



TVI Value-driven implementation approach



Our execution principles

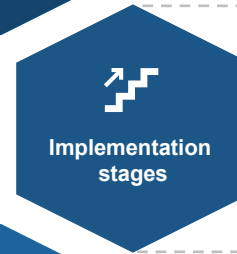
Our goal is to help councils move from an approved business case to live, operational digital services with speed, agility and control, ensuring early and measurable benefit realisation.

Approval of the FTV business case means the council is **ready to procure and mobilise** for implementation, with the digital solution, support, funding, procurement route and delivery expectations clearly defined



Our implementation approach is underpinned by a clear **set of delivery values** that ensures consistency, scalability, flexibility and rapid benefits focused delivery (see next slide).

A strong **track record of delivering rapid, user-centred digital solutions in local government**, we bring the experience, knowledge and credibility to do this with confidence.



These principles are applied across a **simple and repeatable implementation framework** that guides councils from business case approval to fully operational digital services.

TVI provides **end-to-end support** including programme/project management, change, service design and delivery support, to accelerate progress and reduce risk.



We apply a tiered model that **tailors the level of governance, pace and delivery method** to the complexity, benefits and risk of **each implementation**

TVI works alongside your digital partners to ensure new technology is implemented smoothly, adopted by staff and delivers lasting value for services and communities.

TVI's implementation delivery values

Clear structure, governance, ownership and capacity

Clear Delivery Structure – Defined project/programme setup, operational ownership and governance.

Right Skills and Capacity – The council and partners provide the skills and resource to deliver.

Consistency – A common, repeatable set of implementation stages used across all opportunities.

Tailored methods, appropriate controls and delivery discipline

Scalability – Framework adapts to size, complexity and risk.

Flexible Delivery – Tiered model allows appropriate delivery methods and governance.

Pace with Control – Parallel design/build/readiness, supported by timely decisions.

Evidence-led, user-centred, transparent design and testing

User-Centred Design – Decisions grounded in user needs and service impact.

Iterative and data-led – Test, learn and improve as you rollout.

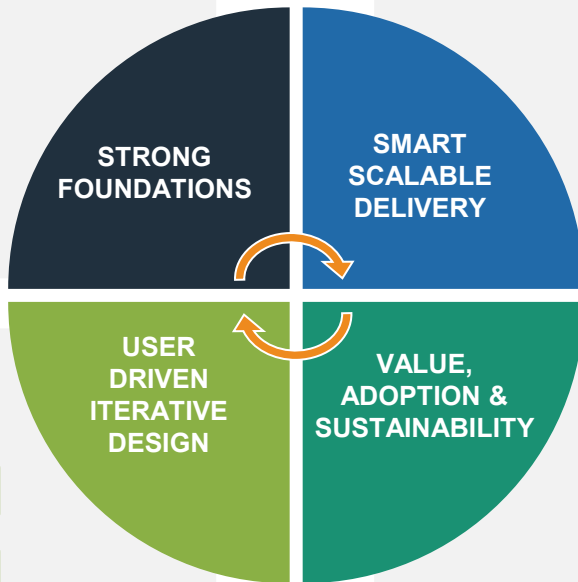
Transparency – Clear visibility of progress, risks and decisions.

Outcome focused delivery and long-term change

Benefits-Focused – Measurable outcomes and financial impact guide delivery.

Partnership Approach – Co-designed and delivered with services and partners.

Embedding and Sustainability – Adoption, capability-building and ongoing benefits.



Where TVI adds value



TVI sits between councils and technology suppliers, bringing delivery experience, governance expertise and pragmatic programme and project management. We help local authorities and our digital partners **turn ambitious ideas into working solutions** - bridging strategy and implementation, managing complexity and ensuring solutions deliver tangible, evidence-backed benefits.

Our implementation offer

TVI provides end-to-end support including programme/project management, change, service design and delivery support, to accelerate progress and reduce risk.

Contracting and Procurement

- Develop requirements specifications based on user needs, service design and future operating models.
- Support supplier shortlisting and evaluation through market engagement, scoring and due diligence.
- Support a compliant procurement process – at accelerated timelines

Programme, Project and Change Delivery Oversight

- Experienced delivery leads to plan, govern and coordinate design and implementation activity in a pragmatic way
- Use of agile and hybrid delivery methods to maintain pace and flexibility.
- Rapid set-up of delivery plans, RAID logs and PMO tools to bring structure and control from day one

Service Design and New Operating Models

- Conduct practical as-is analysis to understand pain points and opportunities.
- Co-design future service models, changes to process, workflows and roles aligned to the digital solution.
- Ensure new processes integrate seamlessly with the technical configuration provided by the digital partner

Change Management and Adoption

- Manage stakeholder engagement, change planning and communications.
- Support training, coaching and change readiness to ensure new tools are used consistently.
- Transition to live and early operational stabilisation.

