GCloud 15

Consultancy Service Offerings

Triple Value Impact

TVI Offers

Strategy

Service

By Stage

experience, outcomes, and efficiencies

Who we are

Triple Value Impact will give you the confidence to make the leap, ensuring you land with certainty and confidence in the delivery of your digital outcomes

Business and technology leaders understand the potential of digital, but can struggle to cut through the marketing hype and veiled promises. Consistent themes we hear from customers are the need for an alternative approach: away from the traditional, overengineered delivery models which are consultancy heavy, fail to deliver the desired outcomes and lack real innovation.

We founded Triple Value Impact to provide a differentiated approach which is based on the principle of compressing the “time to value” for our customers.

We enable our customers to succeed through understanding and championing their interests and bridging the gap between their ambitions and the delivery of their outcomes.

We operate a one team philosophy, recognising that combining our respective talents provides the best results

Why work with Triple Value Impact (TVI)

Triple Value Impact (TVI) specialises in public sector transformation and delivery. We provide a differentiated approach based on the principle of compressing the "time to value" for our customers. We enable our customers to succeed through understanding and championing their interests, bridging the gap between their ambitions and delivery of their outcomes.

Efficiencies

Designing new approaches to service delivery that knock the user experience out the park, whether for your employers or customers, exceeding all their expectations.

Experience

Bridging the gap between ambition and outcome needs boldness and direction. We ensure a deep understanding and alignment with your requirements, and a relentless focus on delivering your strategic outcomes

Outcomes

Everything we do should make a quantifiable and sustainable difference, always adding value and ensuring a positive financial return - whether through efficiencies or additional income generation

A selection of our 50+ customers

Walsall Council	Northumberland County Council	Dorset Council	London Borough of Merton	Cyngor Sir Ddinbych Denbighshire County Council
Brent	London Borough of Merton	Ealing www.ealing.gov.uk	West Berkshire Council	The Brighter Borough Wandsworth
Swindon Borough Council	City of Westminster	Kirklees Council	Enfield Council	The Highland Council Comhairle na Gàidhealtachd
Sandwell Metropolitan Borough Council	Cornwall Council one and all · onen hag oll	Bedford Borough Council	Conwy Cyngor Bwrdeistref Sirol County Borough Council	Cheshire East Council

Service Definition - Digital Strategy and Advisory

What is the Service?

We can develop your digital strategy, setting out how your organisation will use digital tools and technologies to achieve your goals and objectives. We will define how the integration of technology into all areas of your business will fundamentally change how your organisation operates and delivers value to your customers.

Key Components of Digital Strategy and Advisory:

- **Leadership and Vision:** Establishing a clear vision for how digital technologies will be used within the organisation.
- **Customer Engagement:** Enhancing the customer experience through digital channels, such as websites, mobile apps, and social media platforms.
- **Operational Efficiency:** Implementing digital tools to streamline processes, improve efficiency, and reduce costs. This includes automating routine tasks and improving supply chain management.
- **Data Utilisation:** Leveraging data analytics to gain insights into customer behaviour, market trends, and operational efficiency, enabling better decision-making.
- **Innovation and Adaptability:** Continuously exploring new digital technologies and business models to stay competitive and adapt to changing market conditions.
- **Cybersecurity:** Ensuring the security of digital assets and customer data against cyber threats.
- **Skill Development and Culture**: Investing in the digital skills of the workforce and cultivating a culture that embraces change and innovation.
- **Integration with Overall Business Strategy:** Aligning digital initiatives with the overall business strategy to ensure they contribute to the organisation's goals.

What can it do for you?

The purpose of Digital strategy is multifaceted, serving as a blueprint for managing and leveraging technology to support and enhance an organisation's overall objectives.

Benefits

- Improved Public Services:
- Cost Savings:
- Enhanced Data Management and Decision Making
- Operational Efficiency:
- Environmental Benefits:
- Community Inclusiveness:
- Resilience and Agility:
- Enhanced Collaboration:
- Future-Proofing:

Service Definition - IT Strategy and Advisory

What is the Service?

With extensive industry experience in crafting IT strategies, we can develop the IT strategy for your organisation. This will set IT direction, define key principles and a comprehensive plan that defines how technology will be used to meet the goals and objectives of your organisation. Our collaborative process fosters alignment, creating a shared vision that unites disparate services toward common goals

What can it do for you?

The purpose of an IT strategy is multifaceted, serving as a blueprint for managing and leveraging technology to support and enhance an organisation's overall objectives.

Key Components of IT Strategy and Advisory

- **Governance:** Balancing governance is critical to avoid stifling progress and avoiding long-term negative impacts.
- **External Factors and Technology Trends:** Understanding external trends and technologies like RPA, machine learning, blockchain, VR, and AR is important. Future
- **State Envisioning:** Conducting workshops for envisioning the future state of IT, unencumbered by current problems, is crucial for innovative strategic planning.
- **Gap Analysis:** Analysing the gap between the current state and the envisioned future state across multiple dimensions (people, process, technology, data, and governance)
- **Scenario Analysis and Strategic Options:** Evaluating strategic alternatives within cost, complexity, and value equations, considering legacy systems and current investments.
- **Crafting IT Strategy Blueprint:** Drafting a 5-year IT strategy blueprint focusing on areas like emerging technologies, IT operating models, methods, tools, frameworks, re-engineering of IT services, staffing strategy, and vendor strategy.
- **Defining IT Operating Model:** Establishing a target operating model for IT that aligns with strategic priorities and supports business objectives.

Benefits

- **Enhanced Competitiveness**: By integrating advanced technologies like AI, ML, and quantum computing, businesses can stay competitive in the digital-first economy.
- **Improved Security**: A strong focus on cybersecurity will protect businesses from emerging digital threats, ensuring the safety of digital assets.
- **Strategic Data Utilisation:** Effective data governance and analytics enable businesses to utilise data ethically and efficiently for growth and innovation.
- **Future-Ready:** Preparing for and incorporating emerging technologies like quantum computing and Edge AI will create an agile, adaptable business environment.

Service Definition - Data Strategy and Advisory

What is the Service?

Our Strategic Data Advisory Services help organisations develop an actionable data strategy that both accelerates data exploitation and embeds solid, scalable foundations. This prepares them for data-driven insights, decisions, processes and AI enablement. The services take a holistic view of people, process and technology, including modernising data platform, governance and partnering services that support organisations at different stages of data maturity. This spans from basic systems integration to strategic decision-making, process enhancement and service design through trusted data assets, management and exploitation.

What can it do for you?

Produce a clear actionable data strategy aligned to Business objectives. Establish robust scalable data foundation to ensure governance, streamline operations and be well-equipped for future data-driven decisions and AI initiatives. Understand your organisation's data ecosystem, talent and prioritisation management. Our tailored engagement includes a suite of Microsoft Azure and Fabric services designed to establish, standardise and optimise data management and value.

Key Components of Data Strategy and Advisory

- **Data Maturity Assessments:** Evaluating the existing data practices against industry standards to understand the maturity level of the organisation's data ecosystem.
- **Data Strategy & Roadmap Development**: Defining the target maturity and vision for data, aligned to Business Strategy, how that is different to today and how it will be achieved
- **Governance Frameworks:** Establishing policies and standards for data usage and security to ensure data is managed appropriately across the organisation.
- **Technology Evaluation:** Analysing the technical infrastructure and tooling in place to support data collection, storage, processing, analysis, reporting, automation and dissemination, with the aim of improving the pace, efficiency and effectiveness of insights generation
- **Compliance and Risk Management:** Ensuring that data handling practices comply with relevant laws, regulations, and mitigate potential risks.
- **Data Operating Model:** Design the future data driven operating model for your organisation, links to Digital and AI operations, and the role of the Data Centre of Excellence (CoE)
- **CDIO advisory**: we offer tailored engagement and CDIO advisory support for specific data challenges, opportunities or questions you may have

Benefits

- **Outcome led:** our recommendations are aligned to your business priorities
- **Improved decision-making** based on high-quality data.
- **Enhanced compliance** with data regulations and standards.
- **Greater efficiency** in data management and reduction of data-related errors.
- **Ability to leverage data as an asset**, unlocking new opportunities for growth and innovation including data driven service design and insight led citizen engagement

Service Definition - AI Strategy

What is the Service?

Our approach to AI strategy is designed to balance value acceleration with safety and change adoption in your pursuit of strategic goals. We help you understand how to balance build versus buy decisions and use AI to drive productivity, process automation, service improvement, personalised citizen services, content generation for public information, and data analysis for policymaking. The strategy will identify the outcomes you seek and connect them clearly to your next steps with AI.

What can it do for you?

- **Improve Efficiency:** Automate routine tasks, reducing time and resources spent on administrative processes.
- **Enhance Decision Making:** Analyse large datasets to inform policy decisions, predict societal trends, and allocate resources more effectively.
- **Boost Public Engagement:** Personalise communication with citizens, making information more accessible and engaging.
- **Innovate Services:** Develop new ways to deliver public services, from educational tools to health advisories, using AI-generated content and insights.

Key Components of AI Strategy:

- **Ethical Framework and Compliance:** Establish guidelines that ensure the safe, secure and ethical use of AI, addressing bias, transparency, and accountability, especially regarding data privacy and security.
- **Infrastructure and Technology:** Understand what you already have in the Enterprise and how to exploit it. Identify further buy/build opportunities across cloud AI platforms, AI point solutions and AI development.
- **People, Skills and Training:** Develop AI confidence, literacy and prompt engineering within the organisation and ensure staff are trained on new systems and ethical AI use.
- **Stakeholder Engagement:** Include citizens, staff, and external experts in the strategy development to meet user needs and societal values.
- **Governance and Oversight:** Implement robust governance structures to oversee AI projects, ensuring they align with strategic objectives and ethical standards.

Benefits

- **Increased Operational Efficiency:** Streamlined processes lead to cost savings and faster service delivery.
- **Enhanced Quality of Public Services:** More accurate, personalised, and innovative services can better meet citizen needs.
- **Informed Policy Making:** Data-driven insights contribute to more effective and responsive public policies.
- **Public Trust and Engagement:** Transparent and ethical use of AI fosters trust and encourages more meaningful public engagement.
- **Understanding and Alignment**: Clarity on the different types of AI - Generative, Agentic and Analytical - and what they are for, and how to balance AI buy v build in your AI strategy.

