

Service Name

Product & Platform Operating Model Design

Description

We design and implement frictionless product and platform operating models that transform how technology organisations work. Our approach combines team structures, delivery methods, and transparent work and communication tools that ensure an accelerated flow of value. Our unique approach is action-orientated and ensures positive new work habits stick.

Categories

This is focused on **setup and migration**:

- Project management and governance
- Mobilisation coordination
- Other

Key Service Features

- Current state analysis using quantitative and qualitative techniques
- Target operating model design with clear transition roadmaps
- Team structure design using self-selection and squad patterns
- Delivery cadence and ceremony design for sustainable rhythm
- Tooling selection and migration planning for work management
- AI and agentic tooling integration into delivery workflows
- Metrics and dashboard design for continuous improvement
- Leadership coaching for operating model ownership and sustainability
- Multi-geography rollout planning across distributed teams
- Knowledge transfer ensuring client independence after engagement

Key Service Benefits

- Reduces delivery friction between teams and improves flow
- Embeds sustainable practices that outlast the consulting engagement
- Accelerates time-to-value through improved delivery predictability
- Increases team autonomy while maintaining strategic alignment
- Creates transparency through unified tooling and reporting
- Builds internal capability that can evolve the model independently
- Improves employee engagement through clearer purpose and structure
- Enables data-driven decisions about team performance and capacity
- Supports scaling without creating organisational chaos
- Integrates modern AI tooling for accelerated execution

Constraints

This service requires reasonable access to key stakeholders including C-level sponsors and team leads. Client must provide access to existing systems, documentation, and staff for current state analysis and ongoing coaching.

Remote delivery is factored into our approach, with on-site work available at additional cost for travel outside the consultant's base location.

Minimum engagement duration of 12 weeks recommended to embed sustainable change.

Client retains responsibility for internal communications and traditional change management activities beyond executive stakeholder engagement unless otherwise requested.

Service Support

We provide highly personalised support levels, and response times can be tailored to meet specific engagement requirements or regulatory/governance requirements. A dedicated technical account manager is always available to support and advise. As standard, support for this service is as follows:

- Email/telephone support with personal account manager
- Tickets raised and managed through Jira Service Desk
- Due to the nature of this service, webchat is not available or useful

Priority	Response Time	Rationale
P1 - Critical	4 business hours	Urgent strategic blockers requiring immediate input
P2 - High	1 business day	Significant issues affecting progress
P3 - Standard	2 business days	General queries, clarifications, non-urgent matters

Jira Service Desk meets WCAG 2.2 A although is currently focused on achieving AA certification.

Staff Security Levels

All staff will achieve the desired security clearance levels with our screening approach conforming to BS7858:2019 standard.

Government security clearance up to DV is possible depending on engagement requirements.

Service Discounting

Discounts are available for educational establishments.