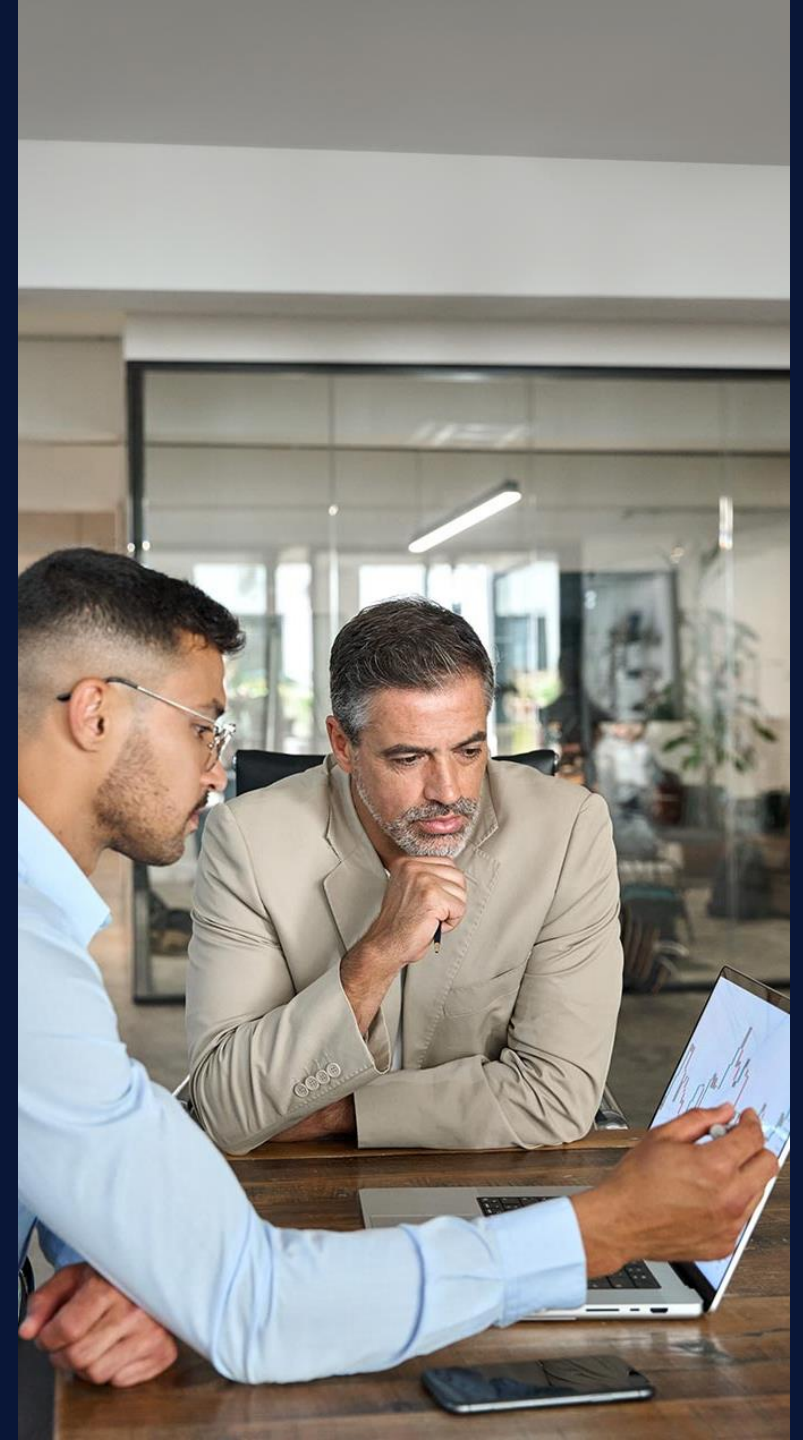


Change Management

Higher Education Change Management for
Organisational and Technology Change





G-Cloud Service



Who we are

Service definition

Features

Benefits

Why PACT Solutions

What our partners say

Next steps



Digital Transformation for Higher Education

Specialists in transforming



Strategy