Service Definition - Analytics and Insight Services

What is the Service?

Our Analytics and Insights Services are designed to transform raw data into actionable insights so that you can make trusted decisions quickly. From trusted reporting and single versions, through dashboards, self-service, advanced analytics (AI/ML) and citizen development capabilities, TVI provides a comprehensive suite of services encompassing advisory, platform, solution, skills assessment and operating model design. These help you operationalise complex decision intelligence at pace, setting you apart from peers and competitors by exploiting the transformative power of modern analytics targeted at your high value use cases.

What can it do for you?

- **Envision and Roadmap:** Establish a vision for data and insights and a practical roadmap for implementation.
- **Discover and prioritise**: Identify insights opportunities; design and implement prioritisation and demand management governance to optimise choices
- **Platform Services:** Enable insights from trusted reporting and advanced analytics provision to end-user self-service. Launch ready-to-use infrastructure, cloud platforms, and templates for analytics projects, efficiently managing and scaling data loads and machine learning models. The services focus on uncovering deep insights and operationalising trusted decisions. Report on performance KPIS, predict future trends and driving actions with targeted recommendation.
- **Transformation:** Innovate with experienced Data and insights professionals for data driven transformation. Understand how Data, Insights, AI and Digital converge into a cohesive digital and data first operating model

Key Components of Analytics and Insights Services

- **Advisory Services:** helping you envision your insights approach and align it with Data, Digital and AI so that analytics priority use cases are delivered at pace in support of your business needs.
- **Platform Services:** Focuses on launching and managing infrastructure, platform and tooling for reporting and analytics needs including scaling machine learning models and understanding the overlap of data, insights and AI platforms and tools
- **Solution Services:** Directed at providing services to create insights for you and exploit them to understand KPIs, predict trends, make decisions, and drive actions and outcomes.

Benefits

- **Competitive Edge**: Fostering a culture of insights-led decision-making, your organisation can set itself apart from competitors.
- **Innovation**: Using of state-of-the-art analytics strategies, you can solve new pain points and opportunities
- **Cost Optimisation**: Trusted data driven decisions allow process, service and role designs for efficiency
- **Expertise and Partnership**: Leveraging top-tier partnerships with cloud providers like Microsoft, AWS, and Google, TVI ensures that your solutions are built with expert guidance.

Service Definition - AI Advisory

What is the Service?

Our AI Advisory is a consultative innovation service designed to help organisations understand the types of AI, what they are for, and how they can be used to drive value safely and at pace. We look at predictive, generative and agentic AI and how you can approach them as a cohesive part of your digital strategy, whether that means using AI you already have, exploring strategic AI platforms, or adopting specific AI tools.

What can it do for you?

- **Readiness Assessment:** Evaluates your organisation's readiness for AI adoption across people, process and tooling, including data readiness, governance and policy lenses, and prioritises mobilisation or next phase activity
- **Strategy and Roadmap:** Define your AI strategy, using our proven AI strategy frameworks, and your actionable roadmap of key steps, activities and projects to drive AI value and transformation
- **Business Prioritisation:** Identifies and prioritises pain point and opportunities for AI to drive productivity, efficiency, decision making, service design and customer experiences

Key Components of AI Advisory

- **Readiness Assessment:** Plan how to start
- **Policy and Guardrails:** Make sure we are safe, secure and ethical
- **Skills plan:** Assess the current skills and plan for future AI skills
- **Data Foundations:** Assess the suitability of your data for AI initiatives
- **Ideation and Innovation**: Identify the best AI opportunities for you
- **Proof of Value**: Help you trial AI approaches and test the benefits
- **AI Strategy and Roadmap**: define and implement
- **Transformation, Change and Adoption**: Get buy-in to AI driven change and start to work differently
- **AI Operating Model:** design the AI operating model, the links to digital & data operations, and the role of the AI Centre of Excellence (CoE)

Benefits

- **Expert-Led Guidance:** The service is delivered by a team of experts who are well-versed in predictive, Generative and Agentic AI
- **Outcome led:** our recommendations are aligned to your business priorities
- **Customised Approach:** The advisory service is tailored to fit the unique needs and objectives of your organisation
- **Informed Decision-Making:** Helps your team understand the full potential of different types of AI so that the right approach is used for each AI Use Case.
- **Risk Mitigation:** By assessing readiness across various dimensions, the service helps mitigate risks associated with the adoption of new AI technologies.
- **Holistic approach:** our frameworks ensure a holistic approach across people, process and technology, aligned to your business strategy

Service Definition - Copilot Advisory

What is the Service?

Our Copilot Advisory is a consultative service designed to help organisations understand and maximise the capabilities of the Microsoft Copilot ecosystem and Copilot Studio. It is a specialised offering designed to prepare businesses to integrate and apply these advanced AI tools within their existing systems.

What can it do for you?

- **Readiness Assessment:** Evaluates your organisation's preparedness for implementing Microsoft Copilots, considering various technical, licensing, change, adoption and cultural aspects, using proven readiness assessment frameworks. Also identifies areas of operating model overlap with other AI initiatives.
- **Strategic Roadmapping:** Provides a clear implementation roadmap tailored to your business's priorities, and an actionable mobilisation approach to get started
- **Provide Clarity**: defines the types of Copilots available and what they are for. Focusses on areas where Microsoft Copilots can have a significant impact and there is an optimised value, pace and safety balance. Details key next steps and priorities on your existing or new Microsoft Copilots journey.

Key Components of Copilot Advisory

- **Kick-off Workshop:** to align with your objectives and AI readiness.
- **Benefits Appraisal**: identify benefits of your use of Copilots and Copilot Studio, including specific use case definition, evaluation and prioritisation
- **Licensing Evaluation**: exploring Copilot eligibility, readiness and costs
- **Technical Appraisal:** review the current infrastructure, application and data landscape to understand the architectural fit of Copilots,
- **Strategic fit**: determine the extent to which Copilots and Copilot Studio fit your wider digital and AI strategy and your buy v build appetite
- **Organisational Readiness:** Evaluates the company's culture, policies, risk appetite and end-user adoption strategies, to effectively leverage Copilot and adopt into daily operations to drive the identified benefits

Benefits

- **Expert-Led Guidance:** The service is delivered by a team of specialists well-versed in Copilots and Copilot Studio, ensuring you receive expert support and an actionable value-adding approach.
- **Customised Approach:** The advisory service is tailored to fit the unique needs, objectives and ambitions of your organisation.
- **Informed Decision-Making:** Helps your team understand the full scope and potential of Microsoft Copilot, enabling informed decision-making for its deployment.
- **Risk Mitigation:** By assessing readiness across various dimensions, the service helps mitigate risks associated with the adoption of new AI technologies such as user uptake and data privacy.

The Copilot Advisory service is designed to ensure that clients are well-equipped to take on the challenges and opportunities presented by Microsoft Copilot, leveraging this technology to drive business innovation and efficiency

Service Definition - Technology Strategy & Advisory

What is the Service?

We can develop a technology strategy for your organisation, collaborating with you to create a high-level plan outlining how your organisation can use technology to achieve your overall business objectives. It will make decisions about the use of current and emerging technologies, aligning technology initiatives with business goals, and addressing challenges and opportunities in the technology landscape.

What can it do for you?

A technology strategy serves as a roadmap that aligns an organisation's technological initiatives with its overall business objectives. It provides a framework for leveraging technological advancements to gain a competitive edge, enhance operational efficiency, and drive innovation. Ultimately, a thoughtful technology strategy empowers organisations to navigate the digital landscape strategically, fostering growth, resilience, and long-term success.

Components:

- **Technology Vision and Objectives:** Defining what the organisation aims to achieve with technology.
- **Investment Strategy:** Deciding how and where to invest in technology.
- **Governance and Policies:** Establishing how technology decisions are made and managed.
- **Technology Architecture:** Outlining the structure of the organisation's technology systems.
- **Change Management:** Planning for the impact of technology changes on the organisation and its employees.

Benefits

- **Improved Operational Efficiency:** Streamlines business processes through technology.
- **Enhanced Decision Making:** Offers data-driven insights for better business decisions.
- **Adaptability to Market Changes:** Enables quick adaptation to technology and market changes.
- **Enhanced Customer Experience:** Leverages technology to improve customer service and engagement.
- **Future Readiness:** Prepares the organisation for future technological advancements.

Service Definition - Technology Roadmap

What is the Service?

We can develop a Technology Roadmap that outlines the technology solutions that your organisation can adopt to achieve its business goals and objectives. It serves as a blueprint for integrating technology into various aspects of the business over a specific time frame.

What can it do for you?

- **Strategic Alignment:** Ensures that technology adoption is in line with business strategies.
- **Future-Proofing:** Helps in preparing for future technology trends and changes.
- **Budget Management:** Assists in planning and allocating budget for technology investments.
- **Efficiency in Implementation:** Provides a clear plan for technology deployment, reducing the likelihood of delays and cost overruns.
- **Stakeholder Engagement:** Aids in communicating the technology strategy to stakeholders and getting their buy-in.

Components:

- **Current State Assessment:** Understanding the existing technology landscape.
- **Future State Vision:** Defining what the future technology environment should look like.
- **Gap Analysis:** Identifying the gaps between the current and desired future state.
- **Action Plan:** Detailed steps for how the organisation will transition from its current state to the future state.
- **Metrics and KPIs:** Establishing how progress will be measured.

Benefits

- **Enhanced Competitive Edge:** Keeps the organisation competitive by adopting relevant technologies.
- **Improved Operational Efficiency:** Technology implementations can streamline operations and improve productivity.
- **Risk Mitigation:** Identifies potential technology-related risks and plans to mitigate them.
- **Better Decision Making:** Provides a clear framework for making informed technology decisions.
- **Adaptability to Change:** Offers a flexible approach to adapting to technological advancements.

Service Definition - Transformation Roadmap

What is the Service?

Our transformation roadmap is a comprehensive approach that provides a detailed plan for your organisational change.

It includes the vision for the future, identifies the key areas of change, and lays out a sequence of initiatives and projects that need to be undertaken to achieve the transformation.

The roadmap will enable you to navigate through significant changes, whether it’s digital transformation, operational restructuring, or adopting new business models.

