

SERVICE DEFINITION DOCUMENT

TRAINING SERVICES

ADDITION, VIA ADD PROJECT

- www.additionsolutions.co.uk
- www.addproject.co.uk

ABOUT OUR COMPANY

Building on our strong foundations as a global technical resourcing partner, Addition Solutions developed a dedicated consulting services division, **Add Project**.

Add Project leverages a worldwide network of experienced industry associates, deploying purpose-built, client-specific work packages that enable faster, more effective delivery across the full technology transformation lifecycle.



For over a decade, we have worked alongside senior public sector leaders on the most complex, technology-enabled change and a hard truth persisted across government: Technology investment continues to grow — but accountability for realised value does not.

The issue is not vision or funding. It is the gap between delivery and impact — created by constrained capacity, fragmented accountability, and risk-averse delivery models that optimise activity, not outcomes.

Add Project was built to disrupt that model.

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BESPOKE BY DESIGN



Our Three-Tiered Engagement Framework is designed to support at any stage of the transformation journey and to evolve as needs change.

It uses a flexible, modular approach so our clients get the right expertise, at the right time, without committing to more than they need – ensuring progress without excess cost, delay, or risk.

Clients stay in control by choosing the level of engagement that fits their goals, pace, and constraints.

This enables decisive action, sustained momentum, and smart investment – driving impact without overreach.

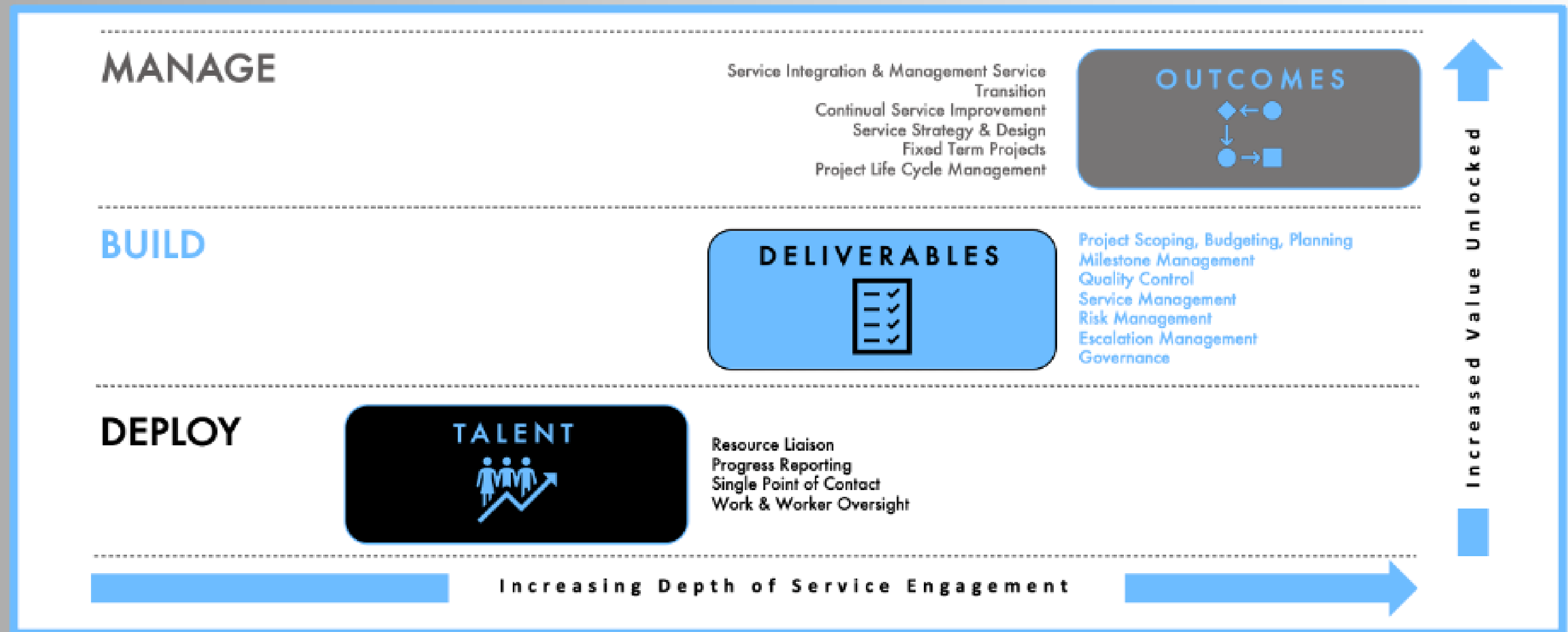
The framework is built to scale, making it easy to deepen or adjust support as priorities shift.

The result is a practical, adaptive partnership that focuses on measurable results and long-term impact, rather than short-term fixes.



WHAT TO EXPECT FROM OUR THREE-TIERED FRAMEWORK

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HOW WE SUPPORT

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DEPLOY gives fast access to specialist independent consultants, aligned to your priorities, with oversight on every engagement.

Includes:

- Resource onboarding & liaison
- Work assignment tracking
- Progress reporting
- Single point of contact
- Issue escalation & resolution

BUILD adds full project and delivery management to Deploy, ensuring consultants deliver the right work on time and at the right quality.

