



G-CLOUD – SERVICE DEFINITION

How we operate

1. INTRODUCTION

This is the G-Cloud Service Definition document for Limelight Consulting. It explores our business transformation services and explains the associated benefits of working with an independent provider.

At its core, Limelight exists to help customers control business transformation programmes and improve the delivery of these complex programmes. We help clients successfully 'land' complex technology into their business recognising that transformative programmes are not core to what our clients do day-to-day. We help formulate programmes, ensuring business cases and benefits make sense, execute supplier and technology selection processes, and run programmes end-to-end ensuring the associated benefits are realised in the process.

We have split the document into two core sections – service offerings, and a short section about Limelight Consulting and how we solve many of the problems and challenges faced in the public sector.

2. IMPLEMENTATION AND TRANSFORMATION SERVICES

As part of our services, we break our offerings into 5 broad components. Each of these is highly structured and logical built utilising an accelerator framework for speed of delivery.

2.1 RunFast Launchpad™

Our Launchpad™ is the starting point for any transformation programme. It assumes you have 'nothing' and works to get you 'transformation ready' before you start to engage with technology suppliers and, importantly, before you start incurring significant cost.

2.1.1 Readiness Pack

Our Launchpad™ builds your programme from the ground up. Starting with benefits, a business case, and a return on investment you could put in front of your board, it quickly moves into the mobilisation aspect of a programme.

The goal of mobilisation is simple. It aims to get you 'transformation ready' before you commit to significant cost. During this phase we set the foundations of the programme. Various strategies are defined, framing how the programme will run. Suppliers are sourced and evaluated, and we start to consider change management and requirement gathering.

2.1.2 Business Case

A fundamental part of the Launchpad offering is the production of a business case. The business case at this phase is a highly detailed analysis of the proposal including a full benefit profile. The output is a board ready pack with a full ROI to justify the funding required for the programme – based on facts, not theories.

2.1.3 Procurement and Selection

Once we have a readiness pack and business case that has been approved by a board (funds approved), then we work with procurement teams to create a selection process for any technology partner required. We write the RFI and RFP, design the process (alongside procurement teams), and then run the selection process on behalf of our clients (paper selection, supplier presentations, objective scoring frameworks etc etc). The ultimate outcome is the selection process is a partner ready to engage on your transformation journey.

2.2 RunFast Transformation™

The next logical component is the execution of the transformation programme itself. As part of this component, we broadly group our offerings into the following services.

2.2.1 Programme Leadership and PMO

This is providing leadership at varying levels of the programme. This could be at the programme director, programme manager or potentially slightly more tactical project manager level.

2.2.2 Architecture and Delivery Management

Architecture and delivery management is about managing the cornerstones of the scope of the programme, ensuring it is delivered as per the outline plan. It also stretches further into the organisation and ensures that overarching enterprise architecture and general IT strategies are adhered to.

2.2.3 Technical Delivery

This is the technical design and build of a technical solution. Starting from scoping and requirements we architect and build to deliver business benefits and capabilities – ensuring a business case can be realised technically. Following design and build is rigorous multi-phase testing to ensure systems are fit for purpose, prior to handing over for UAT and Business Integration.

2.2.4 Business Implementation

Business implementation is the delivery of the technical solution within the business community themselves. This includes all aspects around change, cutover, user testing, service adoption and communication.

2.2.5 Target Operating Models

Sometimes the benefits case is predicated on an entirely new operating model for a company. If this is the case we help to define and shape the new operating model as well as work with teams to manage any sensitivities around people, HR and unions – ensuring the transition to ‘new’ is as seamless and transparent as possible.

2.2.6 Change Management and Communications

Change management is the backbone to many benefit profiles and business cases. Within our change workstreams we deploy sophisticated change strategies and plans, mapped to the various stakeholder groups. We run impact assessments based on various business workstreams helping organisations shift from ‘today’ to ‘tomorrow’ in the most effective manner.

2.2.7 Education and Training

Closely linked to the change workstream is our education and training workstream. This is about ‘teaching’ the organization about the processes, interdependencies, and the systems subject to change.

We orchestrate our programmes through our bespoke Prism software. This is a SAAS solution we built to ensure best practice transformation delivery. Prism encompasses all aspects of a programme, from Project Management disciplines through to design and requirement mapping and onto change delivery/benefit realisation.

2.3 RunHealthy Assessment™

Our RunHealthy component is about assessing programmes that are in flight to ensure they are on track to deliver as expected.