What can it do for you?

- **Guide Strategic Planning:**
  Helps align your organisation's objectives with actionable strategies.
- **Facilitate Communication:**
  Serves as a communication tool to ensure all stakeholders understand the direction and changes ahead.
- **Prioritise Initiatives:**
  Helps identify and prioritize projects and initiatives that are critical to achieving the desired transformation.
- **Manage Risk:**
  Enables better anticipation of potential risks and challenges, allowing for proactive mitigation strategies.

Components:

- **Vision Statement:** A clear description of the desired future state of the organisation.
- **Current State Analysis:** An assessment of the current operational, technological, and organisational structure.
- **Gap Analysis:** Identification of the gaps between the current and desired states.
- **Initiatives and Projects:** A list of specific projects and initiatives required to bridge the identified gaps.
- **Timeline:** A detailed timeline outlining when each initiative should be started and completed.
- **Resources Plan:** An overview of the resources (financial, human, technological) required to execute the roadmap.
- **Metrics and KPIs:** Key performance indicators and metrics to measure progress towards the transformation goals.

Benefits:

- **Improved Alignment:** Ensures all parts of the organisation are aligned towards common goals and objectives.
- **Increased Agility:** Helps organisations become more agile and adaptable to changes in the external environment.
- **Enhanced Decision Making:** Provides a structured approach to decision-making, ensuring resources are allocated efficiently.
- **Risk Mitigation:** By anticipating challenges and planning responses, it reduces the risks associated with transformation projects

Service Definition - Digital Maturity Assessment

What is the Service?

Our Digital Maturity Assessment is a systematic evaluation process that will help your organisation understand its level of digital development in terms of technology adoption, digital skills, and overall digital strategy integration into business operations.

What can it do for you?

- **Identify Digital Gaps:** Helps in pinpointing areas where digital capabilities need improvement.
- **Guide Strategic Planning:** Assists in aligning digital initiatives with business objectives.
- **Enhance Customer Experience:** Identifies opportunities to improve customer engagement through digital means.
- **Facilitate Digital Transformation:** Provides insights into how to effectively transition to more digital-centric business models.
- **Boost Competitive Advantage:** Enhances the ability to compete in a digitally evolving market

Components:

- **Digital Infrastructure**: Assesses the maturity of core platforms, cloud, devices, identity, cyber security, resilience and technical debt.
- **Data and Analytics**: Assesses the quality, governance and integration of data and the extent to which insight and AI inform decisions and services.
- **Digital Talent**: Assesses the capability and capacity of digital, data, technology and change skills, including leadership and development.
- **Innovation and Agility**: Assesses the organisation's ability to design, test and scale improvements using agile methods, automation and continuous improvement.
- **Service Design & User Experience**: Assesses the use of user-centred design, accessibility and end-to-end journey thinking to improve outcomes and inclusion.
- **Digital Governance**: Assesses the effectiveness of decision-making, prioritisation, standards, assurance, compliance and alignment to strategy

Benefits

- **Improved Operational Efficiency:** Streamlining processes through digital solutions.
- **Enhanced Decision Making:** Leveraging data and analytics for more informed decisions.
- **Increased Market Responsiveness:** Ability to quickly respond to market changes and customer needs.
- **Risk Management:** Identifying and mitigating digital-related risks.
- **Cultural Transformation:** Fostering a culture that embraces digital change

Service Definition - Data Maturity Assessment

What is the Service?

Our Data Maturity Assessment is a comprehensive evaluation process that will measure the level of sophistication and effectiveness of your organisation's data capabilities holistically across people, process and technology. It's an essential tool for understanding how well an organisation utilises data for decision-making, strategy, and operations

What can it do for you?

- **Identify Strengths and Weaknesses:** Helps to understand the current state of your data capabilities and where improvements are needed.
- **Enhance Decision-Making:** By improving data maturity, organisations can make more informed decisions based on reliable data.
- **Strategic Planning:** Assists in aligning data management strategies with business objectives.
- **Improve Data Quality and Governance:** Ensures better quality, consistency, and security of data.
- **Drive a Strategic Approach to Data**: the Maturity Assessment can be standalone but is often the first step in a more comprehensive data strategy and roadmap to drive your insights journey
- **Driving outcomes:** Aligning data maturity plans to clear business objectives connects data to decisions, value and outcomes

Components:

- **Data Maturity:** current state maturity, future state maturity vision and definition, and capture of pain points and opportunities
- **People Capabilities:** Exploring how people are set up to succeed: data skills, talent, roles, teams, ownership, leadership literacy and confidence
- **Process Capabilities:** understanding how data is managed and controlled through data governance, quality, privacy, ethics, security, and the data llifecycle (collection to exploitation)
- **Technology Capabilities: Data Integration and Architecture:** Examining how data collection, storage, management, analysis and exploitation is enabled by tools and technology across a cohesive and automated technical architecture
- **Culture and Innovation:** Understanding the organisation's culture around data and the role of innovation in promoting data-driven decision-making

Benefits

- **Clarity** on where there are strong and weak data capabilities, and what effect that is having
- **Alignment** on priorities to address to support your business strategy
- **Set direction** and pave the way to become a data driven organisation
- **Trusted decision making:** strong data maturity Leads to more accurate and reliable data for business operations.
- **Better Compliance:** Ensures adherence to data governance standards and regulatory requirements.
- **Increased Efficiency:** Streamlines data processes, reducing manual intervention and enhancing productivity/efficiency

Service Definition - Cloud Strategy and Advisory

What is the Service?

Our consulting and advisory services help organisations plan, implement, and optimise their use of cloud computing technologies. Cloud computing involves the delivery of computing services (such as storage, processing power, and software) over the internet, providing scalable and flexible resources without the need for organisations to invest in and maintain their own infrastructure

What can it do for you?

Overall, our Cloud Strategy and Advisory service aims to align your organisation's IT strategy with its business goals, maximise the benefits of cloud computing, and ensure a secure and cost-effective cloud environment.

Benefits

- **Competitive Advantage:** Staying ahead in the market with modern cloud solutions.
- **Data Security and Compliance:** Ensuring that your cloud infrastructure is secure and compliant with relevant laws and regulations.
- **Operational Resilience:** Building a more resilient business operation through reliable and scalable cloud infrastructure.
- **Innovation Enablement:** Facilitating innovation through the adoption of advanced cloud technologies

Components:

Strategy

- Cloud Strategy
- Cloud capability maturity assessment
- Cloud readiness assessment and planning
- Cloud business case assessment review and development
- Cloud migration options analysis and strategy
- Cloud architecture and operating model
- Security and compliance
- Cloud service and supplier evaluation and selection

Delivery

- Cloud landing zone
- Cloud migration and implementation services
- Change and transition planning and delivery
- Governance and management

Optimisation

- Cloud optimisation and cost reduction
- Continuous improvement
- Programme, technology and/or security audit and assurance
- Decommissioning, closure and ongoing adoption support

Service Definition - Next Generation Telephony

What is the Service?

Next Generation Telephony follows the change in working practices from "in the office" to a "working from home" or hybrid model, contact strategy both inside and outside an organisation has undergone a huge amount of change, where the technology models have struggled to keep up, with both internal telephony and contact centre solutions, now disparate in most organisations. This service unpacks the myriad of options now available and generates the analysis for an organisation to produce a detailed Next Generation Telephony strategy and provides the financial analysis to articulate the Business Case

What can it do for you?

Next Generation Telephony highlights the business's needs for internal and customer contact and articulates the solutions available to an organisation, with an emphasis on aligning with the technology strategy and optimising customer and staffing interactions. The next Generation Telephony strategy aims to maximise the savings from current telephony infrastructure and product licencing while ensuring that the main customer interaction objectives are exceeded.

Components:

- **Contact Strategy:** Defining what the organisation aims to achieve with their customer and staff contact mechanism.
- **Usage Profile:** Analysing and articulating the current contact interaction map with a quantity and quality of interactions.
- **Solutions Financial Analysis:** Establishing the current charging models and using this to generate a high-level cost profile for appropriate new solutions for capital deployment, ongoing solution revenue requirements (licencing / rental) and consumption charges.
- **Technology Architecture:** Outlining the structure of the requirement and aligning this with the organisation's mobile phone strategy.

Benefits

- **Improved Customer Service:** Streamlines business processes using the appropriate contact technology.
- **Enhanced Decision Making:** Utilising the current solutions to maximise cost savings.
- **Harmonising new and existing Technologies:** Don't throw out all the existing investment if that is not the best approach.
- **Enhanced Customer Experience:** Leverages technology to improve customer service and engagement.
- **Understanding cost implications:** Provides full understanding of the cost model for change along with an ongoing savings opportunity map.

Service Definition - Splits, Mergers and Acquisitions

What is the Service?

We offer expert strategic guidance for splits, mergers, and acquisitions. We specialise in providing clients with the necessary expertise at every stage, supporting you to navigate through these complex processes, ensuring effective transitions and maximising opportunities for success.

What can it do for you?

Our approach will significantly enhance the success rate of these complex transactions. We will help you navigate the financial, legal, operational, and strategic aspects, ultimately leading to a smoother transition and better alignment with the organisation's long-term goals.

Benefits of our approach

- Deep Expertise and Experience
- Objective Analysis
- Strategic Guidance
- Due Diligence Support
- Risk Mitigation
- Change Management Support
- Integration and Implementation planning
- Customised Solutions
- Long-term Strategic Positioning

Components:

Strategy

- **Feasibility Analysis:** Assessing the viability of a proposed merger, acquisition, or split, considering factors like market conditions, financial health, and strategic alignment.
- **Due Diligence Coordination:** Facilitating comprehensive due diligence to uncover financial, legal, and operational risks associated with the transaction.
- **Integration Planning:** Developing a detailed plan for post-merger integration, focusing on combining operations, cultures, and systems effectively.
- **Change Management:** Advising on strategies to manage organisational change during and after the transaction to minimise disruption.
- **Strategy aligned operating models and organisational structures:** Designing the target state after the split, merger or acquisition
- **Target enterprise architecture models and delivery roadmaps**
- **Transition / Transform detailed delivery plans**
- **Sourcing strategy (where required)**

Delivery

- **Operating model change programmes**, including organisational comms, capability models and JDs.
- **Technology delivery, transition and change adoption programmes**
- **Governance and compliance** support and assurance

Sourcing Options & Business Case

What is the Service?

