



CONFI
CONSULTANCY LTD
INTEGRITY DRIVEN SOLUTIONS

EXIT & TRANSITION MANAGEMENT

Providing structured transition leadership, knowledge transfer and operational continuity to support successful service exits and supplier transitions.



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FEATURES

- Experienced exit and transition professionals supporting complex organisational change
- Rapid transition assessments and exit planning for complex delivery environments
- Supplier exit, disaggregation and transition management with minimal operational disruption
- Commercial, contractual and stakeholder coordination throughout transition activities
- Knowledge transfer, documentation handover and operational readiness planning
- Identification and management of transition risks, dependencies and service impacts
- Business process alignment supporting future operating models and service continuity
- Service management and governance design for the target operating environment
- Transition governance, reporting and assurance throughout the exit lifecycle
- Supplier relationship management to maintain continuity, accountability and delivery performance

BENEFITS

- Protects service continuity through structured transition planning and execution
- Minimises operational risk during supplier, service or organisational change
- Reduces dependency on legacy suppliers, contracts and operating arrangements
- Maintains control through clear governance, planning and managed handover activities
- Strengthens commercial confidence through disciplined exit and transition management
- Builds organisational capability for future transitions, procurements and supplier changes
- Enables successful adoption of new operating models and service arrangements
- Improves collaboration across delivery, commercial, operational and technical teams
- Provides transparency, accountability and traceability throughout transition activities
- Supports successful transition outcomes through proven governance and delivery practices

PLANNING

Confi works with organisations to plan and manage complex exits, transitions and supplier changes, ensuring continuity of service and reducing delivery risk throughout the process.

We begin by understanding the current operating environment, contractual landscape, stakeholder requirements and transition objectives. This enables the development of a structured transition strategy, roadmap and governance approach aligned to organisational priorities.

Planning activities focus on identifying transition risks, dependencies, assumptions and critical service impacts. Particular attention is given to knowledge transfer, operational readiness, supplier obligations, documentation handover and business continuity requirements.

The outcome is a practical transition plan that provides clear ownership, defined milestones and effective governance, supporting a controlled and successful transition to the future operating model.

MOBILISATION & ENGAGEMENT SETUP

Confi mobilises quickly into transition environments to establish governance, stakeholder engagement and delivery controls from the outset.

Early engagement focuses on understanding the current operating model, contractual arrangements, supplier landscape and transition objectives. This enables risks, dependencies and critical service impacts to be identified and managed early.

Roles, responsibilities, reporting arrangements and decision-making structures are agreed during mobilisation, ensuring clear accountability throughout the transition lifecycle.

The mobilisation approach is designed to minimise disruption, maintain service continuity and provide a controlled foundation for successful exit and transition activities.

QUALITY ASSURANCE

Confi applies structured quality assurance throughout exit and transition engagements to ensure activities remain aligned to agreed objectives, governance requirements and transition milestones.

Quality assurance activities focus on validating transition plans, reviewing readiness, monitoring risks and dependencies, and ensuring service continuity arrangements remain effective throughout the transition lifecycle.

Regular reviews provide visibility of transition progress, governance effectiveness and operational readiness, enabling timely intervention where corrective action is required.

Our objective is to ensure transitions are controlled, measurable and completed with minimal disruption to services, stakeholders and business operations.

TRAINING AND KNOWLEDGE TRANSFER

Confi works alongside client teams throughout exit and transition engagements, ensuring critical knowledge, processes and operational understanding are transferred effectively.

Knowledge transfer focuses on service operations, governance, supplier responsibilities, documentation, support arrangements and key business processes, helping organisations maintain continuity throughout the transition.

Where appropriate, Confi provides coaching, mentoring and practical guidance to operational teams, service managers and transition stakeholders, supporting readiness for the future operating environment.

Our objective is to leave behind the knowledge, capability and confidence required to operate successfully following the completion of transition activities.

SUPPORT

Confi provides ongoing support throughout exit and transition engagements to help organisations maintain service continuity, governance effectiveness and operational stability.

Support activities may include transition oversight, stakeholder engagement, supplier coordination, risk management and progress reporting, ensuring transition activities remain aligned to agreed objectives and timelines.

Where required, Confi can provide additional support during critical transition phases, service cutovers or supplier handovers, helping organisations manage complexity and maintain confidence throughout the transition lifecycle.

