

Overview of Avocado55's Transformation Consultancy and Cloud Support Services



Introduction to Avocado55

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- We're a seasoned advisory firm, specialising in developing and transforming service organisations.
- Think of us as your Customer Experience Sherpas™ for citizen-facing services: We guide public sector teams from reactive firefighting to confident, coordinated service delivery - improving access, reducing pressure, and delivering better outcomes for the people who rely on you.
- With your customers and workforce at the forefront, Avocado55 helps transform your CX and multi-channel digital ecosystem to maximise your investment in existing Cloud technology and planned investment such as AI integration. Our Ascent framework offers an affordable end-to-end roadmap from Discovery to post-implementation.

A valuable support team that's future facing

- We don't claim decades of public-sector history: we claim something more useful: deep expertise in complex, high-pressure environments where outcomes matter, combined with meaningful cross-sector experience. Clients include a public sector (local councils) pension administrator, several social housing organisations and various third sector organisations.
- Our non-typical resource model means every consultant is a senior expert with lived experience. We work as embedded partners - sleeves rolled up, datathirsty, deliveryhungry: helping public sector organisations modernise services, adopt emerging technologies responsibly, and deliver sustainable value for money.

“Straightforward realistic advice, from really great people.”

CEO, Moneysupermarket Group





Our Services



Avocado⁵⁵
Improving customer experience

Certified
B
Corporation

Rapid Discovery & Current State understanding

- Public-sector organisations are being urged to undertake radical adaptation to what is really happening across services, processes, technology, and customer journeys.
- With this comes the requirement for Rapid Discovery: Avocado55 brings private-sector discipline and pace to this urgency, combined with the appropriate public-sector rigour and governance, accountability, as well as human sensitivity to workplace demands and pressure.

Rapid Discovery & Current State understanding

Public Sector Requirement	How Avocado55 Supports This	Benefits	Features
Redesign services for efficiency & CX	OM8x3 futurestate design	Improved service quality	Contact strategy, tech strategy, partner strategy, org design
Align stakeholders around a shared vision	ASCENT “Clarify” phase	Clear, agreed objectives	Vision, purpose, goals, values, KPIs
Modernise processes without disruption	Private sector reengineering methods	10–20% optimisation	Process redesign, workflow optimisation
Embed sustainable change	Capability building & governance	Longterm adoption	Governance frameworks, training, knowledge transfer

Services around efficiency, customer experience, and value for money. We apply transformation expertise honed on complex privatesector environments — where accountability and measurable outcomes are essential — and adapt it to publicsector culture and constraints.

“Avocado55 are sleeves-rolled-up, data-thirsty, delivery-hungry transformation professionals.”
Airline CMO

Transformation & Operating Model Redesign

Public Sector Requirement	How Avocado55 Supports This	Benefits	Features
Modernise contact centre or case management	Tech assessment, requirements, RFI/RFP	Reduced tech overbuy (~28%)	Vendoragnostic advisory
Integrate cloud telephony, CRM, omnichannel	Cloudaligned TOM & process design	Faster adoption	Experience with 8x8, Talkdesk, ConnexAI and others
Ensure cloud solutions deliver ROI	Business case & optimisation plans	Clear value tracking	Benefits modelling, optimisation roadmap
Avoid costly procurement mistakes	Independent advisory	Better supplier fit	Requirements gathering, scoring frameworks

Cloud platforms are now central to publicsector service delivery. We help organisations adopt and optimise cloud technology with our vendor-agnostic stance which ensures the choices are made for and by the client, and aided by Avocado55 to ensure maximum returns on investment.

Case study:

Pensions Administrator: 68 recommendations, £483k saving proposal, 39 design principles, member-focused TOM.

AI Enabled Service Improvement (CCAI Ecosystem)

Public Sector Requirement	How Avocado55 Supports This	Benefits	Features
Reduce cost to serve	Deploy AI triage, resolution, automation	20–40% cost reduction	AI Agent Triage, AI Resolution, RPA
Improve service quality & consistency	Automated Quality Management	100% interaction scoring	AutoQM, sentiment analysis
Improve forecasting & resource planning	AI Resource Planning	More accurate forecasting	Predictive models, dynamic scheduling
Avoid costly procurement mistakes Adopt AI safely & responsibly	ASCENT for AI deployment	Reduced risk, faster adoption	Readiness scan, PoC, business case

Emerging AI technologies offer significant cost saving potential. We help public sector organisations adopt AI responsibly and pragmatically, using a structured approach proven

Case study:

Aviation Claims Automation: 50-day reduction in claim processing, 75% cost reduction, 82% of agent tasks automated.

Managed Services and On-going Support

Public Sector Requirement	How Avocado55 Supports This	Benefits	Features
Stabilise or improve customer service	Customer service managed service	Improved CSAT, reduced cost	Embedded teams, governance
Manage claims or casework	Claims management service	Faster processing	Process automation, workflow redesign
Improve partner/BPO performance	Partner/BPO management	Better SLAs, reduced cost	Contract optimisation
Ongoing optimisation	Continuous improvement support	Sustained value	MI dashboards, audits

Some organisations need ongoing operational support to stabilise services, manage demand, or run specific functions. Our managed services are built on the same principles as our consulting work: clarity, collaboration, measurable outcomes, and value for money.

Case study:

North American Airline: Halved cost-to-serve, CSAT from 37% to 70%, 50% reduction in regulatory complaints.

GCloud 15 Lot 3 Support Services Checklist

Public Sector Requirement	How Avocado55 Supports This	Benefits	Features
Service design	OM8x3	Improved CX	TOM, journeys
Cloud support	Vendoragnostic	Reduced overbuy	8x8, Talkdesk, ConnexAI
AI advisory	CCAI ecosystem	Cost reduction	AI triage, AutoQM
PMO & governance	ASCENT	Ontime delivery	RAID, reporting
Change & capability	Embedded teams	Sustainable adoption	Training, governance
Procurement	Lead advisory	Better supplier fit	RFI/RFP support
Continuous improvement	MI & audits	Ongoing value	Dashboards, audits
Managed services	Flexible models	Stabilised ops	Embedded teams
Value for money	Low overheads	Higher ROI	Senior experts

This checklist maps typical public sector support needs under GCloud Lot 3 to Avocado55's capabilities, benefits, and features — demonstrating clear alignment with buyer expectations.