Our sourcing options advisory explores the various strategies an organisation can employ to procure, manage, and deliver IT services or products. We offer options ranging from in-house development and management (insourcing) to outsourcing specific functions to supporting hybrid models, such as co-sourcing and multi-sourcing, that combine in-house and outsourced services.

What can it do for you?

- **Flexibility and Scalability:** Different sourcing options provide varying levels of flexibility and scalability to adapt to business needs and market changes.
- **Cost Efficiency:** Depending on the option chosen, organisations can achieve significant cost savings through economies of scale, reduced labour costs, or more efficient use of resources.
- **Access to Expertise:** Outsourcing and co-sourcing can provide access to specialised skills and knowledge that may not be available internally.
- **Focus on Core Business:** By outsourcing non-core activities, an organisation can focus its resources and attention on areas that offer the greatest strategic value.

Components:

- **Insourcing:** Utilising internal resources and capabilities to perform tasks or functions that could be outsourced.
- **Outsourcing:** Delegating certain tasks or functions to external providers to capitalise on their expertise, technologies, and efficiencies.
- **Co-sourcing:** Partnering with an external provider to complement internal capabilities, often used for specific projects or areas requiring specialised knowledge.
- **Multi-sourcing:** Engaging multiple vendors to deliver different components of services or operations, often used to mitigate risks and leverage competitive advantages.
- **Cloud Sourcing:** Procuring IT services or infrastructure from cloud providers, offering scalability, flexibility, and cost-effectiveness.

Benefits

- **Strategic Alignment:** Align your sourcing options to your organisation's strategic goals, such as agility, innovation, or cost reduction.
- **Risk Management:** Diversifying sourcing strategies can spread operational risks, such as dependency on a single supplier or technology.
- **Operational Excellence:** Access to world-class capabilities and technologies can improve the quality and efficiency of IT services.
- **Cost Management:** optimise costs through competitive pricing, reduced investment in infrastructure, and more efficient resource allocation.

Insourcing Support

What is the Service?

We support organisations in identifying, prioritising, and delivering effective insourcing practices - whether developing or expanding internal capabilities or managing critical tasks for operations, customer satisfaction, or competitive advantage. This can involve building dedicated teams, investing in technology infrastructure, and implementing processes to deliver the required services effectively.

What can it do for you?

- **Enhanced Control:** Allows for greater control over the quality and delivery of services, aligning closely with the organisation's standards and expectations.
- **Cultural Alignment:** Ensures that the support services are fully integrated with the organisation's culture, values, and business practices.
- **Agility and Flexibility:** Provides the ability to quickly adapt and respond to changing business needs and priorities without the constraints of external contracts.
- **Knowledge Retention:** Keeps valuable knowledge and expertise within the organisation, contributing to continuous improvement and innovation.

Components:

- **Target Operating Model design:** Designing or updating the target operating model to reflect changes.
- **Transition Planning:** Using our experience to plan the most effective sequence of activities and deliverables for an in-source.
- **Technology Infrastructure:** Investing in the necessary technology and tools to support the services being insourced.
- **Process Integration:** Developing and integrating processes for efficient delivery of support services, ensuring alignment with business operations.
- **Performance Management:** Implementing metrics and KPIs to monitor and evaluate the performance of the insourced services, ensuring they meet the desired standards.
- **Continuous Improvement:** Establishing mechanisms for ongoing evaluation and improvement of the insourced functions to enhance efficiency, quality, and effectiveness over time.

Benefits

- **Alignment with Business Goals:** Insourcing ensures support services are directly aligned with the organisation's strategic objectives and operational requirements.
- **Improved Communication:** Enhances coordination and communication within the organisation, leading to more cohesive and integrated operations.
- **Increased Engagement:** Can lead to higher employee engagement and morale as teams work closely and are directly invested in the organisation's success.
- **Data Security and Privacy:** Offers better control over data security and privacy, which is particularly important for sensitive or regulated information.

Outsourcing Support

What is the Service?

We provide end-to-end outsourcing and sourcing support to help you design, procure, transition and govern external services that deliver clear value, resilience and outcomes for the organisation.

This includes operating model design, options appraisal and business case development, market engagement, procurement and contract support (including SQ/ITT development and evaluation), transition planning, and ongoing performance and supplier management.

What can it do for you?

- **Support Better Sourcing Decisions:** Provides structured options appraisal (make, buy or hybrid) and robust business cases to inform senior decision-making.
- **Improve Value for Money:** Ensures sourcing decisions are evidence-based, competitive and aligned to financial and service outcomes.
- **Reduce Risk and Complexity:** Identifies and manages commercial, operational, legal and service risks across the outsourcing lifecycle.
- **Strengthen Delivery Confidence:** Increases the likelihood of successful transition and sustainable service performance.

Components:

- **Operating Model and Sourcing Options:** Assessing in-house, outsourced and hybrid models against cost, risk, resilience and outcomes.
- **Business Case and Options Appraisal:** Developing strategic, economic and financial cases to support approvals and investment decisions.
- **Market Engagement:** Early supplier engagement, soft market testing and shaping to understand capability, innovation and cost.
- **Procurement Support (SQ / ITT):** Developing specifications, evaluation criteria, commercial models and supporting tender evaluation and award.
- **Transition and Mobilisation Planning:** Designing and managing the transition from in-house or incumbent providers to new arrangements.
- **Contract and Performance Management:** Establishing SLAs, governance, reporting and assurance to manage ongoing performance and risk.

Benefits

- **Improved Value for Money:** Better competition, clearer specifications and stronger commercial models drive sustainable savings and quality.
- **Reduced Delivery and Commercial Risk:** Stronger upfront design and assurance reduces the risk of failed procurements or poor outcomes.
- **Greater Transparency and Defensibility:** Provides a clear audit trail and assurance for members, regulators and auditors.
- **Improved Service Outcomes:** Ensures outsourced services are designed around user needs and organisational priorities, not just supplier capabilities.

Service Definition - Operating Model Review

What is the Service?

Our operating model review is a comprehensive assessment and refinement process of how an organisation functions to deliver value and execute its strategy. It involves examining and potentially redesigning elements like organisational structure, processes, technology, people, and culture.

What can it do for you?

- **Align Operations with Strategy:** Ensures that the daily operations of the organisation are in line with its strategic goals.
- **Improve Efficiency:** Identifies areas where processes can be streamlined or improved.
- **Enhance organisational Agility:** Helps the organisation adapt to changes in the business environment.
- **optimise Resource Allocation:** Ensures that resources are being used effectively and efficiently.
- **Strengthen Governance and Compliance:** Reinforces governance structures to manage risk and ensure compliance with regulations.

Components:

- **organisational Structure:** Examining how the organisation is structured, including reporting lines, decision-making processes, and departmental alignments.
- **Processes:** Assessing the efficiency and effectiveness of business processes.
- **Governance:** Reviewing the decision-making frameworks and policies that guide operations.
- **People:** Evaluating roles, responsibilities, skills, and culture.
- **Technology:** Assessing the tools and systems that support business operations.

Benefits

- **Increased Operational Efficiency:** Streamlined processes lead to cost savings and improved productivity.
- **Better Decision-Making:** Clear governance structures aid in more effective decision-making.
- **Enhanced Competitiveness:** A well-aligned operating model can provide a competitive advantage.
- **Improved Risk Management:** Better understanding and management of operational risks.
- **Employee Satisfaction:** Clear roles and responsibilities can lead to higher employee engagement and satisfaction.

Service Definition - IT Service Review

What is the Service?

Our IT service review is a structured assessment that measures the efficiency, reliability, and alignment of IT services with your organisation's strategic goals.

Our services can be highly tailored to individual needs but typically cover the following areas of IT services delivery: strategy, business partnering, projects, infrastructure, applications, data management, cybersecurity, user support and service management.

What can it do for you?

- **Identify Improvement Areas:** Highlights areas where IT services can be optimised or need adjustments to better serve business needs.
- **Enhance User Satisfaction:** Provides insights into user experiences and satisfaction, leading to improved support and service delivery.
- **Ensure Compliance:** Assesses compliance with relevant regulations, standards, and best practices, reducing legal and operational risks.
- **Optimise Costs:** Identifies opportunities for cost savings and more efficient resource utilisation within IT operations.

Components:

- **Scope Definition:** Clearly defining the services, processes, and functions to be reviewed.
- **Performance Metrics:** Using specific metrics and key performance indicators (KPIs) to measure the effectiveness of IT services.
- **Stakeholder Feedback:** Gathering input from users, management, and IT staff to gain a comprehensive view of service performance.
- **Benchmarking:** Comparing service performance against industry standards or similar organisations to identify areas for improvement.
- **Technology Assessment:** Evaluating the current technology stack and infrastructure for modernisation needs or potential risks.
- **Report and Recommendations:** A detailed report summarising findings, areas for improvement, and actionable recommendations.

Benefits

- **Improved Service Delivery:** Enhances the quality and efficiency of IT services, leading to better support for business operations.
- **Strategic Alignment:** Ensures that IT services are in full alignment with the organisation's strategic objectives and business needs.
- **Risk Management:** Identifies and mitigates IT-related risks, including cybersecurity threats, data breaches, and compliance issues.
- **Innovation and Growth:** Encourages the adoption of new technologies and innovative practices to support organisational growth and competitiveness.

Service Definition - IT Service Benchmarking

What is the Service?

Our IT service benchmarking service provides a structured and evidence-based comparison of your IT services, costs and performance against peer organisations and recognised good practice to identify improvement, efficiency and value opportunities.

It typically covers core IT functions including service desk, infrastructure, applications, cyber security, data and digital platforms, supplier management, and project delivery.

What can it do for you?

- **Understand Relative Performance:** Shows how your IT services compare with similar organisations across cost, quality, resilience and maturity.
- **Identify Improvement Opportunities:** Highlights areas where performance, capability or value for money can be strengthened.
- **Support Investment Decisions:** Provides objective evidence to inform business cases, prioritisation and funding decisions.
- **Strengthen Assurance:** Supports audit, leadership and member assurance with independent, comparable insight.

