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Valcon G-Cloud Lot 3 Service Definition

Operations Research

[Set Up and Migration | Service optimisation/right sizing, Other]

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

Our Operations Research services leverage advanced analytics and mathematical modelling to solve business problems and optimise complex processes and workflows. We apply prescriptive analytics to optimise decision-making within constraints, covering everything from strategic resource allocation to frontline service delivery. Our end-to-end approach delivers production-ready solutions that create sustainable value.

Features

- Proven standardised CRISP-DM methodology for data mining projects
- Mathematical modelling to optimise within complex organisations and process constraints
- Machine Learning and AI models to grasp optimisation complexities
- Interdisciplinary approach including Business Analysis and Data Engineering
- Technology agnostic solutions using open source or commercial tools
- Production-ready model deployment and operationalisation
- Managed services with service desk support
- Flexible delivery models following Agile or Waterfall methodologies
- Specialised expertise in Linear, Integer, and Nonlinear programming

Benefits

- Actionable and verifiable insights to inform the best optimisation strategies
- Fast delivery on requirements through standardise methodology
- Measurable impact focused on tangible, quantified business results
- Lasting and sustainable value through a human-centric approach
- Continuous implementation support via a DevOps/ITIL hybrid model
- Transparent, no “black box" models for better business trust
- Quick access to Valcon’s wider service and technology ecosystem
- Scalable decision-making through automated, data-driven mathematical solvers
- Reduced operational risk by simulating diverse business “what-if” scenarios
- Enhanced agility by rapidly adapting models to environment/market dynamics

3. Approach

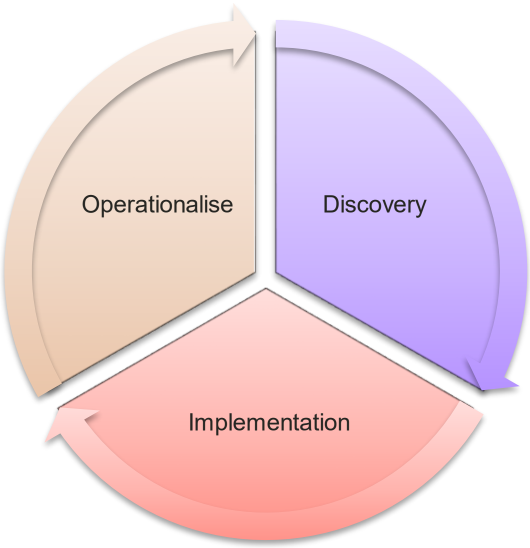
Our approach is flexible, tool-agnostic, and applicable to any industry. We follow a structured three-phase process:

Workflow

- **Discovery**: We begin by defining success from a business perspective and assessing data quality and variety. This ensures the modelling approach is feasible and aligned with strategic goals.

- **Implementation**: Our team builds and tunes the mathematical models. This is an iterative process of data preparation and algorithm selection to find the highest-performing solution.

- **Operationalisation**: We pilot the model to assess business value before moving into full production. This stage includes model management and continuous monitoring (MLOps) which could inform new discoveries.



Governance and Collaboration
We operate with a "shoulder to shoulder" philosophy, working as an extension of your team. Governance is managed through a designated Service Lead, with clear accountability tied to milestone completions as agreed in the Statement of Work. Technical accuracy is maintained through continuous validation of calculation logics and simulation outcomes.

Methodology and Change Management
Our preferred delivery uses Agile Sprints to provide incremental visibility and results every few weeks. This iterative cycle allows for frequent stakeholder playbacks and refined scenario design, ensuring the final tool is both explainable and actionable for the business. For long-term success, we offer a Managed Service model to handle incident, problem, and change management post-deployment.
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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).