

Service Definition Document

Excellence in Every Engagement





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"At Deecon Consulting, we believe in leveraging subject matter expertise to transform client challenges into opportunities. Our commitment to collaboration and quality dirges us to deliver tailored solutions that empower our clients to achieve their goals.

We're dedicated to making a tangible difference in every project we undertake and are committed to driving excellence in every engagement for our clients."

Contents



- 01 Who is Deecon?
- 02 Our Values
- 03 Our Services

Who is Deecon?

Deecon Consulting is an independent management consultancy with significant experience in supply chain, transformation and commercial management. A dynamic procurement and commercial consultancy delivering results for the Telecoms, Energy and Construction sector

Summary

Deecon Consulting is a **Management Consultancy**, with long-standing professional experience advising on **business strategy** and implementing **transformation programmes** and initiatives. Through the continuous delivery of quality outputs, we have deployed experienced and capable service lines such as **Research & Strategy, Digital Transformation, Supply Chain & Procurement** and **Programme Management**.

Our consultants utilise a range of leading data analysis tools to produce **data-driven insights** to implement **actionable recommendations** ensuring growth, **sustainable benefits** and effective return on investment.

Our client portfolio includes BT Openreach, UK Power Network, Associated British Ports, Scotia Gas Network, Southern Water, Transport for London, UK Ministry of Defence, and various large scale supplier organisations across both public and private sectors.

Our Core Sectors

Deecon provides services to **various sectors**. Our service offerings can be **tailored** to organisations across **multiple functions**.

Transportation



Energy & Utilities



Construction



Telecoms



Government & Public Sector



Infrastructure



£9.5+ bn
Procurement spend assured for our clients

15+ yrs.
of experience in supply chain and procurement

1000+
pricing rates in construction and utilities sectors

200+
subject matter experts within the industry



Research & Strategy



Procurement



Transformation



Commercial Management



Project Management

Successfully provided new market insight across multiple sectors and improved resource constraint predictability for the next 5-7 years

Assured over £9 billion of spend for clients with average sustainable savings of 17%

Operational improvements and capital benefits with 14-18% savings

£28 billion commercially assured with improved out-turn costs predictability and savings of 8-16%

Extensive experience in delivering major infrastructure projects, specialising in the Utilities Sector

Our Values

Our ways of working set us apart and we are dedicated in providing continuous service innovation to showcase the unique value and impact Deecon can deliver to its client

Our Unique Value

 Technology-Focused	Our services are powered by Deecon Core, our proprietary data consolidation engine.	 Operational Excellence	Deecon supports our clients' operations functions to ensure that all KPIs are efficiently measured at regular intervals
 Delivery-Focused	We pride ourselves on delivering actionable and practical insights, tailored to our clients' needs	 Business Intelligence	We extract and analyse all forms of relevant market data to produce cutting-edge market insights
 Independent Insight	Our unique repository of cross-sector expertise allows us to provide independent recommendations	 Risk Analysis	We have knowledge of upcoming challenges, allowing us to design and implement future-proof processes

Ongoing Service Innovation

Innovative Environment - We encourage input and innovation from all members of the team promoting new ideas and ways of working

Bespoke Service - We are flexible, tailoring our processes and outputs to bespoke deliverables to meet individual client needs

Forward thinking – We stay ahead of industry trends and new technologies that can improve our client outputs is a key focus of Deecon

Talent - We hire into our team from a diverse range of backgrounds to ensure new ideas are introduced and we remain innovative



Highly skilled, UK-based team



Collaborate with internal and external stakeholders



Subject Matter Experts who deliver exceptional results



Experience in Telco, Construction and Infrastructure



Cutting-edge reporting and analytics

Service List



- | | | | |
|----|--|----|---|
| 01 | Capability Analysis | 07 | Operational Readiness Testing |
| 02 | Architecture Analysis | 08 | Function Optimisation Skills |
| 03 | Delivery Road-Mapping | 10 | Reporting and Proactive Results Analysis |
| 04 | Engagement and Communications Planning | 11 | Contract & Supplier Relationship Management |
| 05 | Project Management and Governance | 12 | Procurement and Commercial Management |
| 06 | Low Code | | |

Description

We help organisations assess whether they have the right people, governance, processes and ways of working to successfully deliver and operate cloud-based services. By identifying delivery risks, capability gaps and existing strengths, we prioritise actions that improve cloud outcomes that support long-term success while considering evolving market conditions.

