

Valcon G-Cloud Lot 3 Service Definition

Business Process Optimisation

[Set Up and Migration | Cloud Gap Assessment]

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's Business Process Optimisation Service leverages integrated methodologies and toolsets to identify and execute improvements to quality, throughput, timescales and costs. We adapt our approach as we learn more about our client's goals, operating model and processes to maximise value. We investigate processes with insight and deliver solutions with precision.

Features

- Business process mapping and modelling
- Workflow analysis and design
- Six Sigma - Reducing variation and defects
- Lean – reduce waste, create flow
- Creating flow - value stream without interruptions to the customer
- Delivering what the customer wants at the right time
- DMAIC - Define, Measure, Analyse, Improve, Control
- Iterative PDCA (plan, do, check, act) lifecycle
- Articulates the optimal operating model for the business
- Provides graphical and pictorial views of your organisation's processes

Benefits

- Ability to quickly adapt to change
- Increased Customer satisfaction
- Reduced cost & improved cash flow
- Optimised use of Cloud services
- Communicates clear understanding of your organisation's business maturity
- Improved understanding and predictability of demand and resource peaks

3. Approach

Valcons Process Optimisation Framework integrates complimentary improvement methodologies to maximise flexibility to suit the changing requirements. Process improvements are a natural and logical result of transitioning to cloud services. The key to continual and sustained improvement is having and embedding the right mindset and framework. Our consultants work with the client to ask the right questions and establish the right approach to meet their needs depending on a number of factors. Things might change over the course of a project or programme which means your approach needs to shift to maximise value for the organisation. An overall plan of activity will be established and agreed with the sponsor which will show the As-Is and To-Be, with the appropriate level of review and feedback mechanisms. This plan will be integrated with the overall programme plan if the BPO is part of a wider transition to a new Target Operating Model, or technology implementation.

In devising the approach to Business Process Optimisation, Valcon consultants work with the team to devise the right workshops, discussions and interventions to establish the current ways of working and the challenges and pitfalls and construct a more optimum approach. Working with key stakeholders is important to ensure the right level of technical input is elicited and this will help with transition planning and training.

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).