

Valcon G-Cloud Lot 3 Service Definition

End-to-End Change Management and Adoption

[Set Up and Migration | Engagement and communication planning]

Version 1.0

1. About Us

Valcon is a leading European consultancy specialising in AI and data-driven business transformation, with a growing and established presence in the UK. A trusted partner to major organisations including multiple UK Government departments and public sector agencies. Valcon connects strategy and operations, helping organisations create value in their transformation programmes.

With over 1,750 consultants across Europe, Valcon brings deep expertise across data, AI, technology and consulting. In the UK, Valcon works with clients across financial services, public sector, retail, industrials and infrastructure. Valcon is backed by private equity firm Rivean Capital.

2. Service Description

Valcon recognises that successful change requires more than readiness alone. Our end-to-end change management approach supports organisations from early vision and strategy through to adoption, business ownership and benefits realisation. We partner with clients to design and deliver change that is people-centred, outcome-focused, and aligned to business priorities, ensuring new ways of working are adopted, embedded, and sustained over time.

Features

- Define and align a clear change vision, leadership objectives, and success measures
- Assess change impacts, readiness, and stakeholder needs across the organisation
- Design tailored change, communication, and training strategies by audience
- Develop and mobilise integrated change roadmaps aligned to delivery milestones
- Enable active stakeholder and change champion networks
- Track adoption, readiness, and change KPIs throughout delivery
- Embed new behaviours, processes, and capabilities into business-as-usual operations

Support benefits tracking and transition to BAU ownership

Benefits

- Clear alignment between business objectives and change outcomes, leading to realisation of intended benefits
- Improved stakeholder buy-in, engagement, and confidence throughout the change
- Reduced resistance and disruption to operational performance
- Greater readiness and capability to adopt new processes, systems, and ways of working at the individual level
- Faster and more consistent adoption across impacted groups
- Measurable and sustainable change beyond programme closure
- Clear visibility of change progress, risks, and adoption health for senior leaders

3. Approach

Valcon's end-to-end change management approach focuses on enabling change leaders to communicate, deliver, measure and embed impactful, lasting change within their organisation.

We begin by working with leaders and key stakeholders to establish a clear change vision, define success measures, and understand the organisational context. This includes assessing change impacts, stakeholder readiness, skills gaps, and cultural factors to create a strong foundation for adoption.

We then co-design tailored change strategies, engagement plans, communications, and training approaches that reflect the needs of different stakeholder groups and align with programme delivery

milestones. Change roadmaps are developed to integrate people, process, and technology change activities.

During delivery, we actively support change execution through stakeholder engagement, communications, training delivery, resistance management, and change champion networks. Adoption, readiness, and change KPIs are monitored to identify risks early and adapt interventions as needed.

Finally, we support the embedding and sustainment of change by integrating new ways of working into governance, processes, and capability models, enabling benefits tracking, and supporting transition to BAU ownership to ensure change delivers long-term value.

4. Effort and Cost

Effort will be determined collaboratively between the Valcon and the client based on the skills mix and scope required.

Please refer to the Pricing Document for current rates.

- Rate card prices are exclusive of VAT.
- Expenses are recharged at cost and supported by receipts.
- Expenses may include reasonable travel, accommodation, and subsistence costs.
- The payment schedule will follow milestone completions as agreed in the Statement of Work.

5. Assumptions

The successful delivery of the engagement depends on assumptions and dependencies jointly agreed between the Valcon and the client.

- These may include (but are not limited to):
- Access to required stakeholders, systems, or information
- Timely decisions and approvals
- Availability of resources and infrastructure
- Defined governance and communication processes

All assumptions and dependencies will be recorded and validated as part of the Statement of Work (SoW).