Features

- Assessment of organisational readiness for cloud-based service delivery
- Review of cloud-related resources, skills and technology
- Analysis of operating model effectiveness in a cloud environment
- Evidence-based maturity assessment against defined cloud capabilities
- Structured interviews and workshops with critical stakeholders
- Clear articulation of current state and target capability
- Practical, prioritised recommendations for improvement

Benefits

- Independent and objective assessment of your organisation
- Clear understanding of cloud capability strengths and gaps
- Reduced risk in cloud adoption or transition
- Ability for targeted investment, focused on high-impact interventions
- More sustainable and scalable cloud operating models
- Clearer alignment between cloud strategy and delivery capabilities
- Evidence to support governance and business case requirements



Driving claims forward



Effective strategy and approach



Tailored outputs and reports



Analytical ability and industry expertise

Architecture Options Analysis

Description

We provide pragmatic architecture options analysis to support confident cloud decision-making. By evaluating alternative architectures against delivery constraints, standards and operational needs, we help organisations understand trade-offs, select appropriate solutions and maximise value from cloud investment.

Features

- Assessment of current cloud architecture against planned end state
- Validation of proposed architectures against best practice
- Alignment of architecture options to business requirements
- Evaluation of architectural risks and trade-offs
- Assessment of scalability, resilience and performance requirements
- Evaluation of operational and support implications
- Consideration of security and compliance requirements
- Alignment with GDS and government digital standards
- Report with defined options and recommendation

Benefits

- Reduced risk from poorly chosen architecture solutions
- Improved confidence in architecture investment choices
- Better alignment between technology and business needs
- More sustainable, future proof cloud solutions
- Experienced partner to help avoid common pitfalls
- Recommendations for upskilling internal talent
- Clear documentation to support governance decisions
- Improved outcomes for cloud transformation initiatives



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Description

Our prioritised delivery roadmaps turn cloud strategy and capability insights into clear, actionable plans. We establish sequencing, dependencies and milestones to manage delivery risk and enable the successful, controlled implementation of cloud-based services.

Features

- Digital strategy alignment to existing business strategy
- Translation of cloud strategy into actionable delivery plans
- End-to-end service and process design
- Roadmaps tailored to organisational maturity and readiness
- Alignment with agile and waterfall delivery methods
- Sequencing of activities based on risk and dependency
- Identification of opportunities to optimisation existing services

Benefits

- Clear path from cloud strategy to delivery
- Reduced delivery risk through structured planning
- Faster progress from planning to implementation
- Improved control over complex cloud delivery programmes
- Better coordination across teams and suppliers
- Visibility of dependencies and constraints
- Improved readiness for cloud migration and optimisation
- Support for controlled, phased implementation



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Engagement and Communications Planning

Description

We provide independent communications and engagement planning to support cloud adoption and delivery. Our tailored service focuses on stakeholder mapping, programme communications and change engagement, helping organisations explain complex change, manage sensitive environments, and build trust with internal and external stakeholders.

Features

- Stakeholder mapping and influence analysis
- Tailored communications and engagement supporting an organisation's strategies and plans
- Workshops to co-design engagement approaches
- Change impact assessment and messaging alignment
- Internal communications planning for staff and delivery teams
- External communications planning for customers and partners
- Risk identification related to engagement and communications
- Mitigation planning for stakeholder resistance or concern
- Dashboards to track communications effectiveness

Benefits

- Aligns communication with organisational goals for strategic coherence
- Improved adoption of cloud and digital services
- Reduced resistance to digital and organisational change
- Clear, consistent messaging across cloud programmes
- Improved coordination across programmes and services
- Increased transparency during complex digital change
- Confidence and trust created through supported delivery



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Project Management and Governance

Description

Our Project Management and Governance service supports the shaping, planning and delivery of cloud transformation across individual projects and wider portfolios. We help organisations establish proportionate governance, clear accountabilities and effective reporting, enabling informed decision-making, benefits realisation and confident delivery of complex cloud initiatives.