Components:

- **Scope and service definition —** Agree services, platforms and costs in scope to provide a clear basis for benchmarking.
- **Service performance benchmarking —** Compare service quality, reliability and user experience against peers.
- **ITIL maturity benchmarking —** Assess service management maturity against ITIL best practice.
- **Performance benchmarking** — Measure efficiency, demand and productivity to understand service effectiveness.
- **Cost benchmarking** — Compare IT costs and unit cost drivers against sector peers to assess value for money and opportunities for savings.
- **Digital maturity benchmarking** — Assess digital and data maturity relative to the sector.
- **Technology and capability review** — Review platforms, architecture and skills to identify risks and improvement opportunities.
- **Findings, insights and prioritised recommendations** — Summarise evidence into clear, prioritised actions

Benefits

- **Improved Value for Money:** Identifies efficiency and cost optimisation opportunities while protecting service quality.
- **Better Decision-Making:** Provides robust evidence to support strategic, financial and operational decisions.
- **Transparency and Accountability:** Enables clear communication with leaders, members, auditors and regulators.
- **Continuous Improvement:** Creates a baseline to track progress over time and measure the impact of change.

Service Definition - ITIL Maturity Assessment

What is the Service?

Our ITIL (Information Technology Infrastructure Library) Maturity Assessment is a systematic evaluation designed to measure the maturity of an organisation's IT service management processes in alignment with ITIL standards.
ITIL provides a framework of best practices for delivering high-quality IT services and improving processes over time.

The ITIL framework is comprised of 5 core publications:
Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement.

What can it do for you?

- **Identify Strengths and Weaknesses:** Pinpoint areas where IT service management is performing well and areas that require improvement.
- **Benchmarking:** Offers a means to benchmark your practices against industry standards, providing a clear indication of where you stand in comparison to others.
- **Guided Improvement:** Provides a structured approach for continuous improvement, prioritizing initiatives that can deliver the most significant impact.
- **Enhanced Alignment:** Ensures that IT services are better aligned with business goals and customer needs, leading to improved satisfaction and outcomes.

Components:

- **Assessment Framework:** A set of criteria based on ITIL best practices against which the organisation's practices are evaluated.
- **Maturity Levels:** Typically, on a scale from 1 to 5, where 1 is ad hoc processes and 5 indicates optimised processes aligned to ITIL.
- **Questionnaires and Interviews:** Tools used to gather detailed information from stakeholders across the IT organisation.
- **Process Evaluation:** IT service management processes are evaluated for efficiency, effectiveness, and alignment with ITIL guidelines.
- **Report and Roadmap:** The outcome of the assessment includes a detailed report outlining current maturity levels and a roadmap for improvement.

Benefits

- **Strategic Improvement:** Facilitates a strategic approach to enhancing IT service management, identifying highest return on investment.
- **Increased Efficiency:** Identifies inefficiencies in IT processes, leading to cost savings and more effective resource utilization.
- **Risk Reduction:** Helps in identifying and mitigating risks associated with IT service delivery and management.
- **Competitive Advantage:** organisations with higher ITIL maturity levels can achieve a competitive advantage through improved service quality and customer satisfaction.
- By understanding current maturity level and following a clear path for improvement, we can support you in ensuring your IT services are robust, resilient, and aligned with their business objectives.

Service Definition - Cloud Value Analysis

What is the Service?

Our service provides a comprehensive analysis of your organisation's computing and storage infrastructure costs, enabling the development, governance, and optimisation of a full infrastructure budget and procurement strategy. We assess the technology landscape across all delivery models; public cloud platforms such as Azure or AWS, hybrid cloud architectures, and on-premise environments using platforms such as VMware or Nutanix to ensure a complete and accurate understanding of cost drivers and value opportunities in support of an upcoming cloud migration or optimisation of existing environments.

What can it do for you?

Our Cloud Value Analysis service examines how your organisation currently manages infrastructure from both a capital expenditure perspective, as well as ongoing revenue commitments. By understanding the true cost profile and identifying inefficiencies, we help organisations reshape their approach to cloud and infrastructure procurement and management.

Typical savings of 7% overall savings across ongoing infrastructure budgets, with targeted savings of 30% to 50% achieved through improved contracting models, leveraging the optimum procurement routes, right-sizing, reservations, license optimisation and scheduling of services.

Components:

- **Current Cloud Operation:** Defining what the organisation has contracted for and the basis of the contract.
- **Recommendations:** Deciding how and where to make changes to maximise the efficiency of your cloud and infrastructure services.
- **Governance and Policies:** Establishing guardrails for how capacity is managed, and new spend is governed.
- **Optimisation Options:** Outlining the opportunities to maximise the efficiency and resilience of your infrastructure.
- **Cloud Commercial Principles**: Familiarisation of cloud commercial drivers and principles for your operational and management personnel.

Benefits

- **Maximising Savings:** Revenue savings through procurement optimisation
- **Enhanced Decision Making:** Awareness of the considerations in changing the way cloud is contracted
- **Capacity Management at a cost level:** Leverages technology cost models to understand the impact of new product introduction on the current revenue spend profile.
- **Budget & Business Case templating:** Prepares the organisation for accurate budgeting and business case production.

Service Definition - M365 Assessment

What is the Service?

Our service provides a comprehensive assessment designed to optimise the utilisation and performance of Microsoft 365 (M365) within public sector organisations. It encompasses a thorough analysis of current M365 deployments, including configuration settings, security measures, licensing, and usage patterns. Through expert assessment and consultation, the service aims to identify areas for improvement, enhance productivity, streamline processes, and ensure alignment with security and compliance standards. Leveraging industry best practices and tailored recommendations, the M365 assessment empowers public sector entities to maximise their investment in M365, drive operational efficiency, and achieve greater value from their technology investments.

What can it do for you?

- Ensures that your M365 environment is **configured optimally**, identifying and addressing security gaps and vulnerabilities.
- Ensures that your M365 setup aligns with **industry regulations and compliance standards** relevant to the public sector, minimising the risk of non-compliance.
- Streamlines **workflows** and improves **collaboration** among employees using M365 applications and features.
- Provides insights into **licensing** usage and recommendations for optimising licensing costs and maximising the value of your M365 deployment.
- Enhances **user satisfaction and adoption** rates by optimising M365 settings and configurations to provide a seamless and intuitive user experience.
- Utilises **data-driven insights** generated from the assessment to make informed decisions about your M365 strategy, leading to improved outcomes and ROI.

Components:

- M365 configuration assessment, user interviews and surveys, and data analysis.
- Evaluation of the current security posture, including identity and access management, data protection, and threat detection capabilities.
- Evaluation of compliance with relevant regulations and standards, such as GDPR.
- Usage patterns analysis for M365 collaboration tools such as Teams, SharePoint, and OneDrive to identify opportunities for improving productivity and collaboration.
- Assessing the need for user training and adoption to maximize the benefits of M365.
- Development of a roadmap for implementing recommended changes and improvements, including timelines, resource requirements, and dependencies.

Benefits

- An optimised M365 deployment, aligned to organisational objectives.
- Enhanced security posture defined with identified vulnerabilities documented.
- Increased productivity and collaboration through streamlined workflows and improved usage of M365 capabilities.
- Potential cost savings identified through optimised licensing and subscription management.
- Assurance of compliance with relevant regulations and standards.
- Future-proofed M365 deployment with recommendations aligned with evolving technology trends and advancements, such as Microsoft Copilot.

Service Definition - M365 support as a Service

What is the Service?

Microsoft 365 (M365) support managed services are designed to help organisations effectively manage and optimise their M365 environments, ensuring seamless operation, security, and user productivity. These services typically include a range of offerings, from technical support and troubleshooting to user provisioning and platform management.

Components:

- **Technical Support and Troubleshooting:** Providers offer incident management, troubleshooting, and support for technical issues within the M365 environment to ensure minimal downtime and smooth operation of services.
- **User Provisioning and Administration:** Services include managing the lifecycle of user accounts, from creation and provisioning of Microsoft 365 licenses to modifications and deletions, ensuring that user access is aligned with organisational changes and policies.
- **Platform Management and Security:** Managed services extend to overseeing the M365 platform, including tenant, users, and device management, alongside implementing security measures to protect against threats and ensure data compliance.
- **Proactive Monitoring and Maintenance:** Providers continuously monitor the M365 environment to identify and address potential issues before they impact users, alongside regular updates and maintenance to keep the platform running efficiently.
- **Consultation and Best Practices:** Expert advice on leveraging M365 tools effectively, including recommendations on configuration, best practices for collaboration and productivity, and guidance on security and compliance standards.
- **Custom Solutions and Integration Support:** Tailored solutions to meet specific business needs, including integration support with other tools and systems to enhance functionality and user experience.

Benefits

- **Expertise:** Access to specialised knowledge and skills in managing and supporting M365 environments.
- **Efficiency:** Allows internal IT teams to focus on strategic projects and initiatives by offloading routine management and support tasks.
- **Enhanced Security:** Implementation of advanced security protocols and measures to protect against threats and ensure compliance.
- **Predictable Costs:** Managed services often come with predictable pricing, helping organisations manage their IT budgets more effectively.

Organisations looking to maximize their investment in Microsoft 365 and ensure their environment is optimised, secure, and effectively managed may find value in partnering with a provider like TVI. TVI offers the expertise and resources needed to handle the complexities of M365, allowing your organisation to focus on your core operations while ensuring their collaboration and productivity tools are in good hands.

Service Definition - Power Platforms CoE

What is the Service?

We provide a Power Platform Centre of Excellence (CoE) strategic framework, a collection of tools and best practices designed to foster innovation, governance, and growth within an organisation, leveraging Microsoft's Power Platform. The Power Platform CoE is not a service in the traditional sense, but a strategic approach to implementing, governing, and nurturing the Power Platform within an organisation. The framework centralises expertise, resources, and best practices to ensure effective adoption, management, and optimisation of Power Platform technologies (Power BI, Power Apps, Power Automate, and Power Virtual Agents).

What can it do for you?

Governance and Compliance: Establishes guidelines and policies to manage risk and ensure compliance across all Power Platform initiatives.

Best Practices and Guidance: Provides a repository of best practices, templates, and guidelines to standardize development and deployment processes.

Skill Development and Support: Facilitates the growth of internal expertise through training, mentorship, and support structures.

Innovation and Scalability: Encourages innovation by providing a framework for experimenting and scaling successful solutions across the organisation.

