

The background image shows a curved, metallic building facade, likely the Lloyd's building in London. The surface is highly reflective, mirroring the surrounding urban environment, including other buildings and the sky. A large, detailed mural of a woman's eye is visible on the right side of the facade. The overall color palette is dominated by cool blues and greys, with a semi-transparent dark blue overlay at the bottom. The text is white and positioned on the left side of the image.

G-Cloud 15 Service Definition  
Business Analysis

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# WE BELIEVE CONSULTANCY SHOULD BE DONE DIFFERENTLY

WE ARE A DELIVERY PARTNER, WITH AN EXPERIENCED TEAM WHO INTEGRATE WITH YOUR TEAMS, WORKING TO DELIVER, UPSKILL AND SUPPORT.

OUR COMMITMENTS TO YOU

|                                                                                                                                                                                                              | "TRADITIONAL"<br>CONSULTANCY | <br>CROSS8 | OUR VALUES                                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-----------------------------------------------------------------------------------------------|----------------------------------------------|
|  <p>All our consultants have 15+ years experience with each combining consultancy and business / operational experience</p> | ✗                            | ✓                                                                                             | ✓ Integrity                                  |
|  <p>Team driven by delivering lasting change, not slideware</p>                                                             | ✗                            | ✓                                                                                             | ✓ Transparency                               |
|  <p>Commercials aligned to your outcomes, not time spent</p>                                                              | ✗                            | ✓                                                                                             | ✓ Expertise                                  |
|                                                                                                                                                                                                              |                              |                                                                                               | ✓ Delivery                                   |
|                                                                                                                                                                                                              |                              |                                                                                               | ✓ Take the work seriously - but not yourself |

...which is why we have built Cross 8 using practical, real-world experience and a set of commitments to you...

## OUR PROMISE

### OUTCOMES NOT HOURS



Our dedication to delivering results is reflected in each contract. We link payment to outcomes and commit to bringing the resources to get the job done.

### PRACTITIONERS NOT THEORISTS



Every single member of the Cross 8 team has more than 15 years experience of delivering in the real world. Our senior leaders are hands on making sure you get the outcomes you need.

### SMALL HIGHLY SKILLED TEAMS



We believe a small number of experts can make a huge difference. Our approach is founded on partnership with your team and building a capability in your organisation so engaging us again is a choice not a necessity.

### MAKING THE JOURNEY FUN



Real change happens when the people involved want it to happen. We believe making the journey as fun as possible can make a huge difference to the outcome.

WHAT'S IMPORTANT TO US...

## YOUNGMINDS

Annual Charity Partnerships.



Creating a great workplace that attracts the best talent



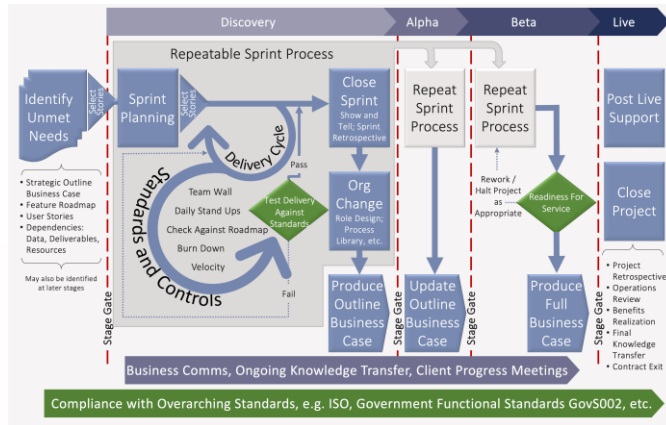
Committed to Net Zero.



## WE'RE TRUSTED...

TRUSTED PARTNERSHIPS WITH THE UK'S MOST WELL-KNOWN BRANDS.





Our Business Analysis service provides requirements elicitation, business processes modelling, and change impact assessments.

It unlocks benefits by ensuring all parties have a thorough understanding of the change.

We use a small number of highly effective people to help you drive delivery, while simultaneously **building your internal capability**.

## Features

- BCS trained business analysis professionals with extensive experience and knowledge
- Detailed user research and development of user stories
- “As is” and “To be” process analysis, assessment and documentation
- Focused on business problems and solutions, not just technological answers
- Expert requirements elicitation via multiple methods to ensure complete picture
- Compatible with: Agile (Scrum, Kanban, SAFe); Prince2, PMBOK, MSP; Lean-Six-Sigma
- Delivered by experts with theoretical knowledge and hands on experience
- Fluent Business Case development and compelling presentation
- Produces change impact assessments to inform business change function
- Business Process Modelling (BPM) to identify process improvement opportunities

## Benefits

- Increase certainty of delivering project outcomes and realising benefits
- Build a better understanding of your user requirements/stories and backlog
- Strategic level business analysis allows selection of optimal solution options
- Fast onboarding with little learning curve due to broad expertise
- Deliver effectively regardless of methodology: agile, waterfall or hybrid
- Maximise requirements traceability through best practice capture and description
- Increase change adoption by ensuring solutions are aligned to users
- Clear business cases to ensure the right changes are delivered
- Build an internal capacity by best practice knowledge sharing
- Reduces dependency on externals by designing handover from the start

## WHO WE ARE

We are experts in Transformation and Commercial Optimisation. Over the last 10 years Cross 8 has consistently delivered on our promises to clients and grown our presence in Utilities, National Infrastructure and Financial Services sectors.

