

ERP Delivery and Business Change

G-Cloud 15 Service Definition

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1 Introduction

Agilisys - one of the UK's most innovative cloud and digital transformation specialists, enables organisations to adopt technologies, platforms and processes that promote new ways of working and help organisations transform.

Working for both the public and private sector for over 20 years, we have earned a strong reputation and hold deep domain expertise delivering change and innovation, in particular within local and central government.

Our public sector cloud and IT services have been designed to accelerate cloud adoption and enable our customers to undertake successful, cost-effective transformation.

We combine technology, tested methodologies and skills that unleash the power of cloud services and minimise the complexity that can sometimes come with migration. We put strategy before technology and deliver the skills, experience and capacity needed to make the right cloud decisions and transform public services.

2 Who this Service is For?

Our Delivery & Business Change services help UK public sector organisations, including local and central government, the NHS, and emergency services, plan, deliver and adopt ERP-enabled change. We combine programme, project and PMO delivery with comprehensive business change capabilities, business change strategy, communications and engagement, benefits planning and tracking, change impact and readiness, systems training (from train-the-trainer to e-learning), and cutover-focused business readiness to accelerate adoption and benefits realisation.

3 ERP and Business Change Services - an overview

Agilisys provides consultancy support, project management, design and delivery services to support the implementation of new technology, business processes and improved ways of working. Our delivery and business change services are comprised of two core elements:

- Programme, Project and PMO services
- Business change services

Agilisys have over 15 years' experience of delivering ERP programmes, both as a solution implementor and as client-side programme lead. Our project delivery services are aligned to Prince 2 and Agile methodologies, with our own blended methodology, combining a waterfall structure with agile elements within our project and programme delivery following defined stages.

We have a proven and developed project management toolkit, based on our deep understanding of the complexity of ERP implementation projects in complex organisations. Our experience and toolkit mean we can help at any stage of your programme, for example quickly assessing your delivery context and establishing your ERP implementation project or assessing the 'health' of in-flight ERP projects and recommending improvements.

4 Service Description

Our business change services are comprehensive but can be shaped to fit with your organisational capability and capacity; each can be discrete or blended together. We believe



that a measure of a good business change implementation is that you no longer require our support. We, therefore, actively look for opportunities to work alongside and empower your internal team as part of our services to build 'ownership' and capacity.

We take a 'situational approach' to methodologies and models and use a blend of different models and methods when developing strategies that translate ERP objectives into operational delivery. We draw from a range of change management methodologies as a start point for strategies and plans and then relate them to the organisational context to create practical working programmes which deliver managed, successful change outcomes.

The value of our delivery and business change services are summarised as:

- Ensuring a well-managed and successful project implementation
- Delivering to your outcomes and objectives
- Building 'ownership' and capacity as part of the programme
- Positive perceptions of new business systems from wider user base
- Ensuring rapid user adoption of new systems and processes
- Enabling end users to understand their new role and responsibility
- Equipping users to undertake new tasks in the system in a timely manner
- Reducing time to competence when new systems and processes are launched
- Increased compliance with new policies and procedures
- Greater employee engagement scores due to feeling invested in

Maximising the benefits offered by new systems and processes through the services detailed below.

Our range of services are described below, customers are able to call-off these services individually, or in any combination in order to customise the call-off to meet their specific requirements. Please contact us at info@agilisys.co.uk to discuss your needs further and we will be delighted to help.

4.1 Business Change Strategy

In order to develop your business change strategy, we first ensure we understand your organisation, in terms of ways of working, culture, communications, stakeholders, capacity and capability (context) and what you are trying to achieve (outcomes) to develop our support. We combine quantitative (e.g. users) and qualitative (e.g. culture) analysis to develop your business strategy which covers culture, ways of working, change, communications and engagement, training and adoption.

Our process is engaging and energising, working with your key stakeholders to ensure joint understanding, co-design and 'ownership' of the strategy, the outcome helps ensure the strategy is tailored to your organization and accounts for the specific challenges you face.

4.2 Communications and Engagement

Using our comprehensive two-stage approach to stakeholder analysis (quantitative and qualitative analysis), we build a detailed picture of your stakeholders, culture, internal perceptions and communications channels (formal and informal).

Using this information, we build up your communication and engagement strategy taking into impact of changes, methods of communication and culture. Aligned with your strategy



and project timeline, we are able to build your plan, identifying communication themes, key messages and timing.

4.3 Benefits Plan and Tracking

Harnessing our proven templates, we work with your finance team and other key stakeholders to develop your benefits plan, as aligned with your key strategies (e.g. MTFS) and your programme outcomes and objectives. Placing structure around your measurable and non-measurable benefits, including definition, timing and scale to allow you to track progress against your outcomes.

4.4 Change Readiness

Our business analysis team use a range of methodologies (e.g. Lean) to develop 'as is' and 'to be' process maps, our experience of delivering ERP means we have a good understanding of 'good practise' across finance, procurement, HR and payroll which helps us to assess and streamline your future processes. We have our own process mapping templates and standards which we can adapt according to your needs.

We know the importance of understanding the impact of change early within your ERP implementation to ensure your business is prepared. We have an established change impact assessment and methodology that ensures we can assess change at strategic points within your programme (e.g. during design) to allow you to intervene to deliver related change, whether that is reviewing team structures and ways of working or undertaking targeted engagement or communications.

4.5 Systems Training

Our training services support project implementations by identifying needs, defining learning outcomes and working with subject matter experts and business process owners to create high quality training experiences and materials that can be delivered across a range of mediums to support user adoption and the realisation of benefits.

