

Service Name

Product Management

Description

We provide experienced product practitioners who work alongside your teams to build genuine product capability. We help you move beyond project thinking to outcome-focused product management. Our product people embed within your organisation, developing your permanent staff while delivering real product outcomes.

Categories

This service focuses on **Setup & Migration**:

- Mobilisation coordination
- Project management and governance
- Engagement and communication planning
- Other

Key Service Features

- Product managers and owners embedded in delivery teams
- Product strategy development working alongside your leadership
- Roadmap creation through collaborative prioritisation sessions
- User research integration with hands-on practitioner support
- Hypothesis-driven development implemented in practice
- Stakeholder management modelled for your product leaders
- Product metrics defined and tracked with your teams
- Backlog management practices transferred through co-delivery
- Knowledge transfer ensuring product capability remains
- Structured handover to permanent product staff

Key Service Benefits

- Experienced product practitioners deliver immediate value
- Your product people learn through daily collaboration
- Knowledge transfer builds lasting internal capability
- Shifts focus from output to outcomes through practice
- Co-delivery means no gap between advice and implementation
- Product decisions connected to genuine user needs
- Your teams develop confidence through mentored experience
- Structured handover prevents capability walking out the door
- Cross-functional collaboration modelled not just described
- Evidence-based product thinking embedded in your culture

Constraints

We provide product practitioners who embed within your teams. Client must provide access to users, stakeholders, and delivery teams.

Knowledge transfer requires client product staff to work alongside our practitioners.

This is not interim product staffing; our focus is building your capability while delivering outcomes.

Minimum engagement duration is 8 weeks.

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.