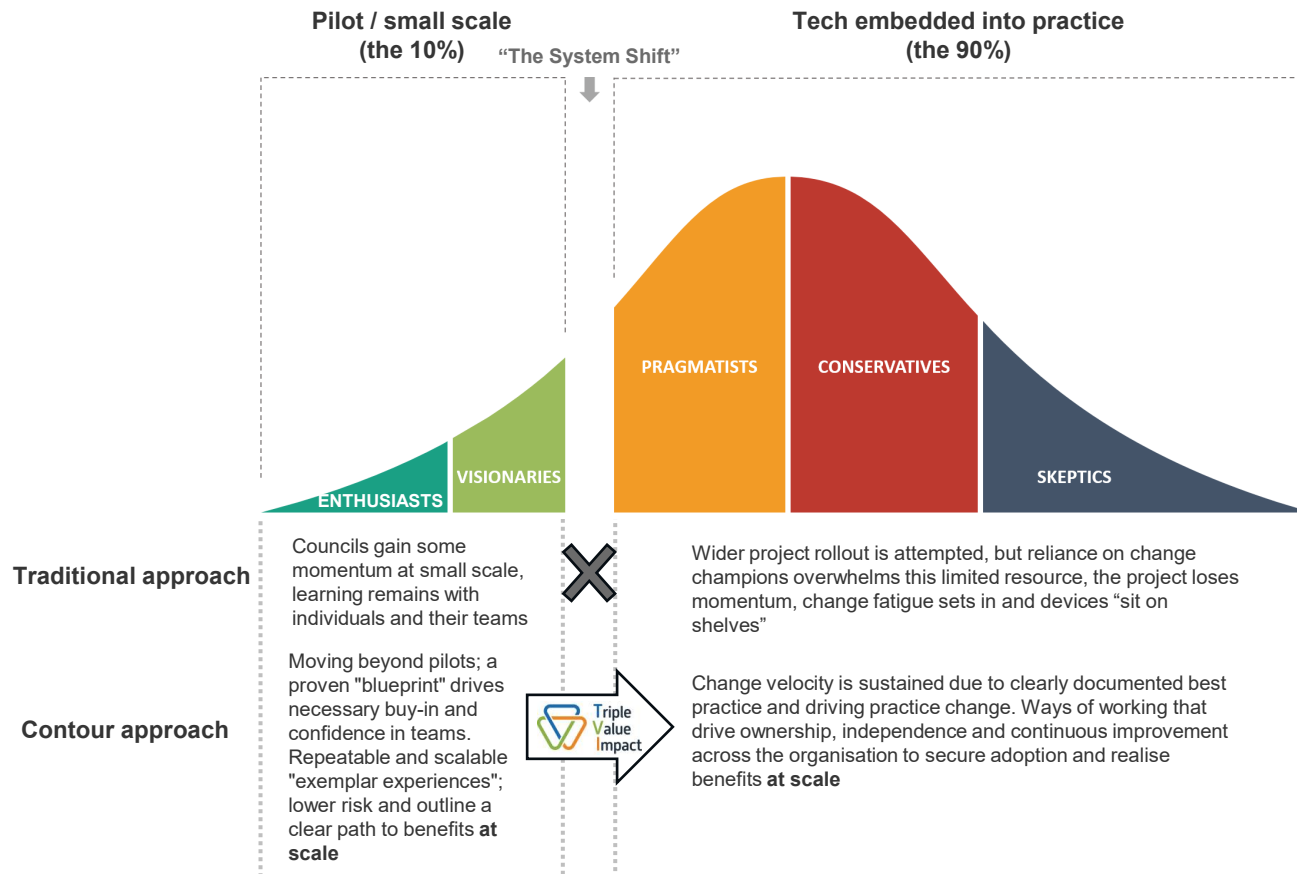
Benefits Measurement and Realisation

- Define benefits, KPIs and success criteria at the outset.
- Build simple benefit trackers to demonstrate early impact.
- Support continuous improvement after rollout to maximise value.

