



PIGMENT
CONSULTING

CLOUD SUPPORT SERVICES

WHO ARE PIGMENT CONSULTING?

Named after the concept of “Rainbow Teams”, Pigment is a professional services firm built for collaboration at scale. We work in partnership with consultancies, government departments, and private sector organisations to deliver tailored, embedded solutions that drive real change.

Our model is designed around shared delivery — not to “land and expand.” Whether we operate as a Consortium Partner, Subcontractor, or Embedded Capability Provider, we align to your delivery ecosystem as part of one integrated team..

We help organisations navigate today’s delivery challenges with outcome-driven models, managed service capability, and intelligence-led governance — all designed to slot seamlessly into live programmes or long-term transformation.

KEY BENEFITS:

- Improved service stability over time
- Reduced operational and service risk
- User-Centric Development prioritises key requirements, focuses on user stories & journeys.
- Increased confidence in long-term cloud operations

SERVICE DEFINITION:

Pigment Consulting’s Ongoing Cloud Support service provides continued assurance, governance and operational support for live cloud services. The service focuses on maintaining performance, resilience and compliance over time.

We support service reviews, performance monitoring, supplier management, continual improvement and operational assurance. The service ensures cloud services remain aligned to evolving operational, security and organisational needs.



PLANNING:

Pigment Consulting specialises in seamless cloud hosting and software system implementations, maximising benefits realisation for organisations. Our integrated planning services define strategic goals, analyse user needs, and secure funding with compelling business cases and transition strategies. Our teams deliver end-to-end IT, ERP, and Cloud Services across sectors, ensuring business benefits. With comprehensive project and programme management support, we guide through internal assurance and design Target Operating Models for success. Our highly skilled planning and project controls professionals, certified by APM and PRINCE 2, leverage leading tools for robust planning, ensuring adherence to timelines and GDS standards. At Pigment Consulting, we empower organisations to navigate cloud transformation with confidence, clarity, and tangible results, guaranteeing successful outcomes in every project.

SETUP & MIGRATION:

Pigment Consulting specialises in seamless setup and migration services for cloud hosting and software systems, ensuring optimised outcomes at every stage. Our approach integrates meticulous technical planning and execution, emphasising through-life cost, operational, and technical needs. We work closely with clients to tailor solutions that align with organisational strategies and maximise benefits realisation. Our expert teams provide detailed, resourced, and costed plans, addressing governance, risks, assumptions, and dependencies specific to setup and migration activities. We assess organisational readiness and develop integrated test, evaluation, and acceptance strategies for smooth transitions. Stakeholder engagement is prioritised to ensure buy-in and support throughout the process. Certified by APM and PRINCE 2, our highly skilled professionals leverage leading tools for robust planning, adherence to timelines, and compliance with industry standards. At Pigment Consulting, we empower organisations to navigate cloud transformation confidently, ensuring service continuity and successful outcomes in every migration project.



QUALITY ASSURANCE & TESTING:

Pigment Consulting harnesses industry best practices to enhance technical quality assurance and performance testing, ensuring robust and cost-effective solutions. Our onsite teams excel in requirements capture, design, testing, and compliance, supported by comprehensive governance and continuous assurance. We adhere to the ISO 9001:2015 and rigorous Quality Management System, fostering transparency and shared goals with our clients. Our flexible approach encompasses full lifecycle development and verification, tailored to meet program requirements. Utilising performance testing, we identify bottlenecks and ensure specifications are met, guaranteeing optimal system performance. In case of challenges, our resolution team, led by experienced Project Delivery managers, leverages the resources of Pigment Consulting to deliver timely and effective solutions.

TRAINING:

At Pigment Consulting, we prioritise people-centric transformation, recognising the crucial role of skill development in cloud system maintenance. Our approach integrates both informal and formal training methods to ensure knowledge retention and capability building. We offer informal training through knowledge transfer, coaching, mentoring, and upskilling during project delivery. This ensures that our best practices are adopted by client teams, fostering skill development and knowledge transfer for long-term success. Additionally, we provide formal training services delivered by accredited trainers with extensive industry experience. Our training courses are designed to empowering individuals with valuable skills and expertise.

Furthermore, Pigment Consulting offers ongoing support throughout the project lifecycle, proactively identifying and managing learning needs. We believe in continuous improvement and offer tailored learning solutions to address short-term training needs while fostering a culture of continuous learning for long-term strategic growth. By designing, delivering, and managing training experiences, we ensure that our clients' teams are equipped with the necessary skills to drive success in cloud implementation projects and beyond.



USER SUPPORT:

Pigment Consulting delivers tailored user support solutions to maximise organisational success. Our approach integrates dedicated support personnel, ensuring a seamless experience throughout engagements. Each project is overseen by a dedicated Account Manager, offering expertise in the relevant field and coordinating service delivery. This ensures continuity, addresses escalations, and provides additional intelligence across projects. We prioritise effective communication, offering a secondary point of contact for enhanced support. Our flexible approach enables on-site or remote support, accommodating client preferences and project needs. We emphasise alignment with organisational objectives, ensuring the delivery of sustainable and lasting change. Our commitment to client success extends beyond project completion, with ongoing support available as needed. Additionally, our ability to scale resources ensures responsiveness to changing project demands, guaranteeing timely and effective support. At Pigment Consulting, we prioritise client satisfaction and strive to exceed expectations in every engagement.

ONBOARDING/ OFFBOARDING:

We carefully support client stakeholders to understand and define project requirements and scopes ensuring the onboarding of relevant consultants within a timely manner ensuring knowledge transfer is completed prior to our consultant's departure.

ORDERING/INVOICING:

Specific requirements should be sent to PoweringChange@Pigmentconsulting.co.uk so we can respond with a priced proposal.

Purchase Orders for invoicing should be sent to Accounts@pigmentconsulting.co.uk to action.