



G-Cloud 15

Lot 3 - Service Transition
& Exit Services

January 2026

Version 1.0

Service Transition and Exit Services

Why Invictus Innovations

Invictus Innovations delivers structured, compliant Service Transition and Exit support tailored to public sector programmes. We support digital change, transition readiness, exit planning, service mobilisation, and ITT-related activities as part of procurements. Our practitioners apply proven frameworks to de-risk transitions, assure live service adoption, and improve outcomes across supplier exit, onboarding, and transformation initiatives. We also advise on the transition of live services, including assurance activities and service acceptance gates.

Our team has experience delivering services within Official and higher-classified environments, supported by senior practitioners with appropriate security clearance experience where required. Any specific clearance requirements are agreed with the Buyer at call-off and remain subject to Buyer processes and approvals.

About our Service

We support Clients across procurements including pre-transition, transition, and post-transition stages covering service mobilisation, exit management, ITT development, and live service adoption. Our structured toolkit and experienced Leads and practitioners ensure readiness, delivery assurance, and seamless supplier handovers. Services flex to meet one-off or full programme support needs.

The Challenge

Engagement with Service teams is often considered at the end of the project / digital delivery lifecycle, this often leads to delays, reduced quality, and risk during go-live. Our early-stage support helps buyers integrate service and support design alongside procurement and delivery to mitigate these risks. We engage the buyer, incumbent and replacement suppliers early to assure obligations are met and preserve relationships during transitions. We coordinate collaboration, de-risk supplier handover, and build readiness for new service models.

This approach ensures that the end-to-end service design and transition processes can run alongside the project / digital delivery lifecycle to minimise unnecessary disruption to service and ensuring that transitions occur on time and to budget.

Additionally, supporting the collaboration between both the exiting and replacement supplier(s) is often overlooked as managing exit obligations is assumed a contractual responsibility of the incumbent. It is important to engage with the incumbent supplier early on to ensure their exit obligations are being adhered and to prepare for future replacement suppliers regardless of the outcome of the competition. For an exiting supplier we understand the challenges they will face during the process and will work with all parties to maintain a healthy relationship, so these persists long after the process has been completed.

Features

- Procurement, pre-transition, and transition support
- Develop business cases and support approval gate processes
- Coordinate Client and supplier exit responsibilities and obligations
- Design transition strategies and roadmaps to target model
- Establish or strengthen exit and transition delivery teams
- Deploy toolkits, role TORs, and delivery templates rapidly
- Define governance, processes, and transition ways of working
- Provide early life support and structured knowledge transfer
- Introduce service acceptance criteria and adoption frameworks
- Deliver service management aligning people, processes, and suppliers

Benefits

- Applicable to SIAM, disaggregation, and transformation scenarios
- Structured, repeatable approach to transition and exit
- Support for ITT preparation and evaluation activities
- Rapid deployment to accelerate or enhance Client transition goals
- Improved transition and programme management capabilities
- Effective risk management enables greater transition / Programme success
- Transition roadmaps aligned to target operating models
- Ensures compliance with business and governance requirements
- ITIL-aligned delivery using Agile, Waterfall, or blended methods
- Business change focus enhances staff engagement and adoption

When to use this service

This service is designed to assist your organisation in prioritising the need for transformational change to achieve strategic outcomes or addressing specific requirements. The service can be used when planning service transitions, supplier exits, or onboarding, especially in multi-supplier or complex programme environments. It's also suited to initiatives requiring transition assurance, governance alignment, or early service team engagement.

How we will engage with you

Our team is committed to engaging with you to fully comprehend the problem or opportunity at hand. Based on the scale and complexity of the need, we will propose the most cost-effective model. Additionally, we will work collaboratively across your organisation to ensure a comprehensive, multi-stakeholder perspective.

The proposal will outline the necessary skills and timeframes to address the identified need, as well as clearly define the roles and responsibilities of both organisations and establish any pre-requisites.

How we deliver our Services

Our combined team has substantial experience overseeing and delivering projects and programmes across public and private sectors, including environments classified at Official-Sensitive (OS) and above. We apply a pragmatic approach, using proven methodologies such as Managing Successful Programmes (MSP), Management of Risk (MoR), Association for Project Management (APM), and Agile Project Management, tailored to the delivery context.

Deep Network

Whilst we aim to provide your needs using in house capability, there may be times where we need to reach into our deep network of expertise to support a niche set of skills, more accelerated requirement or larger team. In all instances where this is required, we will be fully transparent and ensure any external support is seamlessly integrated into our delivery team.

Our 5 Step Engagement Model - Requirement to Agreement

1. Requirement and Capability Alignment	We work with you to understand the requirement and agree the appropriate capability, experience and delivery level needed to achieve your outcomes.
2. Team Onboarding	Delivery is dependent on the capability and capacity agreed at the outset and during the engagement. Where constraints exist or requirements evolve, we work with the Buyer to review resourcing needs and, where appropriate, support the onboarding of additional or alternative practitioners aligned to the agreed scope and delivery timescales.
3. Delivery approach	Drawing on our experience, we help shape an appropriate delivery approach and, where beneficial, identify alternative options that may improve outcomes or reduce cost and risk.
4. Strategy, Scope and Outcome Definition	Drawing on our experience, we support the Buyer in shaping an appropriate delivery approach and, where beneficial, identifying alternative options that may reduce cost, risk, or complexity. This includes working with the Buyer to define scope, deliverables, timelines and quality criteria, while explicitly identifying constraints, assumptions and dependencies that may influence outcomes. This approach supports informed decision-making and sets realistic expectations aligned to agreed resourcing and conditions.

5. Engagement Review and Agreement

Depending on the maturity of the requirement, we support review and refinement of a draft Statement of Requirements (SOR) or Statement of Work (SOW), progressing to an agreed engagement at call-off.

We recognise that some Clients prefer full upfront definition before commencing work. Where appropriate, we can also adopt a pragmatic and iterative approach, refining scope and deliverables collaboratively as understanding develops.

Customer Responsibilities

1. Contracting and Invoicing	Engagements are confirmed through a call-off contract with an agreed Statement of Work (SOW) or Statement of Requirements (SOR) and associated purchase order. Standard payment terms are 30 calendar days or less.
2. Customer responsibilities	Delivery is dependent on timely access to agreed Client inputs, which may include stakeholder availability, documentation, systems access, onboarding requirements, equipment, and any applicable security or clearance approvals.

Note: Engagements may be delivered as discrete support activities or as part of a wider programme, depending on Buyer need and agreed scope.

Other Services

As well as the service offered in this document, we also offer a range of aligned services to your organisation and team, with skills to advise, deliver or support. Our services are scalable and can be tailored around your situation and can be found easily within the Lot 3 G-Cloud search¹ via our website www.invictusinnovations.co.uk or by contacting us directly at info@invictusinnovations.co.uk

If you need a group of specialists, delivery team or digital consultancy support, then please get in touch and we can discuss your needs and utilise capability-based pricing within our rate card.

Keywords to search: ITT support, service transition, service exit, supplier offboarding, early life support, transition planning, exit planning, transition assurance, SIAM, service acceptance, readiness assessment, live service adoption, supplier mobilisation, cloud service onboarding, transition governance, service readiness, knowledge transfer, ITIL, service design, contract exit, transition framework, service handover, Crown Commercial Service, G-Cloud, CCS, public sector transformation.