

Robert Walters

Service Overview & Definition

Lot 3 – Cloud Support, G-Cloud Framework

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1. Purpose of this document

This document provides an overview of how **Robert Walters delivers Cloud Support consultancy services** under **G-Cloud Lot 3**. It is intended to help buyers quickly understand our approach, ways of working and the value we bring when supporting cloud-enabled digital initiatives.

The purpose of this document is to bring the G-Cloud service catalogue to life — explaining not just *what* services are available, but *how it feels to work with Robert Walters* and *where our services are most effective* across the cloud and digital delivery lifecycle.

This document is provided as **supporting context only**. Each individual G-Cloud portal listing remains the primary source of service-specific and contractual information, including scope, pricing and service constraints. Where there is any difference between this document and a portal listing, the portal listing takes precedence.

Buyers may use this document to understand our delivery philosophy, engagement model and governance approach, and then select the specific Cloud Support services that best meet their needs.

2. Service overview

Robert Walters provides professional Cloud Support consultancy to help public sector organisations plan, mobilise, deliver, assure or recover cloud-enabled digital initiatives. Services are delivered through clearly scoped, time-bounded engagements focused on achieving defined outcomes, rather than supplying resources or operating services.

Our Cloud Support services are designed to support informed decision-making, effective governance and successful delivery across the cloud and digital lifecycle. We work with organisations to bring clarity, structure and confidence to complex change, particularly where delivery risk, pace or assurance are critical.

Services do not include hosting, managed services or business-as-usual operational support unless explicitly agreed as part of a Statement of Work.

3. When Robert Walters Cloud Support services are used

Robert Walters' Cloud Support services are typically used when an organisation requires additional expertise, leadership or independent assurance at specific stages of delivery, including:

- Understanding cloud readiness, delivery constraints or delivery options
- Defining cloud strategies, operating models or delivery roadmaps
- Translating strategic intent into executable programmes or workstreams
- Mobilising delivery teams, governance and controls at pace
- Supporting the delivery or migration of cloud-based services
- Recovering programmes that are delayed, stalled or underperforming
- Providing independent assurance, testing or security support

Services may be procured individually or in combination, depending on organisational maturity, complexity and urgency.

4. What the services include

Robert Walters provides professional consultancy services aligned to the scope defined in each G-Cloud listing and agreed Statement of Work. Depending on the services procured, activities may include:

- Structured discovery, assessment and analysis
- Strategy, operating model and roadmap development
- Programme and delivery definition, planning and mobilisation
- Delivery leadership, coordination and migration support
- Independent assurance, recovery and stabilisation activity
- Quality assurance, testing and performance assessment
- Cyber and information security assessment and risk remediation

Specific deliverables, outputs and milestones are agreed at the outset and tailored to buyer needs, governance requirements and decision-making processes.

5. What it is like to work with Robert Walters

Robert Walters works as a trusted delivery partner, combining consultancy rigour with hands-on delivery experience. Clients typically experience:

- Clear ownership and accountability through a named engagement lead
- Structured, well-governed delivery with proportionate controls
- Open, transparent communication and regular progress updates
- A collaborative approach working alongside internal teams and suppliers
- Senior-level judgement combined with practical delivery capability

Our teams integrate into existing governance, delivery and assurance structures rather than imposing unnecessary process or overhead. The focus is on enabling progress, reducing risk and building confidence throughout the engagement.

6. Delivery approach

Delivery approaches are tailored to the scale, complexity and risk profile of each engagement. Robert Walters applies recognised delivery and assurance practices pragmatically, selecting approaches appropriate to the context rather than enforcing a single methodology.

Approaches may draw on:

- GDS service standards and lifecycle phases
- Agile, hybrid Agile and product-centric delivery models
- Programme and portfolio management principles
- Architecture, assurance and risk management frameworks
- Security and information risk good practice

The emphasis is on achieving clear outcomes, maintaining effective governance and remaining aligned to organisational objectives.

7. Engagement model

All services are delivered under a defined Statement of Work which sets out:

- Scope and objectives
- Deliverables and acceptance criteria

- Milestones, timelines and dependencies
- Roles, responsibilities and governance arrangements

Engagements are time-bounded with a clear start and end point. There is no implied transition into ongoing operational or managed services unless explicitly agreed.

8. Dependencies and assumptions

Successful delivery assumes:

- Timely access to relevant stakeholders and decision-makers
- Availability of required information, documentation and systems
- Cooperation from third-party suppliers where applicable

Delays in inputs, approvals or third-party dependencies may impact delivery timelines and are managed through agreed governance and escalation routes.

9. Commercial approach

Pricing is agreed at call-off stage as part of the Statement of Work. Services are typically delivered on a Time & Materials basis, with alternative commercial models such as fixed-price or milestone-based arrangements available where scope and outcomes are clearly defined.

Published G-Cloud pricing represents maximum rates; final pricing is agreed for each engagement.

10. Governance and support

Each engagement is led by a designated engagement lead accountable for delivery quality, coordination and escalation. Governance arrangements, reporting cadence and escalation routes are proportionate to the engagement and agreed at the outset.

Support is provided during UK business hours unless otherwise agreed.

11. Security and assurance

Security, risk and compliance activities are aligned to recognised standards and public sector good practice. Where included, these activities support informed decision-making and risk management but do not constitute formal certification or accreditation unless explicitly stated.

12. Summary of value

Through Robert Walters' Cloud Support services, buyers benefit from:

- Clear structure and direction at key delivery stages
- Reduced delivery, operational and security risk
- Improved confidence in decision-making and governance
- Faster progress with greater control and visibility
- Independent, experienced support aligned to public sector needs