Support arrangements are tailored to the scale, complexity and risk profile of the transition, ensuring organisations receive the level of support appropriate to their needs.

SUPPORT SERVICE LEVELS



Telephone

M-F, 09:00 to 17:00

Excluding UK public holidays



Email

M-F, 09:00 to 17:00

Excluding UK public holidays

Response time: Within 4 hours

SECURITY AND VETTING

- Confi embeds a strong security culture across all engagements, supported by compliance with information security, data protection and client security requirements.
- Suitably cleared personnel can be provided where required, including consultants holding BPSS, SC and higher levels of clearance where available and appropriate to the engagement.
- Access to client information is restricted to authorised personnel with a legitimate business need, with appropriate controls applied to protect confidentiality, sensitive information and intellectual property throughout the engagement lifecycle.

ONBOARDING

Once an engagement is confirmed, Confi works with the nominated client contact to arrange a mobilisation meeting with the sponsor and key stakeholders.

During mobilisation, we confirm:

- The scope and objectives of the engagement
- Key activities, deliverables and expected outcomes
- Governance, stakeholder engagement and reporting arrangements
- Timescales, dependencies and client inputs required for success

Following mobilisation, Confi establishes the appropriate delivery structure and begins engagement activities, ensuring rapid integration with client teams while minimising disruption to ongoing operations.

OFFBOARDING

Offboarding is tailored to the scope, objectives and outcomes of each engagement.

Specific activities, deliverables and transition requirements are agreed as part of the engagement and documented where appropriate.

During offboarding, Confi will ensure:

- All agreed deliverables have been completed and formally handed over
- Knowledge, lessons learned and agreed recovery practices have been transferred to relevant client teams where required
- Any client information obtained during the engagement is securely retained, returned or destroyed in accordance with applicable contractual, security and data protection requirements

This approach provides a controlled transition, protects information security and supports the continued success of the delivery environment following completion of the engagement.

OUTCOMES & DELIVERABLES

The specific deliverables of this service are tailored to each engagement, reflecting the organisation's context, scale, priorities and desired outcomes.

The exact scope, activities and outputs are agreed and documented within the Statement of Work before delivery begins.

Typical outcomes include:

- Exit strategy and transition plan aligned to business objectives, risks and priorities
- Transition impact assessments and risk mitigation plans supporting service continuity
- Disaggregation plans and transition activities supporting service and supplier separation
- Target operating models, governance and operational readiness frameworks
- Support for supplier transitions, onboarding and future service delivery arrangements
- Governance, reporting and transition oversight that track progress, risks and decisions

THE CONFI APPROACH

- Confi adopts a flexible engagement model to meet each client's needs, from long-term, multi-disciplinary delivery teams to short-term, rapid-response assignments.
- We work in partnership with our clients as a trusted delivery advisor, focused on meaningful change, improved performance and ensuring investments deliver clear value for money. Our delivery style is calm, structured and outcome-driven, with strong governance and clear communication at every stage.
- Our work is guided by Confi's core values: Clarity, Integrity, Control and Excellence, ensuring every engagement is transparent, disciplined and focused on results.

CLIENT RESPONSIBILITIES

For each engagement, Confi will identify any client dependencies and confirm them during mobilisation to support effective delivery and decision-making.

Typical client responsibilities include:

- Providing timely access to relevant stakeholders, sponsors and decision-makers
- Supplying accurate information on delivery performance, governance, risks, plans and context
- Supporting agreed governance, reporting and stakeholder engagement activities throughout the engagement
- Providing timely review, feedback and approval of key outputs and recommendations

Defining responsibilities early helps establish clear ownership, reduce delivery risk and support a controlled transition.

ABOUT CONFI

Confi Consultancy is a specialist delivery consultancy supporting organisations through complex programmes, transformation initiatives and operational change.

We provide experienced delivery leadership, governance, assurance and recovery capability across public sector, defence and commercial environments, helping organisations strengthen control, improve delivery confidence and achieve successful outcomes.

Our approach combines practical experience, structured governance and clear accountability, ensuring engagements remain focused on delivery performance, risk reduction and measurable results.

CONTACT US

If you'd like to discuss a potential engagement or explore whether Confi is the right fit, please get in touch:

businessops@conficonsultancy.co.uk

Further information is available at www.conficonsultancy.co.uk