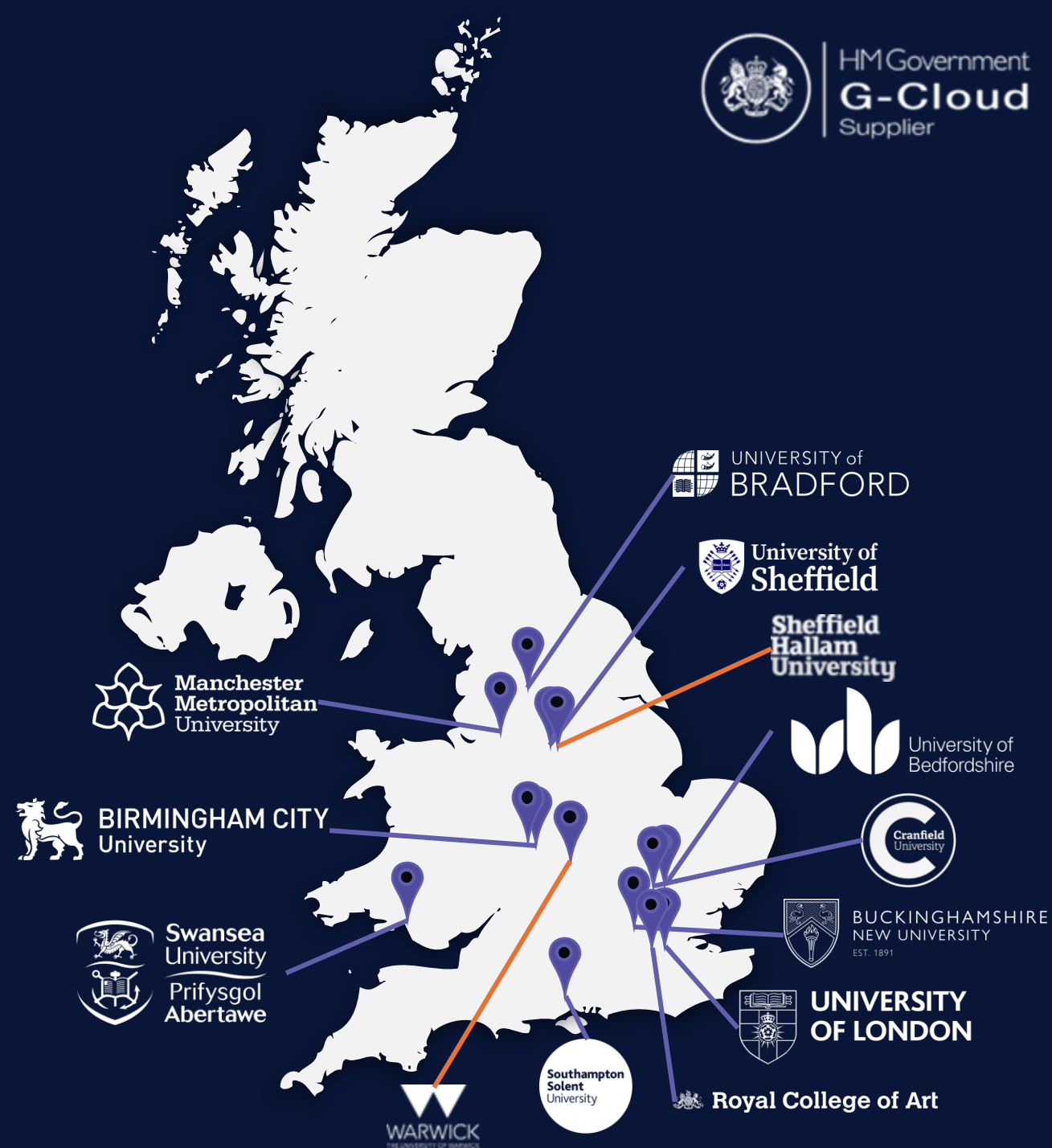
Data



Delivery



Change



Who we are

We are a digital transformation consultancy with deep higher education expertise

We partner with universities to modernise the platforms and processes behind the student journey. Our work spans student records, integration and data, cloud migration, MI and change.