Includes everything in Deploy, plus:

- Scope & backlog management
- Budgeting & scheduling
- Milestone & dependency tracking
- Quality assurance & performance metrics
- Risk, issue & change management

MANAGE offers full delivery accountability, driving outcomes and optimizing performance across the entire lifecycle.

Includes everything in Deploy & Build, plus:

- Outcome ownership & KPI/OKR alignment
- Service & supplier management
- Continuous service improvement
- Operational reporting & executive dashboards
- Fixed-price / outcome-based engagements
- Full governance & compliance

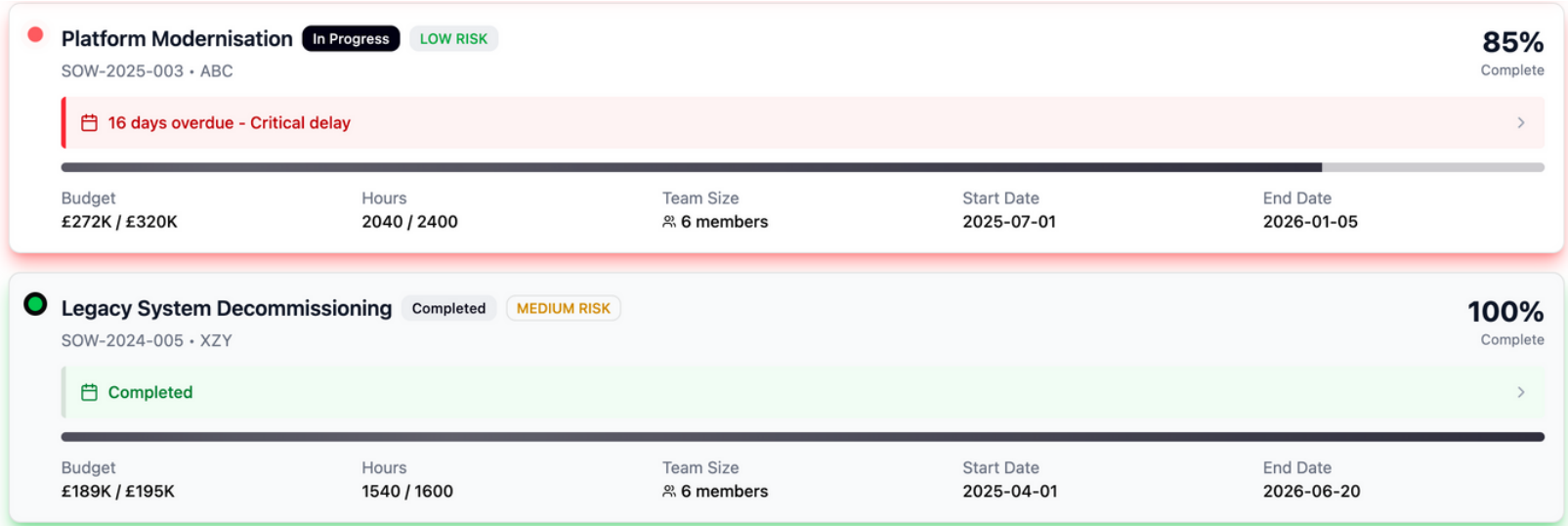
ENSURING MEASURABLE ADVANTAGE

Our AI-powered performance tracker gives you real-time clarity into consultant activity, deliverables, and value creation.

By continuously monitoring scope, milestones, and outcomes, it exposes risk early, enforces accountability, and eliminates costly surprises.

The result: fewer overruns, stronger performance, and confidence that every consultant, commitment, and investment is driving measurable, business impact.

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TRAINING SERVICES

**(CLOUD USERS,
SUPER USERS AND
TROUBLESHOOTING)**

Addition via Add Project delivers practical training that builds confident users and capable support teams for cloud-based services.

We provide role-based learning for basic and super users, from day-to-day usage to advanced troubleshooting and optimisation, using clear materials, hands-on sessions and measurable outcomes to improve adoption and reduce support demand.

Features

- Basic user training for cloud-based services and workflows
- Super user training for advanced features and administration
- Basic troubleshooting skills for common issues and fixes
- Advanced troubleshooting for complex faults and root causes
- Function/service optimisation skills to improve usage and outcomes
- Role-based curricula tailored to service, team and maturity
- Hands-on labs, scenario-based exercises and job aids
- Train-the-trainer delivery to build internal capability
- Learning materials: guides, videos, FAQs and quick reference sheets
- Assessment, feedback loops and adoption reporting

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Benefits

- Faster user adoption and improved confidence
- Reduced support tickets through better self-service
- Quicker issue resolution with consistent troubleshooting methods
- More effective super users who champion best practice
- Improved productivity through optimised ways of working
- Increased service value by using features properly
- Stronger operational resilience with capable in-house teams
- Consistent knowledge across distributed teams
- Better change outcomes through targeted enablement
- Measurable learning impact via assessments and reporting

CLIENTS WE'VE SUPPORTED



Government
Digital Service



Department for
Digital, Culture
Media & Sport



Ministry
of Defence



Department
for Education



FCDO Services



Home Office



HM Courts &
Tribunals Service



GCHQ



Ministry
of Justice



Department
for Work &
Pensions

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