Components:

- **CoE Starter Kit:** A collection of tools, templates, and guides to jumpstart the establishment of a CoE. It includes components for governance, nurturing, and monitoring.
- **Governance and Policy Management:** Tools and processes for setting up governance models, data policies, and compliance checks.
- **Training and Community:** Resources for training and community engagement to build expertise and share knowledge within the organisation.
- **Innovation Backlog:** A system for managing and prioritizing innovation projects, allowing users to submit ideas and track their implementation.
- **Dashboard and Analytics**: Monitoring and analytics tools to track usage, performance, and compliance of Power Platform assets

Benefits

- **Centralized Management:** Provides a central hub for managing Power Platform resources, policies, and initiatives.
- **Risk Mitigation:** Helps identify, manage, and mitigate risks associated with deploying and using Power Platform solutions.
- **Enhanced Efficiency:** Standardizes processes and resources, reducing duplication of effort and increasing development speed.
- **Cultural Transformation:** Fosters a culture of innovation and continuous improvement by empowering users to create and share solutions

Service Definition - Security Assessment

What is the Service?

This service provides a comprehensive evaluation and analysis of the digital infrastructure, systems, and processes to identify vulnerabilities, misconfigurations, threats, and potential risks to sensitive data and operations. Leveraging advanced methodologies and tools, this service conducts a thorough assessment of identity management, network security, application security, endpoint security, data protection measures, and compliance with industry standards and regulatory requirements, helping to enhance the cybersecurity posture, to mitigate risks, and to strengthen resilience against cyber threats. This service facilitates informed decision-making and strategic planning to effectively safeguard critical assets and to maintain operational continuity.

What can it do for you?

- Conducts a thorough assessment of the digital infrastructure, systems, and processes to identify vulnerabilities and misconfigurations.
- Utilises advanced methodologies and tools to detect and analyse potential cyber threats against the likes of malware, ransomware, phishing attacks, unauthorised access and more.
- Identifies and prioritises cybersecurity risks to facilitate proactive risk mitigation strategies and improve overall cyber resilience.
- Provides actionable insights and recommendations to inform decision-making and strategic planning for enhancing cybersecurity defences and mitigating risks.
- Supports long-term resilience against evolving cyber threats through ongoing monitoring, assessment, and adaptation of cybersecurity measures.

Components:

- Review of existing cybersecurity controls, policies, procedures, and documentation.
- Scanning and assessment of infrastructure, identifying vulnerabilities in hardware, software, and configurations.
- Simulated cyber-attacks to identify exploitable weaknesses in systems and applications.
- Assessment of compliance against with relevant cybersecurity standards, regulations, and best practices.
- Training to educate stakeholders about cybersecurity best practices, common threats, and their roles and responsibilities in maintaining security.
- Comprehensive report documenting assessment findings, including vulnerabilities, risks, and compliance status, with clear and actionable recommendations for improving cybersecurity posture and enhancing overall security resilience.

Benefits

- Enhanced cybersecurity posture through comprehensive evaluation and mitigation of vulnerabilities.
- Improved resilience against cyber threats, reducing the likelihood and impact of security incidents.
- Assurance of compliance with relevant industry standards and regulatory requirements, minimising legal and financial risks.
- Increased stakeholder confidence in the ability to protect sensitive data and maintain operational continuity.
- Actionable insights and recommendations to inform decision-making and strategic planning for cybersecurity improvements.
- Strengthened security culture and awareness among employees and stakeholders, reducing the risk of human error and insider threats.

Service Definition - Applications Discovery

What is the Service?

Enterprise application estates are complicated in current times due to multiple factors including historic purchase decisions, upgrade status, vendor churn and their strategic product decisions, evolution of core platforms and technologies and changing business needs and priorities. This service works with an enterprise to discover, catalogue and rationalise the data associated with applications used by a business. The service incorporates the current state of application records for the enterprise and delivers a comprehensive view to provide a basis for further services or to provide a new baseline for the enterprise in question.

What can it do for you?

- Gain a full understanding of applications used across the enterprise, who is using them and how they support the services
- Understand the contractual obligations and cost commitments for the estate
- Engage and inform all stakeholders in the various aspects of applications used across the enterprise
- Provide the basis for analysis and insights to achieve rationalization and improved utilization of applicatiosn on the estate
- Provide the basis for roadmaps and transformation planning.

Components:

- **Discovery** of applications used across the enterprise including those not support by IT
- **Understand** the usage including key functions and data held within the systems
- Provide a **Baseline** for rationalisation activities and architectural road mapping of applications to support business needs
- Provide a comprehensive view of applications to allow **Transformation Programmes** to understand scope and impact of programme objectives

Benefits

- Support for governance with a common view of data across Technology, Finance, Commercial and Business Teams
- Understand alignment of applications to current business capabilities
- Understanding of the cost of ownership and potential savings (anticipated to be of up to 30% of the applications estate)
- Clarification of application ownership, roles and responsibilities between IT and the services and identification of the level of human resources involved in supporting applications

Service Definition - Applications Repository

What is the Service?

Our repository development service addresses the challenge of managing applications across multiple stakeholders with varying datasets. A key pattern we've identified after working with many organisations is that typically each stakeholder group (architecture, applications support, Contract management, business functions and transformation programmes) have a different set of base data to work from. This can mean key applications are omitted from the scope of their work or else the impact on different stakeholders is missed due to incomplete data.

What can it do for you?

- Maintain an up-to-date understanding of applications used across the enterprise, who is responsible for them, who is using them and how they support the services
- Understand the contractual obligations and cost commitments for the estate. Provide alerts for contract management and upgrade planning.
- Engage and inform all stakeholders in the various aspects of applications used across the enterprise
- Provide the basis for analysis and insights to achieve rationalisation and improved utilisation of applications on the estate
- Provide the basis for roadmaps and transformation planning.

Components:

- **Establish data requirements** for repository load
- **Establish pre-requisites** for teams repository build
- **Set up repository** in teams and test. Assign repository owner
- Confirm or modify **standing data**
- **Load data template**, parse and resolve data issues
- **Provide documentation** for technical and users
- **Technical training and handover session**

Benefits

- A tool to support the governance with a common view of application data across Technology, Finance, Commercial and Business Teams
- Maintain an ongoing view of the cost of ownership and potential savings (anticipated to be of up to 30% of the applications estate)
- Support the application ownership by capturing roles and responsibilities between IT and the services
- Provide visibility across the different stakeholder groups of all applications used across he enterprise
- Provides the ability to capture a summary of the applications to infrastructure mapping
- Tool can be provided in an open format for further integration with management processes through power platform development

Service Definition - Applications Analysis and Insights

What is the Service?

Our Analysis and Insights service begins with a comprehensive examination of enterprise applications strategy and policies, consolidating application lists. We conduct thorough analysis and stakeholder input, culminating in interactive sessions and a final report with insights and recommendations. This is a broad analysis that can provide steer and guidance to the more detailed projects and programmes that may be planned or in flight for business areas seeking to improve their delivery and cost effectiveness.

What can it do for you?

- Provide the analysis of applications use and potential overlap or application exploitation opportunities
- Provide insights on contractual spend by area and opportunities to consider savings
- Identify potential timescales for applications to be upgraded or replaced
- Provide the basis for analysis and insights to achieve rationalization and improved utilization of applications on the estate
- Inform roadmaps and transformation plans.

Components:

- **Capture key transformation and strategy objectives**
- **Evaluate the applications portfolio** against operational needs, costs, overlap and platform strategy
- **Provide visibility** of applications by service area, deployment, business capability and data held
- Provide analysis to **inform the application strategy** and investment objectives
- **Final report** covering the items listed

Benefits

- Provide insights across the applications estate through a common view of data across Technology, Finance, Commercial and Business Teams
- Informs the potential for eradication of duplication and enabling rationalisation to reduce cost and increase efficiency in business operations
- Allows analysis of applications supporting current and future business capabilities. Identifies overlap and gaps
- Identification of opportunities to support and plan digital development and migration to cloud
- Optimised applications environment enabling simplification of architecture delivering common solutions for common business needs reducing applications and supplier management overheads
- Provides analysis of the cost of ownership and potential savings

Service Definition - Applications TIME Analysis and Roadmaps

What is the Service?

Our Time and Roadmaps service begins by understanding the application estate, then determining and capturing the intended future state for applications. This work starts with a TIME analysis (Tolerate, Invest, Migrate or Eliminate) for each application using a set of criteria relevant to each enterprise. This provides a clear and agreed intention for each application that in conjunction with agreed priorities and benefits analysis, can be used to capture the overarching designs and maintain them as the roadmaps are implemented for the organisation.

What can it do for you?

- Visibility of all applications so each can be categorized and assigned an architectural target and TIME analysis to inform roadmaps
- Provide insights for all applications used by a service and overlap in data and business capabilities
- Captures the organisation’s decisions on future treatment of each application allowing wide visibility and opportunity to engage

Components:

- Capture of existing plans for new**, upgrades and replacement applications**
- **Engagement with business, architecture and transformation leads** regarding applications roadmap requirements
- **Capture the TIME and architecture targets** in the repository

Benefits

- Clear alignment of applications to current and future business capabilities
- Identification of opportunities to support and plan digital development and migration to cloud
- Optimised applications environment enabling simplification of architecture delivering common solutions for common business needs reducing applications and supplier management overheads
- Providing clarity of applications roadmaps and enable planning tradeoffs between investment opportunities

Service Definition - Applications Architecture

What is the Service?

Our Application Architecture service follows comprehensive analysis to design and define the application architecture. Once the enterprise landscape has been captured and analysed it is possible and desirable to design and define the application architecture that provides design integrity to the roadmaps and ensure strategic choices are captured and applied throughout. This work provides the blueprint for the application designs and integrations and helps to steer functionality requirements between line of business applications and platforms and defines the integration approach and services to be provided across multiple platforms and applications.

What can it do for you?