We take an adopt, not adapt approach wherever possible, reducing complexity so solutions are sustainable and easier to run.

We're trusted to deliver at pace, with clear governance and a focus on measurable outcomes, so time, budget and effort are invested where they matter most.

Our purpose is to help universities deliver world-class teaching and research through better data, better systems and better ways of working.



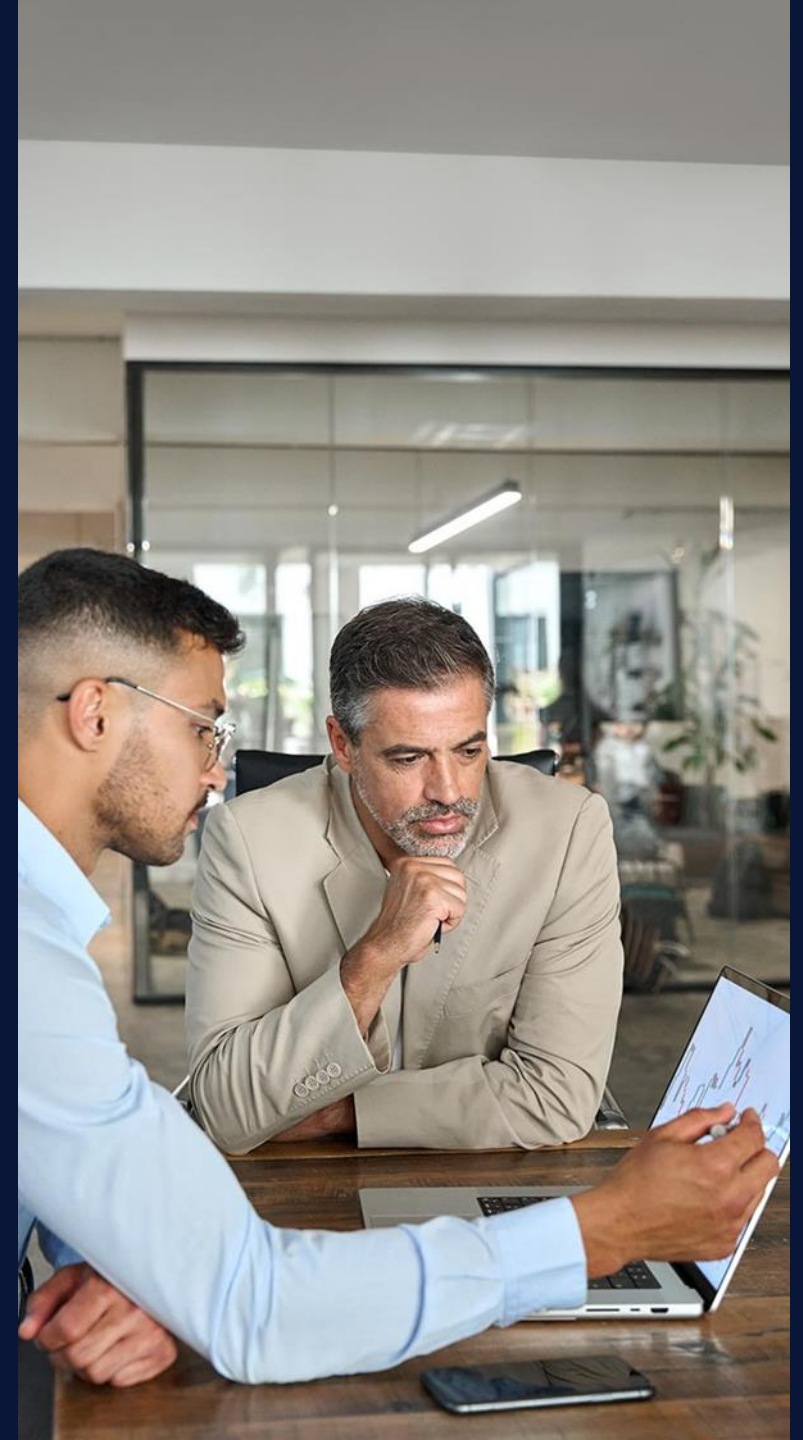
Change Management

We provide higher education change management for organisational and technology change, helping universities engage people, embed new ways of working and sustain outcomes.

