities** – Real time identification of cost and efficiency opportunities.
- **Automatic identification of availability improvement opportunities** – Real time and automated availability of improvements
- **Improved MI driving better decisions** – Improved decision-making capability for stakeholders both strategic and tactical.
- **Strategic delivery**. A forensic evidence-based understanding of complex systems

3.4 AI readiness and adoption

ISSUE

Organisations are increasingly aware of the transformative potential of artificial intelligence, yet many face significant barriers to successful adoption. These challenges include uncertainty around where AI can deliver value, concerns about data quality and governance, and a lack of clarity on the skills, processes, and cultural changes required. Without a structured approach to assessing readiness, organisations risk investing in AI initiatives that are misaligned with strategic objectives, expose them to compliance risks, or fail to deliver measurable benefits.

CORE SOLUTION

Newton's AI Readiness and Adoption service provides a structured evaluation to gauge organisational preparedness for AI integration. The assessment identifies opportunities and risks, ensuring alignment with strategic goals and compliance standards. By delivering clear, actionable recommendations, Newton enables organisations to build the necessary capabilities, address gaps, and take practical steps towards successful and

sustainable AI deployment. This approach empowers clients to unlock value from AI while managing risk and building confidence across the organisation.

Key features of the solution include the following:

- **AI Maturity Assessment:** Evaluates organisational readiness for AI.
- **Governance Frameworks**: Establishes safe, compliant AI oversight.
- **Data Quality Review:** Identifies gaps in data foundations.
- **Use-Case Prioritisation:** Selects high-value AI opportunities.
- **Risk Management:** Addresses ethical, legal, operational risks.
- **Workflow Integration:** Embeds AI into existing processes.
- **Change Enablement:** Supports staff adoption and confidence.
- **Capability Building**: Trains teams in AI literacy.
- **Implementation Roadmap:** Provides phased, actionable delivery plan.
- **Impact Measurement:** Tracks benefits and performance outcomes.

BENEFITS

The key benefit of our solution are as follows:

- **Faster AI Deployment:** Reduces delays and accelerates implementation.
- **Lower Risk Exposure:** Minimises ethical and operational pitfalls.
- **Higher ROI:** Focuses investment on high-value use cases.
- **Improved Data Quality**: Strengthens foundations for reliable AI.
- **Stronger Governance:** Ensures safe, compliant AI usage.
- **Better Decision-Making**: Enables evidence-driven organisational choices.
- **Enhanced Workforce Confidence:** Builds trust and capability in AI tools.
- **Operational Efficiency**: Streamlines processes with targeted automation.
- **Sustainable Adoption**: Embeds AI into long-term workflows.
- **Measurable Impact**: Tracks outcomes and benefits clearly.

3.5 Asset Availability Modelling and Decision Support

ISSUE

Organisations responsible for managing critical assets and equipment often struggle to maintain high levels of availability, reliability, and operational readiness. These challenges arise from fragmented data sources, inconsistent maintenance practices, opaque supply chains, and limited ability to predict future asset demands or failure risks. As assets age or experience variable usage, maintenance costs rise and unplanned downtime becomes more common.

Many organisations rely on manual spreadsheets or disconnected systems, making it difficult to build a full, real-time view of asset condition, performance, and lifecycle costs. Without the ability to model different scenarios or understand the drivers of reduced availability, decision-makers are forced into reactive management. This leads to inefficiencies across procurement, maintenance, workforce deployment, and budgeting—ultimately reducing service performance and driving up operating costs.

CORE SOLUTION

Newton's Asset Availability Modelling and Decision Support service provides a cloud-based modelling capability, enhanced with AI and advanced analytics, to give organisations a comprehensive, evidence-based understanding of asset performance, availability, and risk. The service brings together real-time operational data, supply chain inputs, environmental factors, maintenance schedules, and historical performance records into a single, trustworthy view.

The platform models current and future demand, predicts likely availability constraints, and identifies the underlying factors that impact readiness—enabling proactive intervention rather than reactive response. It allows organisations to simulate multiple scenarios, assess the impact of interventions, and plan asset portfolios based on accurate forecasts.

By combining AI-driven insights with Newton's forensic approach to operational improvement, the solution supports better decision-making across procurement, maintenance, lifecycle planning, and resource allocation. This results in maximised asset utilisation, optimised investment decisions, and improved service outcomes.

Key features of the solution include the following:

- Capability to accurately plan utilising real time data and AI.
- Provision of capability to analyse and forecast current demand signals.
- Provision of capability to analyse and forecast future demand signals.
- Capability to plan asset requirements across multiple portfolios.
- Through life capability planning for assets.
- Budgetary, financial and cost analysis capability, including variance analysis.
- Provision of supply chain visualisation capabilities.
- Scenario analysis capabilities to enable modelling of multiple input variables.
- Multi-factored decision support capabilities to drive improved Management Information.
- A forensic evidence-based understanding of complex systems

BENEFITS

The key benefit of our solution are as follows:

- Accurately predicts and identifies asset availability levels.
- Enables efficient and effective asset planning.
- Fully optimised utilisation of equipment and assets.
- Improved ability to accurately allocate asset supply against variable demands.
- Ability to better visual inventory and wider supply chain inputs
- Provision of single data source and source-of-truth on availability.
- Clear, recorded audit trails of decisions that directly impact availability
- Focused on strategic context, precise KPIs to enable guaranteed outcomes
- To build compelling narrative that faces into truth, galvanising change