- For designated business services consider and define application architecture options against the requirements for the area
- Develop a preferred roadmap for applications and or business areas considering line of business and leveraging cross function platforms
- Identify integration methods and tools to support data integration
- Align with information asset management to capture information asset ownership
- Define architectural blueprints for each application/business area

Components:

- Establish **scope of application architecture**
- **Review technical components and functional features** for applications in scope
- **Identify gaps and overlaps**
- **Identify options**
- **Review and agree target state**
- **Document and update repository and architectural artefacts**

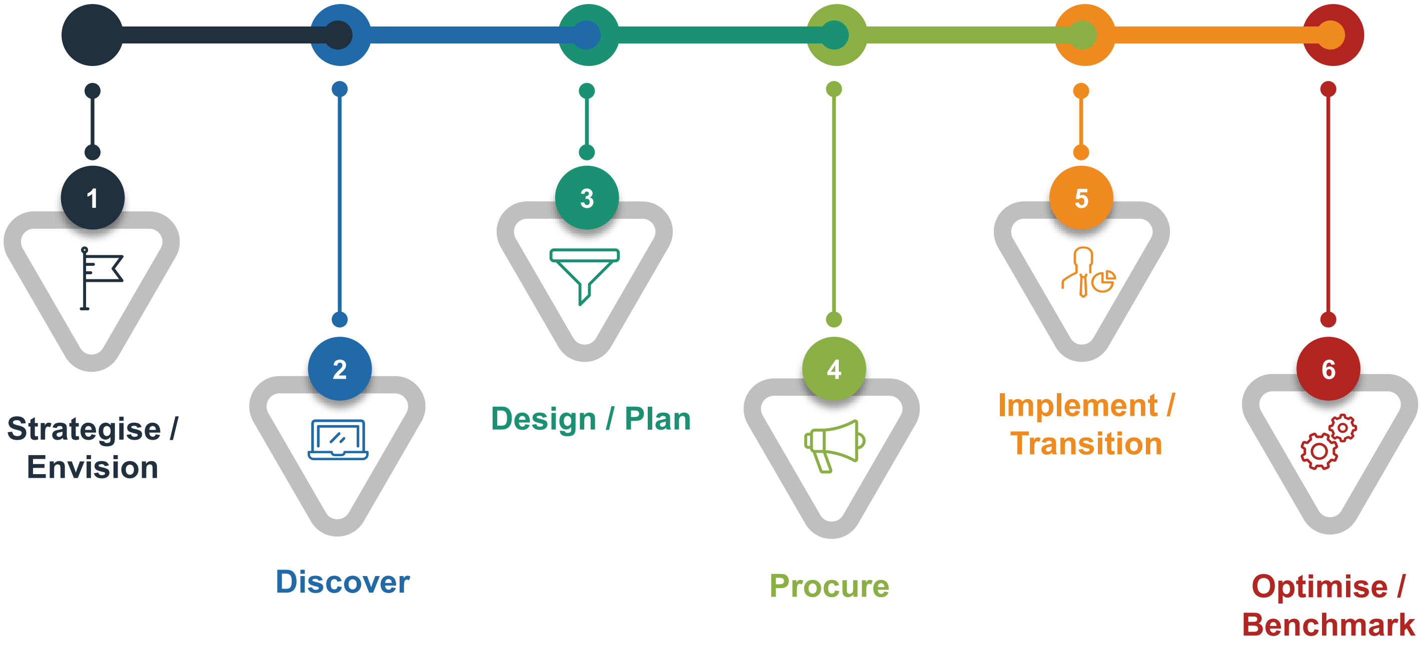
Benefits

- Support for architectural governance with a common view of applications data across Technology, Finance, Commercial and Business Teams
- Clear alignment of applications to current and future business capabilities
- Provide clarity on technical standards and platform decisions to be used to guide the implementation and integration of applications
- Support information governance through application of data standards across applications projects
- Support the technical design and project scoping of transformation and upgrade projects

TVI Offers

- By Stage

We can deliver any or all of these stages



Strategise / Envision

The development of the strategy may include the following steps

1. **Understanding the Client's Vision and Objectives**: Begin by thoroughly understanding the client's vision, mission, objectives, and expectations.
2. **Stakeholder Analysis**: Identify key stakeholders in the client's organisation and their roles in the project. Understanding stakeholder expectations and concerns is crucial to the strategy's success.
3. **SWOT Analysis**: Perform a SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis to understand the external and internal factors affecting the client's business.
4. **Collaborative Workshops and Brainstorming Sessions**: Facilitate workshops and brainstorming sessions with the client's team to gather insights, ideas, and perspectives..
5. **Customised Strategy Development:** Develop a customised strategy that aligns with the client's objectives and the insights gathered. This should include clear action plans, resource allocation, and timelines.
6. **Risk Management Planning**: Identify potential risks and develop mitigation strategies. Develop a risk management plan to address potential challenges.
7. **Setting KPIs and Success Metrics**: Establish clear Key Performance Indicators (KPIs) and metrics to measure the success of the strategy. Ensure these metrics are aligned with the client's goals and objectives.
8. **Implementation Roadmap**: Create a detailed implementation roadmap with milestones and deliverables. This is a practical, actionable guide the client can follow.

The outputs for the Strategy / Envision phase could include one or more of the below

- **Digital Strategy**
- **IT Strategy**
- **Technology Strategy**
- **Data Strategy**
- **Cloud Strategy**
- **AI Strategy**
- **IT Integration Strategy**
- **Application Strategy**
- **Procurement Strategy**

Discover

We use tooling, documentation, and engagement to document the existing technology, processes, and people capabilities for the delivery of the IT/Digital service. Areas covered can include:

Areas covered

- Service desk and Service Management
- On prem and cloud infrastructure and systems
- Networks and telephony
- Application support, development and Integrations
- Organisational and capabilities restructuring and development
- Current and planned projects
- Third party contracts
- Capability and maturity assessments
- Baselining of current service and/or sourcing model
- Hardware/software support contracts
- Current technology assessment

Deliverables

- Operational site list
- Asset inventory
- Service desk volumetrics
- Architectural diagrams
- Network Topology diagrams
- Key configuration items
- Master Application List
- Application package information
- Infrastructure (physical/virtual) volumetrics
- Cloud Readiness Assessment
- Contracts register

Design / Plan

We leverage best practices from Public Sector organisations across the country, grounded in decades of industry expertise, to deliver robust, long-term designs tailored to your organisation's needs. Areas covered include:

Design Deliverables

- Business requirements definition
- Technology vision, enterprise architecture principles
- Strategy aligned target operating models
- Organisational structures / restructures
- Service architecture
- Technical Architecture
- Cloud architecture and cloud operating model
- Options assessments & target enterprise architecture

Planning

We develop robust programmes that leverage our experience in planning and delivery to generate clear, actionable pathways that empower delivery teams. Areas covered can include:

Development

- Overarching business case development
- Cloud business case development
- Cloud migration options analysis and strategy
- Application rationalisation opportunity assessment and rationalisation approach
- Contracts review and opportunities assessment

Documentation

- Programme / project plans including workstreams and deliverables
- Applications rationalisation roadmap
- Risks, mitigations, dependencies mapping, critical path mapping
- Programme and portfolio design and governance, including benefit identification.
- Technology roadmap, plan and delivery workstreams
- Target enterprise architecture delivery roadmaps
- Transition plans
- Resource plans

Procurement Support

Our Procurement Support Services are tailored to help organisations navigate the complexities of procuring specialist goods and services. By leveraging our specialist expertise, we ensure your procurement activities are conducted in a structured, compliant manner that delivers your business outcomes whilst minimising risk and maximising efficiency and value. This can include:

1. **Analysis and target solution definition**
   Define the target state. Agree modernisation and managed services scope.
2. **Sourcing and procurement approach**
   Define and agree the "Go-to market approach".
3. **Procurement specification**
   Gather and Document detailed requirement in procurement specifications.
4. **Go to market**
   Run procurement process and select suppliers
5. **Contracting and council approval**
   Negotiate and agree contracts and obtain council approval

Deliverables

- Procurement Strategy
- Route To Market Assessment
- Tender Documentation
- Tender Process
- Procurement Assurance
- Final Business Case
- Commercial Support
- Commercial risk and opportunities assessment
- Cloud service and supplier evaluation and selection
- Support competitive tender process and contract negotiations
- Establish sourcing governance and activities
- Market Engagement Model
- Document sourcing specification
- Defining target sourcing objectives and requirements

Develop - AI Solution

What is the Service?

We can help develop AI solutions to meet your specific needs or solve a particular problem. To achieve this, we will develop a comprehensive plan that details the objectives, design, implementation, and maintenance of the AI system. We have a series of services we can provide across your AI development journey:

1. Define the problem and objectives

- **Problem statement:** Define the problem you intend to solve with AI. What is the current challenge?
- **Objectives:** Outline specific objectives to achieve, quantifying where possible.

2. Data requirements and sources

- **Data preparation:** Identify required data and data sources for the AI model
- **Data Collection and Storage:** Defined data collection and storage methods compliant with data privacy laws and ethical guidelines.

3. Solution design

- **AI Model Type:** Decide on the type of AI model(s) to be used (e.g. ML, deep learning, NLP) and associated solution architecture and integrations
- **Performance Metrics:** Establish performance assessment metrics (accuracy, precision, recall).

4. Development and testing

- **Environment & prototyping:** Specify the development tools, frameworks, and languages. Test the concept with a subset of data.
- **Testing:** Define testing phases, including unit testing, integration testing, and UAT.

5. Implementation

- **Deployment Strategy:** Outline solution deployment to the production environment, including integration with other systems and processes
- **Monitoring:** Ongoing solution performance monitoring.

6. Maintenance and updates

- **Maintenance Plan:** Scheduled updates and upgrades.
- **Data Drift and Model Retraining:** Periodic retraining of the AI model to adapt to changes in data.

7. Ethical considerations and compliance

- **Ethical AI Use:** Incorporate AI ethical considerations into design and implementation.
- **Regulatory Compliance:** Identify and ensure AI regulatory compliance.

8. Stakeholder engagement and training

- **Stakeholder Communication:** Regular updates and communication.
- **Training:** Identify training needs for solution users and administration.

9. Budget and resources

- **Budget Estimate:** to develop, deploy, and maintain the AI solution.
- **Resource Allocation:** Detail the resources (human, technical, financial) needed throughout the project lifecycle.

Develop - Low Code / Power Platform Solution

What is the Service?