Our strategy for success is simple: we build talented teams with real world experience. Every member of the Cross 8 delivery team has a minimum of 15 years of experience.

Our world class individuals are supported by a set of proprietary tools that distil the experience of our team into a set of assessments, frameworks and documents meaning you don't just benefit from the team deployed, you benefit from the collective knowledge of our organisation.

Our capabilities are organised into five practices from which we build bespoke teams, to provide the perfect mix of expertise to solve a client's challenge head-on.



## TOOLING

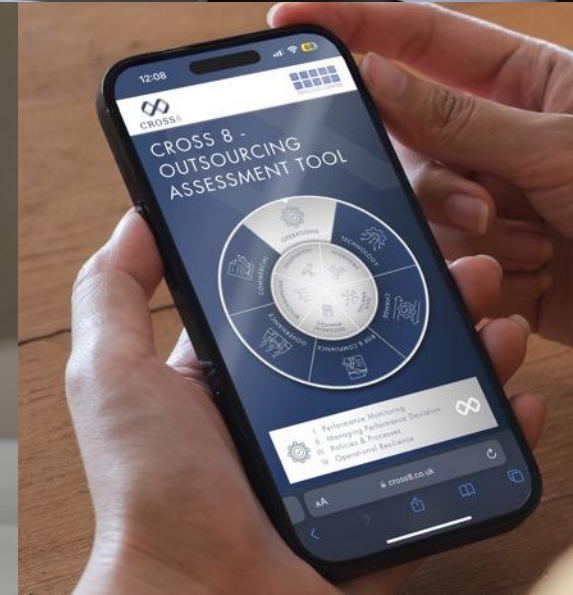
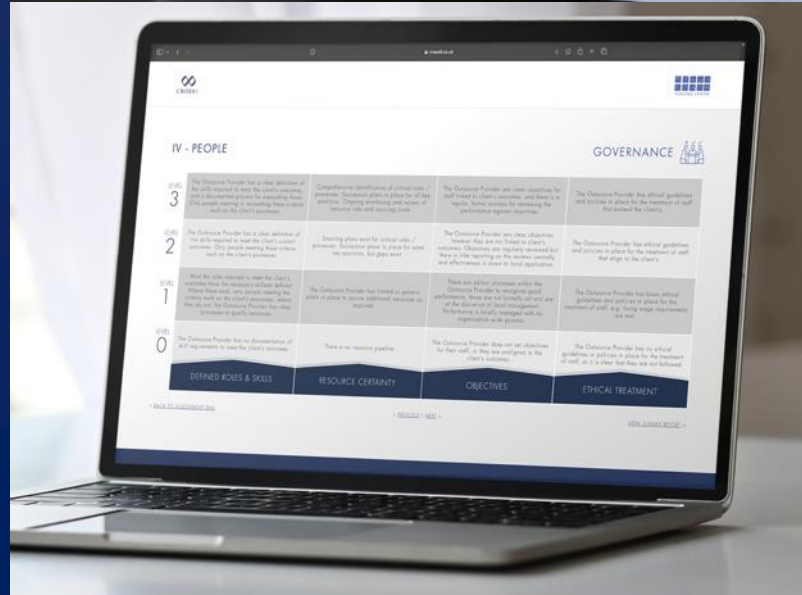
Cross 8 has developed a set of tools and accelerators that allow us to understand your most complex challenges quickly.

Covering our key practise areas and addressing the full lifecycle from initial assessment to project execution the tooling is designed to be customised to meet the needs of your specific challenges.

## CONTROLS

We adhere to rigorous controls, both internal and external to ensure the best outcomes for our clients.

- CYBER ESSENTIALS PLUS
- ISO 9001:2015
- ISO 45001:2018
- ISO 14001:2015
- DBS & BPSS CHECKED





## WHAT OUR CLIENTS SAY

"SERVICE HAS BEEN EXCELLENT"

"QUALITY AND TIMELY WORK"

"GREAT PEOPLE AND SKILLSET"

"ALWAYS HAD POSITIVE EXPERIENCES  
WORKING WITH CROSS 8"

"HAD FULL TRUST, BOTH TECHNICALLY  
AND WITH THEIR PROFESSIONALISM"



## WHAT OUR TEAM SAY

"THE CULTURE, VALUES AND PEOPLE ARE  
WHAT MAKE CROSS 8 GREAT."

"WE WORK HARD BUT HAVE A  
LAUGH ALONG THE WAY"

"A TEAM OF GENUINE EXPERTS WHO HAVEN'T  
LET THEIR EXPERTISE GO TO THEIR HEADS!"

"I'M PROUD TO BE PART OF THE COMPANY"





# CROSS8

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