



Service Definition Document

Technology

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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 technology solutions that underpin digital, data and cloud-enabled services.

Service Overview

Our Technology service supports organisations to plan, implement and improve technology solutions that enable reliable, secure and scalable digital services.

We work across the full delivery lifecycle, supporting technology decision-making, delivery and optimisation in line with government standards and modern cloud-based architectures.

What we deliver

Our technology specialists work alongside digital, data, delivery and operational teams to support effective technology outcomes.

Core capabilities include:

- Technology assessments and current-state reviews
 - Technology strategy and roadmap development
 - Support for cloud-aligned architectures and platforms
 - Integration of technology into digital service delivery
 - Vendor and supplier technical assurance
 - Support for system integration and interoperability
 - Technical risk identification and mitigation
 - Support for agile and DevOps delivery models
 - Technology assurance and quality reviews
 - Coaching and support for internal technology teams
 - Knowledge transfer and capability development
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Service Benefits

- Supports delivery of secure, scalable digital and cloud services
- Improves alignment between technology, user needs and business outcomes
- Reduces technical risk and dependency on legacy solutions
- Enables informed technology investment decisions
- Flexible and scalable support aligned to delivery needs
- Quality-assured delivery by experienced practitioners
- Builds sustainable internal technology capability

Working Approach

We tailor our approach to the organisation's technology landscape, delivery maturity and risk profile. Our specialists embed within multi-disciplinary teams or provide targeted advisory and assurance support as required.

We support activity across Discovery, Alpha, Beta and Live, working closely with delivery teams to ensure technology decisions support long-term service outcomes. Delivery can be remote, on-site or hybrid, subject to Buyer requirements.

Service Outputs

Depending on scope, typical deliverables may include:

- Technology assessments and recommendations
 - Technology strategies and roadmaps
 - Architecture and integration guidance
 - Technical assurance and risk assessments
 - Delivery and implementation support artefacts
 - Vendor and supplier assurance findings
 - Knowledge transfer and handover documentation
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What sets us apart

- **Technology in context** — we focus on technology that supports user needs and service outcomes, not standalone solutions
 - **Public sector experience** — deep understanding of government technology, assurance and governance environments
 - **Integrated delivery** — close collaboration with digital, data, testing, PMO and change teams
 - **Pragmatic approach** — proportionate, risk-based technology decisions
 - **Capability uplift** — emphasis on building confident internal technology teams
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Service Onboarding

We use a structured onboarding approach covering objectives, scope, technology landscape, governance, security requirements and delivery cadence. Expectations and ways of working are agreed from the outset.

Service Offboarding

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

Standards & Compliance

- Alignment with government technology and digital delivery standards
 - Compliance with UK GDPR and confidentiality obligations
 - Experience working within public sector governance and assurance frameworks
 - Security and data handling aligned to Buyer requirements
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Get in touch, we would love to hear from you!

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