We deliver practical change controls, including change impact and readiness assessments, stakeholder analysis, communications and engagement planning, training needs analysis and adoption measurement.

We work alongside your programme and operational teams to coordinate change activity across workstreams, align messages, manage resistance, and ensure staff and students are supported through key milestones such as go-live, transition and stabilisation.

Our approach is collaborative and proportionate, adapting to your context and governance arrangements, from mobilisation through to handover and transition into business-as-usual.



Features

01

Change management delivery across project, programme, portfolio and enterprise levels.

02

Leadership and culture support, including training, communications and engagement.

03

Change management strategy and integrated delivery plan.

04

Provision of change roles: managers, analysts, trainers, communications specialists.

05

Target operating model design, implementation planning and transition support.

Features

06

Communications strategy, messaging, channels and content development.

07

Change impact assessment and change risk management.

08

Training needs analysis, training delivery and coaching support.

09

Stakeholder mapping, analysis and engagement planning.

10

Readiness assessment, adoption measurement, benefits tracking and sustainment.

Benefits

Your organisation will realise the following benefits from delivery of this service, providing measurable value during our engagement and sustainable improvements that remain in place long after our engagement

03

Faster adoption, enabling change to land sooner.

04

Higher utilisation of new processes, services and capabilities.

01

Reduced resistance through early engagement and clear change impacts.

02

Improved communications, increasing clarity, confidence and alignment.

05

Stronger stakeholder buy-in, supporting decisions and sustained participation.

06

Reduced delivery risk and increased likelihood of benefits realisation.

07

Improved staff retention and motivation during periods of change.

08

More sustainable behaviour change through embedded ways of working.

09

Improved student and staff experience through smoother transitions.

10

Stronger technology adoption through targeted training and coaching.

Why PACT Solutions?

Your institution will benefit from a higher education specialist partner that delivers measurable value and sustainable improvement.

01

Higher education specialist in the UK and Republic of Ireland

02

Independent and vendor-neutral, focused on what works for you

03

Collaborative delivery working alongside and with your teams

04

Clear governance, controls and transparency throughout delivery

05

Sustainable outcomes through knowledge transfer and reusable artefacts

06

Proven track record with multiple institutions, with over 90% repeat business

Why PACT Solutions?

From our partners



BIRMINGHAM CITY
University

“This is a complex and strategically significant programme for the University. PACT’s experience, approach, and commitment to sector best practice gives us real confidence that we deliver lasting improvements for our students, staff, and stakeholders.”

Nick Moore
Director of IT and Digital
Birmingham City University



**Southampton
Solent**
University

“One of the things I’m most proud of is that our project was delivered on time and on budget, which is relatively rare within the sector. PACT ensured that happened.”

Jim Irving
Pro Vice-Chancellor, Students & Governance
Southampton Solent University



Royal College of Art

“We have seen tangible improvements in how our integration services are delivered; fewer delays, better data quality, and reliable integrations.”

Seema Kisnay
Assistant Director of Digital Products
Royal College of Art

Next Steps

01

Share a short brief (what you need, timescales, constraints, stakeholders, and success measures). We'll respond with clarifying questions.

02

Arrange a 30–45 minute session to validate scope, agree the right engagement model (project, programme, assurance, recovery), and confirm the most suitable consultant roles.

03

We'll provide a concise statement of work aligned to G-Cloud terms, confirm resourcing, and start mobilisation (kick-off, governance, plan, and delivery cadence).

Digital Transformation for Higher Education

We've lived and learned from the sector's challenges.
Partner with PACT to unlock your digital potential.

Specialists in transforming



Strategy



Data



Delivery



Change



Trusted by



HM Government
G-Cloud
Supplier



UNIVERSITY of
BRADFORD



BIRMINGHAM CITY
University



UNIVERSITY
OF LONDON



BUCKINGHAMSHIRE
NEW UNIVERSITY
EST. 1891



Manchester
Metropolitan
University



Swansea
University
Prifysgol
Abertawe



University of
Sheffield



Royal College of Art



Learn more

pact-solutions.co.uk