2.3.1 Review and Audit

Utilising our unique delivery framework, which operates in conjunction with delivery models, a RunHealthy Assessment™ provides a robust 360-degree review of your programme, customised to the lens you are most concerned about.

Our team aim to spend approximately a month observing, assessing and reviewing your programme. The goal is to find weaknesses, before it is too late.

The review is dynamically scheduled and adjusted, depending on your current programme delivery phase. This means that wherever you are in your programme delivery it will be 100% relevant and provide instant value, at both practitioner and board/executive level.

2.4 RunCentre Setup™

The RunCentre Setup accelerator is designed to help you ensure that your business and IT support model is ready to effectively support your transformation program.

2.4.1 Centre of Excellence

As large transformation programme approaches its go-live, we begin by reviewing internal capabilities to support the 'to be' and work to create a best in class 'Centre of Excellence' model. This extends to both business and IT capabilities, with the goal to create a scalable, high-performing support process that gives your organisation the right degree of support, control and maturity ensuring a smooth transition when the program goes live.

2.5 RunBetter Innovations™

Our RunBetter Innovations™ is a continual improvement initiative designed to leverage an existing infrastructure. It assumes you have some system building blocks in place and a desire to 'get more from it', without biting off more than you can chew.

2.5.1 Continuous Improvement and Development / Innovation Management

Operating at both the strategic level down to tactical day-to-day change requests, we help organisations manage innovations and add value, whilst not losing sight of the bigger picture. Every company operates their innovation portfolio differently and our goal is to create a transparent framework the organisation understands to demonstrate ongoing return on your transformation initiative.

3. ABOUT LIMELIGHT CONSULTING

3.1 About Us

At Limelight we're passionate about delivering world-class business transformations. We want you to be laser focused on the benefit delivery whilst we ensure your programme runs smoothly and that risks and costs are minimised.

Our team are a blend of experienced programme delivery experts and technical leads – which ensures good coverage and advice through all stages of your delivery. Many have also worked on both sides of the fence – for end users as well as for large scale consultancies – so they are well rounded in terms of experience and appropriateness. A big part of what we do is based on integrity, and many clients trust us to voice and deal with uncomfortable truths – knowing that we have client success at our core.

We deliberately are not affiliated formally with any technology supplier, despite having a focus on SAP, as this enables us to provide an independent view and recommend competing technologies – should one of those be more appropriate in delivering your requirements. Designed to be transparent, our goal is to always act to the benefits of your business.

3.2 Why Choose Us

Business transformation with any technology, is an art and a science, and our clients typically understand that operating large scale transformation activities on themselves is not their core area of expertise. They reach out to experts like us to help them be 'the best version of themselves' when embarking on transformation journeys. Ultimately this leads to the best outcome for everyone, and we deliver some ground-breaking work together.

A lot of our expertise lies in the formation of early-stage programmes, in particular robust business cases, benefit identification and procurement processes. Our experience in these areas really helps to 'frame' the cornerstones of delivery creating something that every executive is signed up to and understands clearly. We always aim to dovetail into an organisations strategic direction and plans to ensure total alignment from the top to the bottom of the organisation.

Lastly, we recognise that everyone does their best work whilst having fun and enjoying what they do. All the programmes we help facilitate foster a work hard and play hard attitude. Your teams and end users will be stretched during a transformation programme, and it is our job to ensure that everyone is enjoying the journey and performing at their best.

3.3 Why Choose Our Services?

We have spent a lot of time trying to 'package up' our offerings into 'bite sized chunks' that you can leverage at any point of your business transformation – regardless of any technology. Our accelerators are based on business best practice and many years of experience. Our goal is to work alongside any technical supplier and make sure that leadership, technology and business change all come together to deliver seamlessly.

3.4 A Bigger Purpose – because what we do, says who we are...

Imagine every time we do business together we create life changing impacts. Every time we work on a project, not only will we be transforming your organisation for the better, but we also create a bigger meaningful impact in the world.

When you choose to work with us, you will make something very special happen. We commit that for every day of consultancy we bill, it will make a positive impact to someone elsewhere in the world. There is nothing extra you need to do to make this impact, just know that we are making extraordinary things happen around the world. This is all made possible through our unique partnership with [BIGI](#). We are able to make meaningful change to people and communities throughout the entire world, all in alignment with the [United Nations Global Goals](#).

Because doing the right thing for everyone is at our core.