



Business Analysis

G-Cloud 15 framework
Lot 3 Cloud Support: Service Definition

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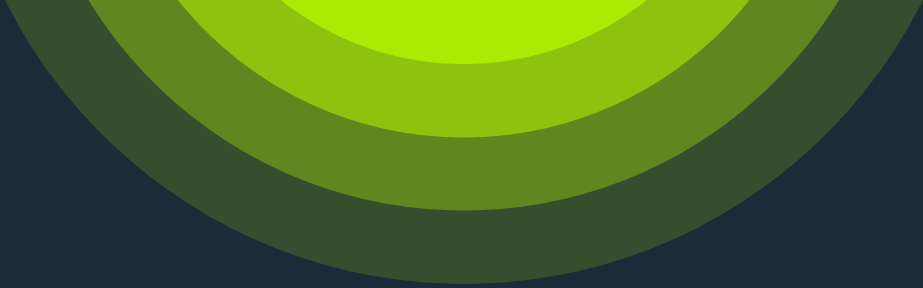


Service overview

Major projects rarely fail because of technology. They fail because the problem was unclear, requirements shifted, or decisions lacked reliable evidence. In government, infrastructure, defence and regulated environments, even minor ambiguity can escalate into cost, delay and operational risk.

Our Business Analysis service is designed to directly mitigate these risks. We provide the **structure, clarity and evidence needed to make well-informed decisions** from day one – ensuring your problems are correctly defined, requirements remain stable, processes modelled to operate at optimal levels and delivery teams have a reliable foundation from which to build.

Business Analysis is the **analytical backbone** of your successful transformation, and we ensure every decision is grounded in evidence, and that every change delivers meaningful, sustained value.



AtkinsRéalis analysts support **national-scale transformation** involving thousands of users and multiple delivery partners, with experience spanning major infrastructure renewals, cyber-defence transformation and national geospatial services. Backed by more than **1,000 global digital professionals**, we bring deep sector knowledge, proven delivery discipline and the assurance required for high-trust, regulated environments.

Our experience spans major programmes including the **National Underground Asset Register (NUAR)** where our service supported reducing annual costs, enhancing safety and efficiency by unifying data on buried infrastructure into single platform and **Heathrow's Security Transformation**, where structured Business Analysis enabled clearer decisions and controlled delivery in complex, safety-critical environments.

Our commitment to excellence is underpinned by alignment to recognised industry bodies, with formal training aligned to the **BCS International Diploma** in Business Analysis pathway, whilst also holding advanced partner status with the **International Institute of Business Analysis (IIBA)** and **gold partner with BCS**.

This ensures our analysts apply consistent, accredited best practice, aligned to global standards. **Our business analysts are skilled in leveraging the full range of tools to support delivery**, including MS Visio and Bizagi Modeler for process modelling, along with Azure DevOps and JIRA for requirements management. Furthermore, to maintain high standards, they utilise knowledge resources such as Business Analysis Body of Knowledge (BABOK) and the IIBA knowledge hub.

Our service in action

We take a structured, value-focused approach, agnostic of delivery and aligning to recognised best practice such as the **Government Digital Service (GDS) framework** where appropriate. We apply our service rapidly and agilely by dynamically prioritising throughout the lifecycle to ensure early positive impact and efficient investment.

Our Business Analysis service brings clarity, alignment and evidence-based insight to your transformation, reducing risk and enabling practical, user-centred delivery. Whether supporting a discrete challenge or a multi-year programme, we integrate seamlessly with your delivery model to give your teams the confidence and information they need to make well-informed decisions at every stage. From discovery to delivery, our structured approach ensures that every decision is informed, every requirement is validated, and every change is supported to secure project success.



Discovery and problem definition

We assist you by clearly identifying the problems that require attention, ensuring that the appropriate solutions are effectively developed and opportunities to deliver value exploited early. **Clearly articulating the challenge**, formed by our comprehension of data, drawing upon our extensive cross-industry experience and knowledge, available evidence, and operational insights.

- **Analysing current state** to reveal inefficiencies, blockers and dependencies
- **Aligning stakeholders** across operations, policy, governance and users
- **Defining success criteria and prioritising outcomes.**

This foundation prevents scope drift and anchors your decisions to real needs.



Requirements management

We turn complexity into structured, testable requirements that your delivery teams can trust.

- **Validating user and business needs**, captured through research and engagement
- **Structuring documentation** including use cases, specifications and user stories
- **Traceability and prioritisation**, using relevant tools such as JIRA and Azure Dev Ops to ensure effort aligns to value and embedding processes into your work culture to maintain value.

You gain clarity that supports design, testing and assurance.

Solution design and process optimisation

We shape solutions that are technically feasible and operationally realistic.

- **Scoping solutions and evaluating options** grounded in evidence
- **We can swiftly demonstrate enhancements** that can further elevate your designs by drawing upon our comprehensive collection of templates
- **Designing future state processes** using **BPMN (Business Process Model and Notation)** and simulation tools to quantify benefits to support definition of options and inform decision making
- **Developing Target Operating Models** that connect your people, processes and technology
- **Understanding where automation can be applied effectively**, to deliver efficiencies.