Examples of training packages that we can deliver include end user training, super user training, train the trainer packages, interactive video and eLearning, demonstrations and workshops. We also provide hard copy documentation including task-based guides, quick reference materials, end to end user guides, operational procedures and role-based training.

4.6 Business Readiness

We have our own business readiness assessment surveys and templates that allows us to take your business' 'temperature' throughout your project implementation. This is invaluable as it helps you to take support and communications if required and to ensure that your organisation is ready to take on the change. Through a process of engagement and review we would adapt our templates to align with your business change strategy to ensure we have the right measures in place for you and your organisation.

Cutover is a critical part of any ERP implementation. We have established workshops and templates to ensure your cutover plan has all your business readiness needs covered. Through a process of engagement, we draw out all of your business change concerns and challenges and ensure that they are captured, planned for, resourced and managed to deliver a successful go-live.



4.7 Training

Our training methodology can be applied to all situations and where necessary can be tailored depending on the client need and the overall project stage. On any training engagement, we deploy experienced training consultants who can analyse, design and deliver training.

The methodology we deploy is based around ADDIE, an industry standard 5 step approach to developing training for new systems and processes.

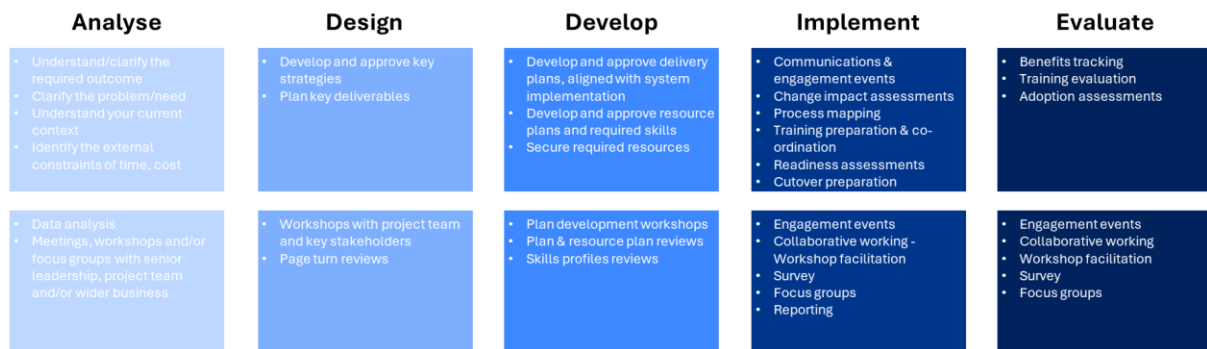


Figure 1 - ADDIE Approach

5 Onboarding and Offboarding

Agilisys provides a structured onboarding and offboarding process for each programme, scaled to provide the appropriate support for the programme.

5.1 Programme Onboarding

We onboard programmes through a structured mobilisation phase that establishes a shared understanding of scope, objectives, and success criteria; this includes collaborative discovery workshops, environment review, and the creation of a tailored delivery plan aligned to your priorities.

We define governance structures, communication protocols, and decision-making frameworks from day one, confirming access requirements and any necessary staff security clearances (e.g., SC) to ensure a secure, low-risk start as well as the Exit Plan. Our approach aims to integrate delivery with business change and training so that customer adoption is rapid, measurable, and successful.

5.2 Programme Offboarding

At the conclusion of a professional services engagement, we execute a structured offboarding process that ensures continuity, compliance, and a clean handover. At programme commencement, we agree an Exit Plan that sets out roles, timelines, acceptance criteria, training/handover requirements and governance so the transition is controlled and visible to all stakeholders.



6 Support

Our professional services are delivered with robust governance and effective management throughout each programme, integrating with your programme governance processes where required.

We guide customers through service transition, ensuring all necessary governance frameworks and compliance measures are established as services are handed over to in-house teams.

We include Early Lifecycle Support phases, following each service cutover. During these, our project team remains actively involved, for a period of time, following the initial service take-on, providing expert guidance and troubleshooting to facilitate a smooth ramp up and empower customer teams to confidently manage their new systems and environments.

In addition, we offer tailored training programmes that can be scoped as part of the overall project, equipping your teams with the knowledge and skills required to maintain compliance, optimise cloud resources, and uphold governance standards independently. This approach ensures that, as ownership transitions, your organisation is fully prepared to sustain high standards of service delivery and operational integrity.

7 Pricing

Pricing is based on the specific programme requirements using the rate card provided in the accompanying pricing document for this GCloud service.

We provide UK based onshore, and offshore resources that can be leveraged to meet your specific needs, the prevailing rates are detailed within our Pricing documents.

Please contact info@agilisys.co.uk to obtain a quote for your required services.

8 Compliance and Security

Agilisys embeds robust compliance and security practices across all stages of cloud transformation and management, ensuring public sector organisations meet regulatory obligations while safeguarding critical assets.

Our services are designed to align with UK Government and NHS policies, incorporating National Cyber Security Centre (NCSC) guidance and ISO27001, Cyber Essentials Plus, and other relevant certifications.

Agilisys is certified/compliant with the following standards and schemes for Managed and Professional Services and is a proud signatory of the Armed Forces Covenant:





9 Contact and Next Steps

We welcome the opportunity to support your organisation's cloud transformation journey. For further information, to discuss your specific requirements, or to request a tailored proposal, please contact us at info@agilisys.co.uk.