Fast Track Implementation

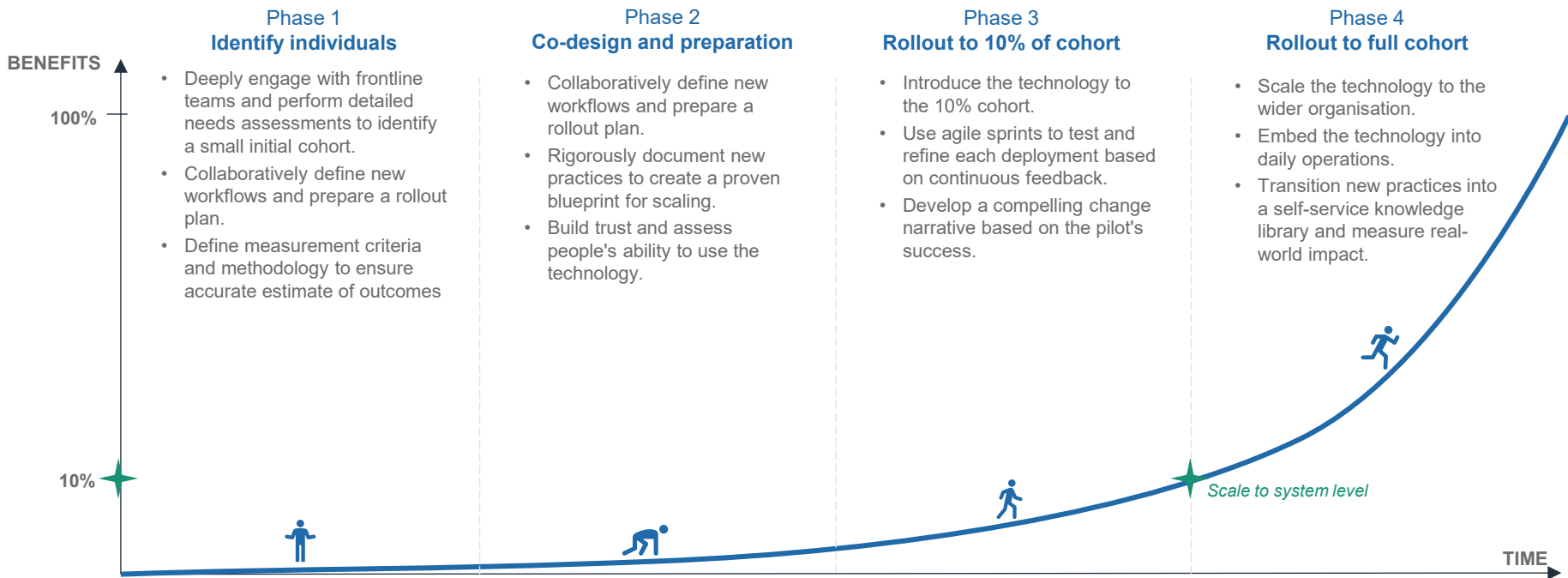
- Pilot first to test, learn and prove value early with coordinated testing/UAT to ensure solutions work
- Run design, build and change readiness in parallel to accelerate delivery and shorten time to go-live.
- Streamlined governance, templates and supplier collaboration to resolve issues quickly.

ASC implementations have historically struggled to scale to the system level – TVI's Contour methodology supports this transition



What is the TVI methodology that can deliver the business case objectives?

Implementation will be guided by **TVI's Contour methodology**, a four-phased, co-delivery model designed to **rapidly deploy technology** while **minimising disruption and securing benefits**. This will ensure the technology is not just deployed, but fully integrated and effective in practice.



Contour deliverables: TVI's ASC delivery model

Goals are fulfilled and capabilities acquired cumulatively at each stage; core to this are cyclical quarterly coaching/mentoring checks

Phase 1 activities:

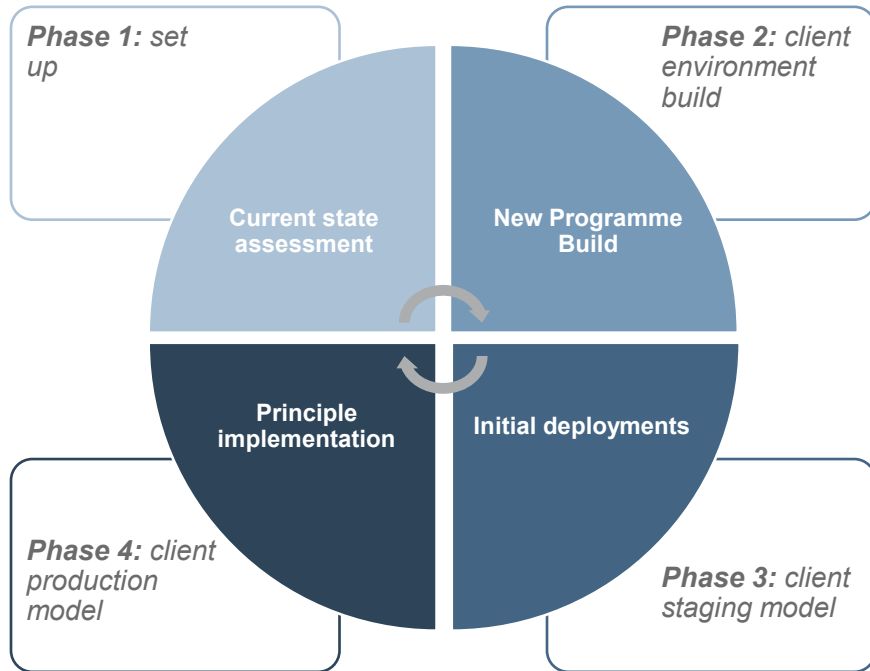
Future State Definition
Referrals (Input) Model Design
Monitoring (Output) Model Design
Community Participation

- Internal: Delivery teams, including assessment teams
- External: Carers, family members, and other partners

Phase 4 activities

Plan and Execute Sprints
Stakeholder Engagement
Level of Success Review

- Evidence Uptake
- Integration Impact
- Governance Impact
- Relationships Impact
- Outcome evaluation



Phase 2 activities

User/Team/Organisation Roles Design
Integration Strategy
Document Processes and Procedures
Continuous Improvement Service Re-Design and Activation
Develop Stakeholder-Specific Role Training

Phase 3 activities

Feedback Loop
User Adoption Testing (UAT)
Change Narrative and Exploitation Plan
Evaluation and Reporting
Strategic Evaluation
Operational Evaluation
Pivot Point Review

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