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Valcon G-Cloud Lot 3
Service Definition

Process Maturity Assessment

[Cloud Migration Planning | 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

The Process Maturity Assessment provides a structured, evidence-based evaluation of an organisation's end-to-end business processes, controls, and ways of working. It assesses maturity against recognised best practice and delivers a clear, prioritised roadmap to improve operational performance, resilience, and value.

Features

- Structured assessment against a defined process maturity framework
- End-to-end process review across people, process, data, and technology
- Current-state process discovery and documentation
- Identification of inefficiencies, bottlenecks, and failure points
- Assessment of governance, controls, and ownership
- Stakeholder interviews and workshops
- Quantitative and qualitative maturity scoring
- Benchmarking against industry good practice
- Risk, dependency, and constraint identification
- Actionable improvement roadmap with prioritisation

Benefits

- Clear, objective view of current operational maturity
- Improved understanding of process strengths and weaknesses
- Reduced operational risk through stronger controls and governance
- Increased efficiency and reduced waste
- Improved service consistency and quality
- Evidence-based prioritisation of improvement initiatives
- Stronger alignment between business and technology
- Improved readiness for transformation or automation

3. Approach

3.1.1 Service delivery overview

The service is delivered using a structured, phased approach:

1. **Initiation & Scope Definition**
   Clarify objectives, scope, stakeholders, and success criteria.
2. **Discovery & Evidence Gathering**
   Conduct stakeholder interviews, workshops, document reviews, and process walkthroughs to understand current-state operations.
3. **Process & Maturity Assessment**
   Assess processes against a defined maturity model covering governance, standardisation, performance management, controls, and continuous improvement.
4. **Analysis & Validation**
   Identify gaps, risks, inefficiencies, and improvement opportunities. Findings are validated with stakeholders to ensure accuracy and alignment.
5. **Reporting & Roadmap Definition**
   Produce a clear assessment report, maturity scores, and a prioritised improvement roadmap with practical next steps.

3.1.2 Governance, collaboration, and quality assurance

- Clear delivery governance with agreed roles and responsibilities
- Regular checkpoints and progress reporting
- Collaborative working with client stakeholders throughout
- Quality assurance applied to all outputs using internal peer review
- Findings and recommendations validated with the client before final sign-off

3.1.3 Change management, stakeholder engagement, and delivery methodology

- Early and continuous stakeholder engagement to build understanding and buy-in
- Workshops designed to encourage ownership and shared understanding
- Pragmatic recommendations focused on achievable, incremental improvement
- Delivery aligned to recognised operational excellence and continuous improvement principles
- Outputs designed to support downstream change, transformation, or automation initiatives

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).