

SERVICE DEFINITION DOCUMENT

ONGOING SUPPORT

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.

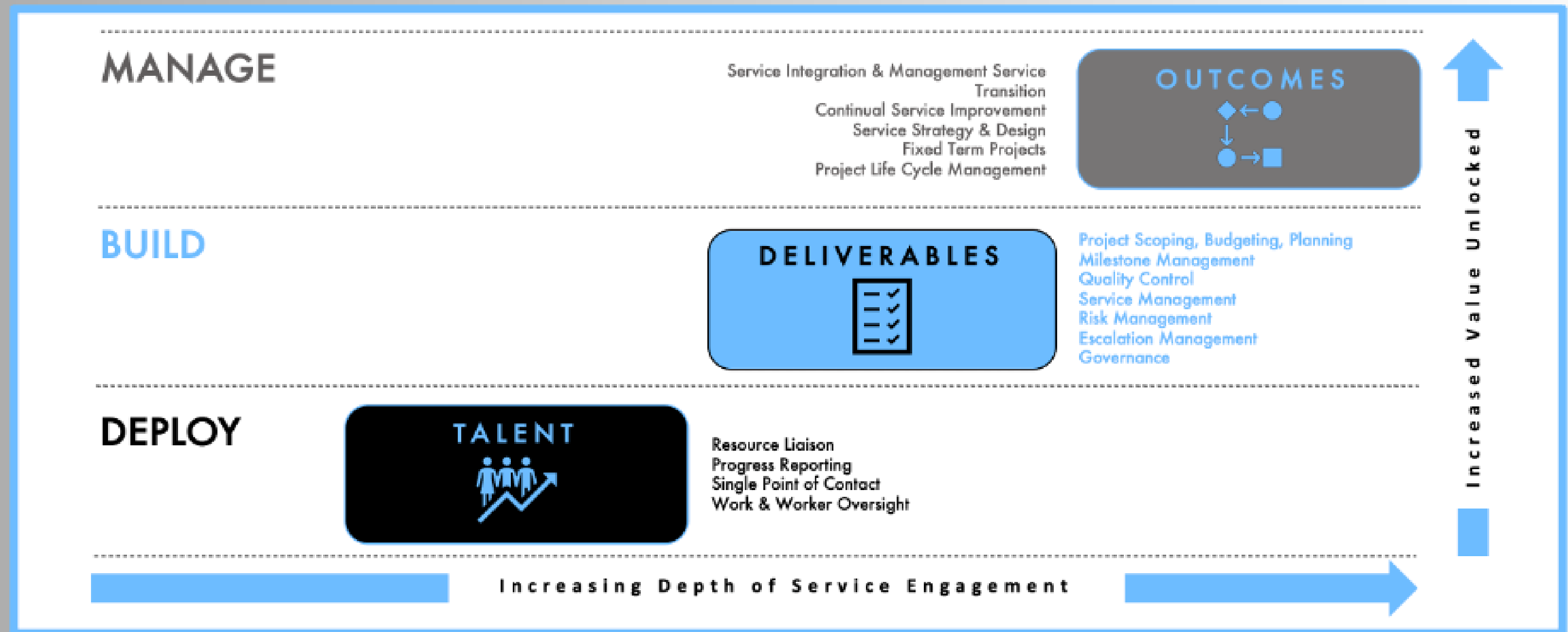
The framework is built to scale, making it easy to deepen or adjust support as priorities shift.

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

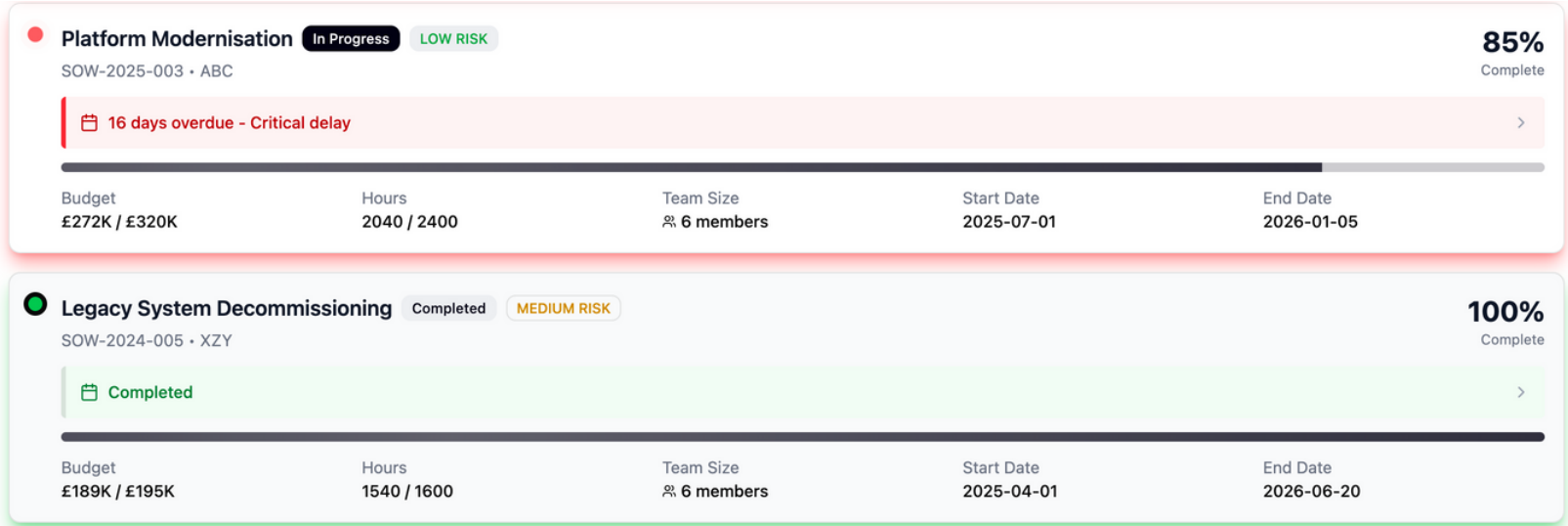
ENSURING MEASURABLE ADVANTAGE

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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ONGOING SUPPORT SERVICES

(PRODUCT
SUPPORT,
INCIDENT
MANAGEMENT
AND FIELD
DISPATCH)

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Addition via Add Project provides reliable ongoing support to keep services stable, secure and productive.

We deliver product support, incident logging and management, proactive reporting and analysis, and coordinate technician/parts dispatch where required—alongside end user training coordination and continual service improvement to sustain performance.

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Features

- Product support capabilities across cloud and associated services
- Centralised incident logging, triage, escalation and closure
- ITIL-aligned incident, problem and change management processes
- Proactive monitoring, reporting and trend-based results analysis
- Root cause analysis with preventative action tracking
- Service desk integration and clear SLA/KPI management
- Dispatch coordination for service technicians and/or parts
- Maintenance scheduling and release/change communications
- End user training coordination and refresher session planning
- Service reviews, improvement backlog and optimisation actions

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Benefits

- Faster restoration of service through structured incident response
- Reduced downtime via proactive monitoring and trend analysis
- Clear visibility of performance through regular reporting
- Improved stability from root cause fixes, not workarounds
- Predictable support outcomes with agreed SLAs and governance
- Better user experience through consistent communications and training
- Reduced operational risk with disciplined escalation paths
- Efficient field resolution through coordinated dispatch and parts
- Continuous improvement that sustains value over time
- Greater stakeholder confidence through transparent support management

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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