Features

- Project, programme, portfolio scoping, initiation and mobilisation
- Day-to-day coordination of delivery teams and activities
- Change impact assessment, estimation and scope management
- Transparent reporting and data driven risk management
- Cost controls to manage project budgets effectively, minimizing financial risks
- Alignment of delivery pace with organisation capacity
- Knowledge management to ensure information is captured and retained
- Pragmatic governance through sensitive contexts

Benefits

- Compliance and governance ensure projects meet regulatory and organisational standards
- Proportionate governance that supports delivery rather than slowing it
- Clear accountability so responsibilities are understood across delivery
- Faster, better-informed decisions through effective governance
- Control of complex, fast paced delivery environments
- Cultivation of continuous improvement culture drives efficiency and effectiveness
- More consistent delivery approaches across initiatives
- Reduced pressure on internal teams through experienced support
- More sustainable delivery outcomes embedded into the organisation



Description

Our service utilises low code platforms to enable rapid and affordable development of applications or where necessary our technical development team will design, develop and optimise to offer turnkey applications. This approach enables us to swiftly deliver robust systems, with reduced risk and cost compared to conventional software delivery methods.

Features

- Offer expert LowCode development with certified developers and consultants
- Fast development, releasing quality applications faster and more frequently
- Facilitate SaaS development, allowing applications to run anywhere
- Agile delivery for rapid, low-cost development and maintenance
- Design and develop cloud-native B2E, B2B, B2C applications
- Utilise drag-and-drop interfaces for faster design, development, and deployment
- Drive innovation into business processes through rapid prototyping
- Implement open architecture allowing for deployment everywhere

Benefits

- Mitigate risk and reduce operating costs through standardisation initiatives
- Quickly eliminate technical debt to free up resources for reinvestment
- Unlock the value of knowledge stored in existing systems
- Foster collaborative Agile models that integrate joint teams for success
- Provide a consistent yet adaptable user experience
- Experience in complying with GDS service assessments
- Empower non-technical staff to contribute by eliminating technical barriers
- Adopt an iterative approach, releasing updates that gather valuable feedback



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Operational Readiness Testing

Description

Our Operational Readiness Testing (ORT) service takes a practical approach to assessing readiness for live operation. Through structured reviews, scenario testing and stakeholder engagement, we identify gaps and risks before go-live to ensure a controlled, confident transition into business-as-usual.

Features

- Review of operational roles, responsibilities and ownership
- Operational acceptance testing of resiliency, process, chaos & regression testing
- Tailored ORT approach for native, hybrid cloud, or on-premise architecture
- Assessment of support management and escalation pathways
- Validation of governance, controls and decision-making structures
- Implementation of continuous quality process across all lifecycle stages
- Ensure software releases are resilient and adequately supported.
- Assure technical and service readiness including system backup and recoverability
- Identify non-functional requirements for service and operational readiness

Benefits

- Clear understanding of operational strengths and weaknesses
- Ensure foundational infrastructure is compliant to basic operational requirements
- Reduced disruption to users during transition to live operation
- Define or address poorly defined operational acceptance criteria
- Visibility of operational risk and mitigations
- Reduced service disruption during initial operation
- Stronger foundations for continuous operational improvement



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Description

Our Function Optimisation service helps organisations get more value from existing functions. We assess how work is delivered in practice, reviewing structures, governance, processes and skills. This helps identify opportunities to improve effectiveness and coordination, simplify ways of working, clarify ownership, and embed sustainable operating arrangements without major structural change.

Features

- Review of work flows through functions
- Process mapping of functions
- Review of governance, decision-making and controls
- Identification of duplication, inefficiency and bottlenecks
- Determination of interfaces with other functions and services
- Assessment of demand, workload and prioritisation
- Identification of constraints limiting function effectiveness
- Clear articulation of current-state operating arrangements
- Development of efficient to-be functions

Benefits

- Improved coordination across teams and activities
- Tactical opportunity planning
- Cloud optimisation and cost reduction
- Track and report execution to senior management
- Clearer responsibilities, ownership and accountability
- Reduced friction between teams and stakeholders
- Stronger alignment between function objectives and delivery
- Improved resilience to staff changes or absences
- Improved foundation for continuous improvement



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Reporting and Proactive Results Analysis

Description

Our Reporting and Proactive Results Analysis service gives teams and leaders clear, timely insight into performance and delivery, supporting effective decision-making. We design reporting that goes beyond status updates, proactively analysing results to support assurance and enable early action before delivery is put at risk.

