



G-CLOUD – SERVICE DEFINITION

How we operate

1. INTRODUCTION

This is the G-Cloud Service Definition document for Limelight Consulting's Change Management services. It explains how we support organisations to prepare for, adopt and sustain business and technology change, and the benefits of working with an independent, delivery-focused change partner.

At its core, Limelight exists to help customers successfully land change into their organisations. We recognise that large-scale change programmes are not core to what our clients do day-to-day and that poorly managed change can undermine benefits, disrupt operations and erode confidence.

Our Change Management services help clients plan, govern and deliver change in a structured, practical way. We support organisations to understand the impacts of change, engage stakeholders effectively, prepare people for new ways of working and ensure adoption is sustained beyond go-live.

This document is split into two core sections: our Change Management service offering, and an overview of Limelight Consulting and how we help public sector organisations overcome common change and adoption challenges.

2. CHANGE MANAGEMENT SERVICES

As part of our services, we structure Change Management into a number of integrated components. Each component is scalable and tailored to the size, complexity and risk profile of the change, and is underpinned by proven frameworks and accelerators to support effective delivery.

Change Strategy and Mobilisation

We support organisations to define a clear and pragmatic change strategy aligned to programme objectives and business priorities. This includes establishing change governance, defining scope and success measures, and mobilising change capability across business and delivery teams.

The goal of mobilisation is to ensure the organisation is **ready to absorb change**, with clarity on roles, responsibilities, decision-making and engagement expectations before high-impact change activity begins.

Change Impact Assessment

We conduct structured change impact assessments to identify how people, processes, roles and ways of working will change. Impacts are assessed across functions, sites and stakeholder groups, allowing organisations to understand the scale of change and prioritise mitigation activities.

Impact assessments provide the foundation for targeted communications, training and readiness planning, reducing disruption and resistance during delivery.

Stakeholder Engagement and Communications

Effective stakeholder engagement is critical to successful change. We support organisations to identify key stakeholder groups, assess their needs and concerns, and design proportionate engagement and communication plans.

Communications are planned and delivered in alignment with programme milestones, ensuring stakeholders receive clear, timely and consistent messages that support understanding, commitment and trust.

Business Readiness and Adoption

We help organisations assess and track business readiness throughout delivery, using defined readiness criteria and practical indicators of adoption. This enables proactive identification of risks to adoption and targeted interventions before go-live.

Our approach ensures that change readiness is not left to chance and that go-live decisions are informed by evidence, not assumption.

Training and Capability Enablement

Closely linked to change delivery is education and training. We support training needs analysis, curriculum definition and training planning to ensure people have the knowledge and capability required to operate effectively in the future state.

Training activities are aligned to roles, processes and systems, and integrated with wider change and readiness activities.

Post Go-Live Reinforcement

Change does not end at go-live. We support post-implementation reinforcement activities, including adoption monitoring, lessons learned, benefits tracking and continuous improvement planning to help embed new ways of working.

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.

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.