



CONFI
CONSULTANCY LTD
INTEGRITY DRIVEN SOLUTIONS

BUSINESS CHANGE & COMMUNICATIONS MANAGEMENT

Helping organisations prepare, engage and support people through change to achieve successful adoption and lasting outcomes.



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FEATURES

- Experienced business change and communications professionals supporting complex transformation programmes
- Stakeholder engagement and communication planning throughout the change lifecycle
- User journey mapping, stakeholder analysis and service adoption support
- Structured change activities that improve adoption, readiness and realisation of benefits
- Business process alignment supporting successful organisational change
- Internal and external communications strategy, planning and delivery
- Cultural, behavioural and organisational change support throughout delivery
- Practical change management frameworks, templates and implementation support
- Training needs analysis, user readiness and learning support activities
- Change impact assessment and organisational readiness planning

BENEFITS

- Connects users, stakeholders and delivery teams to support successful change outcomes
- Increases engagement, adoption and acceptance of new services, processes and ways of working
- Reduces pressure on internal teams during periods of significant organisational change
- Improves the return on investment from transformation initiatives through effective adoption
- Minimises change fatigue and improves the overall user experience
- Increases efficiency through clearer responsibilities, communication and process alignment
- Builds lasting organisational capability through training, coaching and knowledge transfer
- Improves organisational readiness for change and future transformation initiatives
- Strengthens stakeholder confidence through consistent communication and engagement
- Supports sustainable change by embedding new behaviours, practices and ways of working

PLANNING

Confi develops structured business change and communications plans aligned to transformation objectives, delivery milestones and organisational priorities.

We assess stakeholder groups, user impacts, business readiness and adoption risks, helping organisations prepare for change while minimising disruption to productivity and service delivery.

Communication strategies are designed around stakeholder needs, ensuring consistent, timely and relevant messaging across all levels of the organisation. This helps build understanding, engagement and confidence throughout the change journey.

We also develop practical support materials, guidance and readiness activities that help users, managers and support teams adopt new ways of working successfully and sustain change over the long term.

MOBILISATION & ENGAGEMENT SETUP

Confi mobilises quickly to establish stakeholder engagement, communications planning and change governance arrangements from the outset of the engagement.

Early engagement focuses on understanding organisational objectives, stakeholder groups, change impacts, communication requirements and readiness challenges. This enables change activities to be prioritised where they will deliver the greatest value and support successful adoption.

Roles, responsibilities, communication channels and engagement activities are agreed during mobilisation, ensuring stakeholders receive timely information and support throughout the change journey.

The mobilisation approach is designed to build confidence early, reduce uncertainty and create a strong foundation for successful organisational change and adoption.

QUALITY ASSURANCE

Confi applies structured quality assurance to business change and communications activities, ensuring change initiatives remain aligned to organisational objectives, stakeholder needs and delivery outcomes.

Quality assurance activities focus on stakeholder engagement effectiveness, communication quality, readiness assessments, adoption measures and change outcomes. This helps organisations identify issues early and take corrective action where required.

Regular reviews provide visibility of engagement levels, adoption progress, communication effectiveness and organisational readiness, supporting informed decision-making throughout the change lifecycle.

Our objective is to ensure change activities are effective, measurable and contribute positively to the successful adoption of new services, processes and ways of working.

TRAINING AND KNOWLEDGE TRANSFER

Confi works alongside client teams throughout change initiatives, helping organisations build the knowledge, skills and confidence needed to adopt and sustain new ways of working.

Knowledge transfer focuses on stakeholder engagement, communications, change readiness, user adoption and business processes, ensuring individuals and teams are equipped to operate successfully following change.

Where appropriate, Confi provides training support, coaching, mentoring and practical guidance for leaders, managers, change champions and end users, helping embed change across the organisation.

Our objective is to leave behind stronger organisational capability, improved adoption and the confidence required to sustain change long after the engagement has ended.

SUPPORT

Confi provides ongoing support throughout change initiatives to help organisations maintain engagement, adoption and confidence during periods of transformation.

Support activities may include stakeholder engagement, communications delivery, change readiness activities, adoption monitoring and feedback management, ensuring individuals and teams remain supported throughout the change journey.

Where required, Confi can provide additional support during key implementation phases, organisational change events or periods of increased business impact, helping minimise disruption and reinforce successful adoption.

Support arrangements are tailored to organisational needs, ensuring change activities remain effective, sustainable and aligned to desired outcomes.

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:

- Change and communications strategy aligned to business objectives and transformation priorities
- Stakeholder engagement plans with clear responsibilities and communication channels
- Change impact assessments and user journey analysis supporting successful adoption
- Training, knowledge transfer and adoption support that build organisational readiness
- Communication materials and engagement campaigns that improve confidence in change
- Progress reporting and change insights that track adoption and readiness

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 successful adoption and engagement.

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

