



**Enterprise Platform Strategy, Assurance and Readiness**  
Service Definition Document | G-Cloud 15 | Lot 3

**morson** PRAXIS

# Enterprise Platform Strategy, Assurance and Readiness

Through strategy-led digital transformation, Morson Praxis helps public sector organisations to accelerate benefits realisation, reimagine operations, enable scalable innovation and build resilience for the future. We ensure that every technological investment, from large-scale enterprise transformation to focused project delivery, creates sustainable, meaningful change.

## Service Definition for Enterprise Platform Strategy, Assurance and Readiness

Morson Praxis's Enterprise Platform Strategy, Assurance & Readiness service supports organisations in preparing for, assuring, and de-risking major enterprise platform initiatives. The service is designed for organisations considering the adoption, replacement, or transformation of core platforms such as ERP, HR/HCM, finance, case management, or other mission-critical business systems.

The service focuses on assessing organisational, process, data, governance, and delivery readiness for enterprise platforms, providing an independent view of whether the organisation is positioned to make the right platform decisions and deliver them successfully. It helps organisations avoid common causes of platform failure, including misalignment to business processes, underestimation of data and integration complexity, weak governance, and unrealistic delivery assumptions.

The service is typically used during discovery or pre-delivery phases, ahead of procurement or mobilisation, or as part of assurance or reset activity for complex platform programmes.

### 1. What the service includes

The service typically includes:

- Assessment of organisational readiness for major enterprise platforms
- Review of business processes and alignment to standard platform capabilities
- Assessment of data readiness, migration complexity, and integration risk
- Review of governance, ownership, and decision-making arrangements
- Assessment of delivery readiness for large-scale platform change
- Consideration of operating model and service ownership implications
- Review of vendor, system integrator, and dependency risks
- Assessment of value-for-money, sequencing, and affordability considerations
- Independent identification of platform-specific risks and constraints
- Clear, prioritised recommendations to improve platform readiness

Examples of platforms considered may include ERP, HR/HCM, finance, payroll, case management, and other core line-of-business systems.

### 2. What the service does not include

The service does not include:

- Platform or package selection or procurement execution
- Design or configuration of enterprise platforms
- Data migration build or execution
- System integration delivery
- Platform implementation or deployment
- Ongoing platform support or managed services

These activities are outside the scope of this service and, where required, may be delivered through separate services procured, under the appropriate G-Cloud 15 Lots or through alternative procurement routes.

### 3. How the service is delivered

The service is delivered through a structured, time-bound engagement combining desktop review, stakeholder interviews, and facilitated assessment workshops. Delivery is proportionate to organisational scale, platform complexity, and delivery risk – ensuring outputs are pragmatic, evidence-based, and decision-focused.

The approach is platform-agnostic and independent of vendors or system integrators. It focuses on understanding readiness, constraints, and delivery risk before commitments are made, rather than designing or implementing solutions. Findings are validated with senior stakeholders to ensure shared understanding and alignment on next steps.

### 4. Roles and responsibilities

#### **Morson Praxis is responsible for:**

- Leading enterprise platform readiness and assurance activities
- Conducting independent assessment of platform risks and constraints
- Facilitating stakeholder engagement and assessment workshops
- Developing structured findings and recommendations
- Providing objective advice to senior leaders and programme sponsors

#### **The Buyer is responsible for:**

- Providing access to relevant stakeholders and documentation
- Supporting engagement across business, technology, and delivery teams
- Reviewing and validating findings and recommendations
- Retaining ownership of platform and delivery decisions

### 5. Service outputs and deliverables

Typical outputs may include:

- Enterprise platform readiness and assurance assessment summary
- Identification of key risks across process, data, governance, and delivery
- Platform-specific readiness findings (e.g. ERP, HR, case management)
- Prioritised recommendations to reduce platform delivery risk
- Inputs to procurement, mobilisation, or reset activity

Deliverables are tailored to Buyer needs and agreed at the outset.

