



Service Definition Document

Digital

A decorative graphic at the bottom of the page, consisting of several overlapping, curved, wave-like shapes in a teal color, creating a sense of motion or digital flow.

About us

ea Consulting Group Ltd (trading as ea Change) is a trusted transformation partner with over 25 years' experience supporting public sector and regulated organisations. We help organisations design, deliver and improve digital services that are user-centred, accessible and aligned to government standards.

Service Overview

Our Digital service supports organisations to design, deliver and continuously improve digital and cloud-enabled services.

We put users at the centre of delivery, helping clients meet user needs, improve service outcomes and embed sustainable digital ways of working across both internal and external services.

What we deliver

Our digital specialists work as part of multi-disciplinary teams, applying agile and user-centred approaches aligned to the Government Digital Service (GDS) Service Standard.

Core capabilities include:

- Digital maturity assessments
 - Digital strategies and delivery roadmaps
 - End-to-end digital service delivery
 - User research and people-centred service design
 - Content design aligned to GOV.UK standards
 - User experience testing and validation
 - Agile coaching and ways-of-working support
 - Product management and delivery management
 - Software delivery support (where required)
 - Executive coaching and digital leadership workshops
 - Knowledge transfer and internal capability development
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Service Benefits

- Ensures digital services are designed around real user needs
- Supports delivery and improvement of digital and cloud-based services
- Improves accessibility, usability and service outcomes
- Reduces delivery risk through agile, iterative approaches
- Flexible and scalable delivery aligned to service maturity
- Quality-assured delivery by experienced practitioners
- Builds sustainable internal digital capability

Working Approach

We work flexibly to align with client delivery models and governance structures. Our digital specialists embed within multi-disciplinary teams or provide targeted support as required.

We support services across Discovery, Alpha, Beta and Live, with particular focus on improving live digital services through iteration, insight and continuous improvement.

Delivery can be remote, on-site or hybrid, subject to Buyer requirements.

Service Outputs

Depending on scope, typical deliverables may include:

- Digital maturity assessments and recommendations
 - Digital strategies and delivery roadmaps
 - Service designs, prototypes and content
 - User research findings and insights
 - Usability testing outputs
 - Product backlogs and delivery artefacts
 - Accessibility and service standard evidence
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What sets us apart

- **User-centred by default** — we design services around real user needs, not organisational assumptions
 - **End-to-end capability** — from strategy through to live service improvement
 - **Public sector expertise** — deep experience of GDS standards and government delivery environments
 - **Integrated delivery** — close collaboration with BAs, change managers, data specialists and delivery leads
 - **Capability uplift built in** — we prioritise coaching and knowledge transfer to leave teams stronger
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Service Onboarding

We use a structured onboarding approach covering service objectives, user needs, governance, security requirements and delivery cadence. Knowledge transfer is planned from the outset.

Service Offboarding

We support smooth transition through structured handover, documentation transfer, artefact sharing and capability uplift to ensure continuity after engagement ends.

Standards & Compliance

- Alignment with the Government Digital Service (GDS) Service Standard
- Compliance with WCAG accessibility guidelines
- UK GDPR and confidentiality compliance
- Experience working within public sector governance and assurance frameworks
- Security and data handling aligned to Buyer requirements

Get in touch, we would love to hear from you!

E: elaine.griffin@eacg.co.uk

T: 07971 110130