Service Definition

Investment Technology Advisory & Operating Model Design

1. Service overview

This service supports public sector bodies, non-departmental public bodies, charities and not-for-profit organisations, including LGPS pools planning, sourcing, governing or preparing for investment platform change initiatives with a focus on operational resilience, transparency, Value for Money and sustainable service outcomes.

Strata provides independent advisory support across investment technology, operating model design and delivery readiness, helping organisations define how investment platforms, data and operating processes should operate before implementation or material change begins.

Delivery includes the management of business change associated with technology advisory and operating model design including user engagement and adoption support.

The service is suitable for organisations undertaking platform modernisation, procurement, sourcing advice, programme mobilisation or operating model change across enterprise and private market investment platforms where secure delivery, strong governance and effective oversight are required.

2. Scope of the service

This service may include the following activities:

- Target Operating Model (TOM) design for multi-asset investment operations
- Front-to-back investment operating model design
- Technology capability definition for investment platforms
- Delivery and sequencing roadmaps for investment platform change
- Governance and decision-making frameworks for investment programmes
- Pre-implementation advisory for procurement, sourcing options and delivery readiness
- Operational risk reviews for investment platform programmes
- Business readiness and change impact assessment to support adoption of new operating models and technologies.
- Advisory input informed by relevant industry developments, regulatory expectations and emerging investment platform capabilities, where appropriate

Services may be delivered as standalone advisory engagements or as preparatory work ahead of implementation or optimisation activity.

3. . What is not included

This service does not include:

- Software configuration or platform implementation
- Acting as system owner or investment decision maker
- Vendor-led solution design or product resale
- Ongoing operational or managed service support
- Legal, tax or regulatory advisory services

4. Service delivery approach

Delivery is aligned to client governance, regulatory and assurance frameworks.

Engagements are structured to support informed decision-making, risk reduction and readiness for downstream delivery activity.

Delivery readiness and assurance is informed by Strata's ongoing engagement with industry platforms, vendors and regulatory developments, enabling practical insight into emerging capabilities and evolving best practice to be reflected in delivery decisions where relevant.

Our delivery approach aligns with established public sector digital and service design principles, emphasising user-centricity, iterative learning and governance maturity consistent with Government Digital Service (GDS) expectations where relevant.

Strata works alongside client stakeholders and, where required, implementation partners, providing independent advice, challenge and structured outputs to support programme progression.

5. Service levels and support

Advisory services are delivered through agreed engagement models, with named leads responsible for delivery coordination and stakeholder engagement.

Reporting, escalation and governance arrangements are agreed at mobilisation and aligned to client programme structures.

6. Onboarding and offboarding

Onboarding includes confirmation of objectives, scope definition, stakeholder management, alignment and engagement planning.

Offboarding includes structured handover of advisory outputs, documentation, recommendations and closure reporting aligned to client requirements.

7. Data protection and security

Strata operates in line with UK data protection legislation and client security requirements. Access to client information is restricted to authorised personnel and governed by defined access and approval controls.

8. Dependencies and client responsibilities

Clients are responsible for:

- Providing timely access to stakeholders, systems, process flows and documentation
- Appointing accountable business and technical owners
- Making timely decisions within agreed governance forums
- Confirming assumptions, priorities and delivery constraints

9. Service constraints

This service provides advisory, operating model design and delivery-readiness support only.

Strata does not deliver platform implementation, configuration or operational services under this service offering.

10. Exit management

At service completion, Strata supports a managed and controlled exit including:

- Handover of advisory deliverables and documentation
- Knowledge transfer and walkthrough of recommendations
- Support for transition into implementation or optimisation phases where applicable