Developing a solution on Microsoft's Power Platform involves leveraging its suite of tools—Power BI, Power Apps, Power Automate, and Power Virtual Agents—to solve business problems, streamline processes, and enhance data analysis and reporting capabilities. We can provide you with a series of solutions to support you across any Power Platform project:

1. Define the problem and objectives

- **Problem statement:** Define the problem you intend to solve with Power Platforms. What is the current challenge?
- **Objectives:** Outline specific objectives, quantifying where possible e.g. improving data visualisation, automating workflows.

2. Identify stakeholders and users

- **Stakeholders:** Identify key project stakeholders, including business leaders, IT personnel, and end-users.
- **User Groups:** Define the primary users of the solution, considering their roles, needs, and how they will interact with the solution.

3. Requirements gathering

- **Functional Requirements:** Detail what the solution must do to meet business needs, including features and capabilities of apps, automated workflows, data models, and reports.
- **Non-Functional Requirements:** Security, performance, scalability, and compliance.

4. Data management and integration

- **Data Sources:** List all data sources that the solution will access or modify, including databases, SaaS platforms, and Excel files.
- **Data Integration:** Outline how data will be integrated into the solution, utilizing Power Query, Dataflows, or direct connections.

5. Solution components

- **Power Apps:** Custom applications.
- **Power Automate:** Identify processes to be automated or improved.
- **Power BI:** Define reports, dashboards, data sources, KPIs and visualization requirements.
- **Power Virtual Agents:** Chatbots.

6. Security and compliance

- **Access Control:** Determine access control and management, including authentication methods and user roles.
- **Data Security & Compliance:** Specify data security measures to protect sensitive information and comply with relevant regulations

7. Development and deployment plan

- **Environment & tools setup:** Outline the Power Platform environment setup and tools for development, testing, and production.
- **Testing and deployment strategy:** Testing and deployment plan to production environment, including data migration and user training.

8. Maintenance and evolution

- **Monitoring and Support:** Define how the solution will be monitored for performance and how user support will be handled.
- **Updates and Enhancements:** Consider how the solution might need to evolve to meet changing business needs.

9. Budget and resources

- **Budget Estimation:** for developing, deploying, and maintaining the solution.
- **Resource Allocation:** Detail the internal and external resources (human, technical) needed throughout the project lifecycle.

This structured approach will help ensure that your Power Platform solution is well-planned and aligned with business objectives, ultimately driving efficiency, innovation, and value for your organisation.

Implement / Transition

We can provide technical or programme oversight and assurance for implementation or transition programmes. We can also provide design, architecture and implementation resources to support these programmes if required.

Oversight and assurance

- Technology architecture assurance
- Programme/project delivery assurance
- Governance and compliance support and assurance
- Architecture and technical configuration assurance
- Finance tracking and dashboards
- Applications reporting and analysis, including application capability gaps and opportunities for low-code application developments to meet business requirements
- Supplier management and assurance
- Procurement programmes oversight and assurance

Implementation and transition capabilities

- Transition and change adoption programmes, including knowledge transfer
- Operating model change programmes, including organisational and process change
- Technology delivery, transition and change adoption programmes
- Technology architecture configuration and deployment
- Cloud landing zone, cloud migration services, data and application migrations
- 3rd party cost reductions
- Application rationalisation programme / project management

Technical Services

What is the Service?

We specialise in providing top-tier technical project resources with expertise in all technologies typically used in public sector organisations. Our professionals are equipped to tackle complex infrastructure projects, ensuring your organisation benefits from enhanced efficiency, security, and compliance.

What can it do for you?

1. Expert Resourcing:

- **Skillset Profiling:** We match your project needs with professionals who have the exact mix of skills and experience required
- **Flexibility:** Flexible resource allocation models, offering short-term or long-term placements, project-based teams, or individual expert contributions.

2. Architecture Expertise:

- **Deployment and Configuration:** Our team consists of experts skilled in deploying and configuring a suite of cloud-based applications to enhance collaboration, communication, and productivity
- **Infrastructure Design:** Specialists in crafting scalable and resilient architectures tailored to your specific needs, prioritising security and cost-effectiveness

3. Security and Compliance Focus:

- **Advanced Security Measures:** Resources skilled in implementing advanced security protocols, including threat protection, identity/access management, and data encryption
- **Compliance and Governance:** Experts who understand the nuances of regulatory compliance across industries, capable of ensuring your cloud deployments meet GDPR, HIPAA, or other relevant standards.

4. Project and Process Optimisation:

- **Best Practices Implementation:** Industry best practice for cloud and hybrid architecture, security frameworks, and operational excellence to streamline your cloud operations.
- **Continuous Improvement:** Resources dedicated to ongoing assessment and optimization of cloud infrastructure for performance, security, and cost management.

Our process:

1. **Initial Consultation:** Understand your project requirements, technical needs, and business goals.
2. **Skillset Matching:** Identify and propose the best-fit professionals from our pool of experts.
3. **Engagement Model:** Finalise the terms of engagement, including duration, project scope, and resource management.
4. **Project Onboarding:** Seamlessly integrate our technical resources into your teams or projects.
5. **Ongoing Support:** Provide continuous support and oversight to ensure project success and resource alignment.

Why choose us?

- **Access to Expertise:** Immediate access to a vetted pool of experts with proven experience, e.g. M365, Azure architecture, security services, etc.
- **Customised Solutions:** Tailored resourcing solutions designed to meet your specific project needs and business objectives.
- **Quality Assurance:** Our commitment to quality ensures that our resources not only meet but exceed your expectations.
- **Scalability and Flexibility:** Flexible engagement models that allow you to scale up or down based on project requirements

Programme / Project Mgmt

What is the Service?

We provide skilled programme and project management professionals, including individuals or teams, to organisations to lead, manage, and execute projects and programmes effectively. Our professionals bring specialised knowledge, skills, and experience in project and programme management methodologies (such as PMI, PRINCE2, Agile, and Scrum), ensuring projects are completed on time, within budget, and aligned with strategic objectives. We ensure smooth integration of staff into your existing processes and effective knowledge transfer to your internal staff to retain insights and lessons learned.

What can it do for you?

- **Expert Guidance:** Provides your projects with leadership and expertise, ensuring best practices in project management are applied.
- **Strategic Alignment:** Ensures that your projects and programmes are fully aligned with your organisational goals and strategic vision.
- **Resource Optimisation:** Helps in efficiently allocating and utilising resources, thereby reducing costs and increasing project value.
- **Risk and Change Management:** Offers experienced handling of potential risks and changes, minimising disruptions and keeping projects on track.

Components:

- **Project Managers:** Lead individual projects, responsible for planning, executing, and closing projects.
- **Programme Managers:** Oversee a portfolio of projects, ensuring they work together to achieve strategic business objectives.
- **Project Coordinators and Support Staff:** Provide administrative and operational support to ensure smooth project execution.
- **Specialists:** Include roles such as Risk Managers, Quality Assurance Managers, and Agile Coaches, offering specialised expertise in critical areas of project and programme management.

Benefits

- **Flexibility and Scalability:** Quickly scale project management capabilities up or down based on project demand without the long-term commitments of hiring full-time staff.
- **Cost-Effectiveness:** Potentially more cost-effective than employing full-time programme and project management staff, especially for short-term or specialised projects.
- **Access to specialised Skills:** Gain access to professionals with specialised skills and experience relevant to specific project needs or industries.
- **Improved Project Outcomes:** Benefit from the high level of expertise and experience, leading to improved efficiency, effectiveness, and success rates of projects.

Portfolio Management Services

What is the Service?

This service can be provided where multiple projects are running within an organisation, with limited oversight and limited interdependency mapping. We can provide an experienced Portfolio Manager to oversee multiple projects and workstreams, ensuring they are delivered, providing governance as needed, and delivering value by preventing unnecessary work, clarifying project interdependencies, and ensuring the forward roadmap is understood.

What can it do for you?

- **Oversight & Coordination:** Our portfolio management service ensures comprehensive oversight and seamless coordination across multiple projects within your organisation.
- **Governance & Direction:** We provide clear governance structures and strategic direction to ensure that all projects align with your organisational objectives.
- **Interdependency Management:** Our experienced Portfolio Manager identifies and manages project interdependencies to minimise risks and maximise efficiency.
- **Roadmap Clarification:** We clarify and communicate the forward roadmap for all projects, ensuring that stakeholders have a clear understanding of the path ahead.

Components:

- **Portfolio Manager:** Our service can include the provision of an experienced Portfolio Manager who oversees the execution of multiple projects and workstreams.
- **Project Oversight:** We provide diligent oversight of all projects and workstreams, ensuring that they stay on track and deliver according to plan.
- **Governance Mechanisms:** Our service includes the implementation of robust governance mechanisms to maintain control and ensure compliance with your organisational standards.
- **Interdependency Mapping:** We conduct thorough interdependency mapping to identify and manage the relationships between different projects and workstreams.
- **Roadmap Development:** We collaborate with your team to develop a comprehensive forward roadmap that aligns with your organisational goals and objectives.

Benefits

- **Efficiency Enhancement:** By streamlining project execution and minimizing duplication of effort, our portfolio management service enhances overall efficiency and productivity.
- **Work Reduction:** We identify and eliminate unnecessary work, optimizing resource utilisation and reducing project overhead.
- **Interdependency Clarity:** Our thorough interdependency management ensures a clear understanding of the relationships between projects, minimizing risks and delays.
- **Goal Alignment:** We align all projects and workstreams with your organisational goals, ensuring that resources are allocated effectively to achieve strategic objectives.

Optimise / Benchmark

Optimise

This can include:

- Programme, technology and/or security audit and assurance
- Decommissioning, closure and ongoing adoption support
- Tactical Opportunity Planning
- Configuration optimisation
- IT value management and service optimisation
- Licensing optimisation
- Cloud optimisation and cost reduction
- Review progress against the application rationalisation strategy.
- Opportunities review and assessment.
- Supplier management and assurance.
- Delivery reviews, health checks and optimisation

Benchmark

This can include:

- Quarterly Assessments
- Bi-Annual Review
- SIAM Performance Assessment
- Supplier Performance Review
- Pen Test and IT Health Checks
- Compliance audits
- Cost benchmarking / 3rd party spend analysis
- Performance benchmarking
- Financial data discovery and categorisation
- TCO for major projects

Contact Details

Email: sales@triplevalueimpact.com

Phone: 07974406672

Linkedin