## 6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Access to business, technology, and delivery stakeholders
- Availability of existing platform, process, and data documentation
- Clarity of organisational objectives and constraints
- Appropriate sponsorship to act on readiness findings

## 7. Alignment with G-Cloud Lot 3

This service aligns with G-Cloud 15 Lot 3 by supporting:

- Early-stage discovery and readiness for enterprise platforms
- Independent assurance prior to platform procurement or delivery
- Risk reduction for complex, high-value platform programmes
- Decision support without assuming delivery responsibility

It provides advisory and assurance capability to de-risk major platform initiatives.

## 8. Exit and transition

The service concludes with agreed findings, documented outputs, and clear, evidence-based recommendations aligned to the Buyer's cloud platform landscape. All materials are provided in formats suitable for handover to the Buyer's internal teams or to alternative suppliers where required. Where appropriate, outputs may be used to inform subsequent assurance, readiness, or delivery activities, while maintaining clear separation of responsibilities and avoiding supplier dependency. Any follow-on services are subject to separate procurement decisions under the appropriate G-Cloud 15 Lots or alternative procurement routes.

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## Information assurance

Morson Praxis's information assurance capabilities support both our internal requirements for appropriate security controls and those of our Buyers. Our diverse portfolio of projects and customers means that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are a Cyber Essentials Plus certified organisation.

## Data restoration/ Service migration

We assist Buyers in the migration of data from legacy solutions to new cloud solutions.

## On-boarding and off-boarding processes

Morson Praxis agrees specific on/ off-boarding processes for all work packages. Agreed processes are always tailored to the individual requirements of the engagement in question. Requirements are clearly defined and agreed with the relevant Buyer stakeholders to ensure the effective transition of individuals or teams alongside the management of data, assets, corporate memory and operational integrity.

### Combination pricing

Morson Praxis can provide multiple services in scope of G-Cloud 15 Lot 3 Cloud Support Services. Our services can be bought separately or together. Combination pricing is offered accordingly.

### Service management

A Service Account Manager is allocated to each Buyer's engagement. This individual is responsible for overseeing the services in scope of the engagement, closely monitoring its progress and managing all risks/ issues to ensure that activities are delivered in accordance with the agreed assignment scope and timeframes. Through structured relationship management, our Account Manager remains in regular contact with the Buyer to ensure their ongoing satisfaction.

### Service constraints

Bespoke services, such as those in scope of G-Cloud 15, Lot 3 Cloud Support Services, are not subject to specific service constraints.

### Service levels

Morson Praxis recommends that we enter into performance-based Service Level Agreements with all Buyers. The implementation of bespoke service levels represents the positive obligation of both parties to deliver a mutually beneficial partnership which supports end user activities and facilitates effective measurement and monitoring of the assignment. Due to the diversity of services in scope of G-Cloud 15, Lot 3 Cloud Support Services, service levels must be closely tailored to each engagement. Agreed service levels form part of the Call-Off agreement which renders us contractually bound to deliver the agreed service levels.

### Knowledge transfer

Wherever possible, Morson Praxis ensures disciplined knowledge and skills transfer from the consultant(s) to the Buyer through structured knowledge capture, documentation standards, and handover planning through all delivery phases. This ensures that learning is transferred to the Buyer as the engagement progresses – ensuring the ongoing efficiency of the assignment and full embedding of the new system/service.

### Ordering and invoicing

Morson Praxis is an approved and accredited supplier to multiple CCS frameworks. We are used to working with Buyers to agree tailored ordering and invoicing processes. Payment terms are 30 days from receipt of invoice.

### Termination terms

Morson Praxis's standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.

| By the consumer                                                                                                                                                                                                                  | By the supplier                                                                                                                                                                                                                                                                      |
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| Termination can commence without notice in the event of a Buyer citing dissatisfaction with the service provided and the issue not being rectified within an agreed timeframe, or in the event of a material breach of contract. | In the unlikely event that Morson Praxis was to withdraw from G-Cloud 15, Lot 3 Cloud Support Services, a minimum 30 days' notice would be served. Ongoing assignment commitments would be maintained through to completion in accordance with the terms of the Framework Agreement. |

### Buyer responsibilities

Buyer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the Buyer prior to the commencement of the assignment. All responsibilities are clearly cited within the Call Off contract.

### Service dependencies

Service dependencies are specific to each Call-Off. Such detail must be discussed and agreed with the Buyer prior to the commencement of the engagement.



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