Features

- Review of existing reporting and performance information
- Alignment of reporting to delivery objectives and priorities
- Proactive identification of emerging risks and issues
- Root-cause analysis to explain performance results
- Distinction between one-off issues and systemic problems
- Early-warning indicators to support timely intervention
- Regular reporting cadence aligned to governance cycles
- Engagement with delivery teams to validate findings
- Facilitation of structured performance review sessions
- Practical handover sessions of reporting approach to internal teams

Benefits

- Clearer understanding of performance and delivery outcomes
- Earlier visibility of emerging issues and delivery risks
- Reduced reliance on reactive problem-solving
- More consistent interpretation of results across projects
- Improved assurance for senior leaders and oversight bodies
- Increased organisational learning from performance results



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Contract & Supplier Relationship Management

Description

Our contract management and supplier relationship management service, supports clients from initial contract creation through to negotiation, evaluation and exit of suppliers. By reviewing strategic suppliers this service will identify how best to position with suppliers and negotiate to maximise value, whilst remaining compliant with procurement regulations.

Features

- Identify strategic suppliers for optimised procurement strategies
- Analyse procurement portfolio to pinpoint key spending areas
- Provide end-to-end support for In-life Contract Management processes
- Offer expert guidance in selecting CLM systems, vendors, and cloud software
- Provide digital contract reporting support for informed decision-making
- Utilise contractual levers to optimise delivery for clients effectively
- Focus on cost avoidance, profit leakage, and efficient transformation tracking
- Implement innovative approaches to supplier segmentation, risk management, contract performance
- Provide full supplier lifecycle support from selection to exit management

Benefits

- Enhance supplier management team performance and effectiveness
- Implement supplier segmentation for improved supplier relationship management
- Implement sustainable change through supplier management operating model
- Ensure compliance with Government and organisational procurement policies
- Conduct corporate key supplier risk profiling and implement mitigations
- Identify performance management issues and develop effective solutions
- Achieve full supplier spend visibility and conduct Pareto analysis



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Description

Our service helps you define and deliver your commercial and procurement strategy, aligning it to your operating model, services and supply chain. This ensures continued value for end-users through the development and execution of an agile commercial strategy. Procurement function is also enabled across source-to-contract and purchase-to-pay.

Features

- Conduct supply chain assessment and strategic sourcing activities
- Negotiate with suppliers and recommend procurement routes
- Provide support for resolution of commercial issues effectively
- Strengthen compliance with the Technology Code of Practice (TCoP)
- Design procurement strategy including model options and process structure
- Design contract features for practical operational delivery
- Understand market commercials for IT and integrated connectivity
- Conduct soft market testing, pre-tender market analysis, and assessment

Benefits

- Mitigate commercial risks
- Foster productive and effective client-supplier relationships
- Provide expert support for compliance with procurement legislation
- Bring highly experienced insights into global supply chain dynamics
- Evaluate procurement organisation maturity for digital solutions
- Provide practical guidance on leveraging technology to transform procurement
- Deliver flexible, scalable, and tailored procurement solutions
- Conduct preferred commercial approach adaptability to different circumstances
- Make informed procurement decisions based on learned experience



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Description

Our service provides you an end-to-end claim partner at each stage of our process. We review the technical evidence to quantify the financial impact and clarify which party is responsible. Utilising our commercial and technical expertise, we help you maintain relationships whilst advocating on your behalf for an effective resolution.

Features

- Conduct document reviews and interviews to comprehend issues
- Create a controlled discussion/negotiation environment for quick dispute resolution
- Establish robust governance to ensure timely decision-making throughout the process
- Conduct early Root Cause Analysis to identify and diagnose problems
- Serve as expert advisors to support litigation claims
- Perform Discovery, current position, and technical papers investigation comprehensively
- Produce findings and recommendations reports outlining the best way forward
- Provide mediation and recovery support to resolve conflicts

Benefits

- Access experienced commercial support through a flexible resourcing model
- Possess detailed experience with public sector frameworks
- Develop contractual exit roadmaps to ensure successful exit and disaggregation
- Utilise structured approaches to minimise operational and contractual risk
- Demonstrate significant experience in managing and resolving complex supplier disputes
- Offer extensive public sector experience supporting various supplier environments



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