This results in a coherent solution that supports practical delivery and long-term adoption.



Change management & implementation support

We help you adopt new processes and technology with confidence.

- Ensuring acceptance criteria is aligned to requirements
- Providing support for testing and quality assurance
- Delivering training, handover and knowledge transfer
- Tracking benefits and measuring value
- This ensures change is understood, embedded and sustained.

Our methods & technical expertise

Our approach is structured around practical delivery, not generic tools.

Ways of working

We provide clarity and reduce risk by tailoring the most appropriate delivery methodology based on an understanding built of your working environment. We consider:

- **Rapid Discovery** achieved by combining techniques including SWOT, PEST, CATWOE analysis and Business Activity Modelling (BAM)
- **Agile delivery** for iterative, user centred development
- **Waterfall and stage-gated delivery** for predictable, compliance-driven environments
- **Hybrid models**, common in defence, transport and engineering delivery.

We ensure your decisions remain clear and traceable, regardless of delivery rhythm.

Analytical methods and frameworks

We apply proven methods to produce high quality analysis, including:

- Process modelling using Business Process Model and Notation (BPMN)
- Use Case Modelling (UML) to clearly understand scope of change Requirements frameworks aligned to BABOK (Business Analysis Body of Knowledge)
- Lean and Six Sigma techniques for waste reduction and efficiency
- Service assessment aligned to GDS principles where relevant.

These ensure consistency, rigour and audit ready outputs.

Collaboration, governance and assurance

We strengthen the teams we work with by embedding structure and clarity, offering:

- **Decision governance** that links design choices to evidence
- **Requirements' traceability**, from discovery through to testing
- **Use of enterprise tools**, including JIRA, Confluence, Vision, BizzDesign, Azure DevOps (incl. Modern Requirements) and Sparx Enterprise Architect.

This supports transparency, alignment and controlled delivery.



Why choose us? – trusted results, proven impact



Combining **global digital capability** with **regional, on-the-ground delivery**, we ensure your organisation benefits from our world-class expertise and local operational understanding. Our work has been recognised across industry, including honours at the **Management Consultancies Association (MCA) Awards** for our transformation support to the Ministry of Defence – demonstrating our proven ability to deliver measurable improvement across complex, high trust environments. Our Business Analysis team works alongside specialists in data, design, engineering and cyber as part of a **1,000 plus strong global digital practice**, enabling consistent, high assurance delivery across complex environments.

Business Analysis is the **analytical backbone** of your successful transformation. We ensure every requirement is clear, every decision is grounded in evidence, and every change delivers meaningful, sustained value.

Clients choose AtkinsRéalis because:



Align strategy with **delivery**, reducing risk and controlling cost



Deliver evidence-based **analysis** rooted in operational reality



Bring sector specific **expertise** across infrastructure, government, defence and transport



Operate with award-winning digital **capability**, proven on national programmes



Provide clear, **measurable outcomes** supported by structured methods



Combine global **expertise** with teams who work onsite, embedded and accountable

Case studies

Find out how our impact is demonstrated
through real-world delivery

CASE STUDY

NUAR

Transforming underground asset management

AtkinsRéalis experts delivered the award-winning National Underground Asset Register (NUAR) programme, integrating data from more than 700 asset owners into a secure national platform. Our business analysts played a key role in shaping requirements, defining data standards and aligning multiple delivery partners. The platform has transformed underground asset visibility for thousands of users and is projected to save the UK hundreds of millions annually through safer, faster planning and reduced utility strikes.

Key advantages include instant, 24/7 data access, reduced administrative burden for companies, significant cost savings for the economy (estimated at £400m+ annually), and support for national infrastructure goals like Net Zero.

700+

Organisations unified



- 24/7 secure asset data
- £400m+ annual savings
- Lower admin effort
- Supports Net Zero



CASE STUDY

Heathrow

Security transformation programme

For Heathrow's multiyear Security Transformation Programme, AtkinsRéalis business analysts shaped requirements and modelled capacity and throughput to replace and upgrade more than 145 security lanes and 40 vehicle search lanes while the airport served more than 84 million passengers in 2025. This enabled smoother passenger flows, shorter queues and improved throughput and processing of 4,000+ vehicles daily.

4000+

**Vehicles processed
more efficiently**



- Directly helped Heathrow attain its 2025 status as Europe's most punctual hub airport
- Achieve 97% of passengers clearing security in under 5 minutes.



About AtkinsRéalis

AtkinsRéalis is a global leader in engineering, design, and digital services, renowned for delivering end-to-end solutions across government, infrastructure, energy, transportation, and technology sectors.

Founded in 1911, our company operates in over 160 countries with a workforce of more than 36,000 professionals, combining deep technical expertise with cutting-edge digital innovation. Notable for internationally recognised engineering projects such as the Burj Al Arab, the Ho Chi Minh City Skyscraper and the Elizabeth Line, alongside digital projects for MoD, HMRC, National Highways and Heathrow, we have earned a reputation for consistently delivering high-quality work.

Our digital capabilities span business strategy, architecture, design, implementation, project management, and lifecycle support, leveraging advanced technologies such as AI, digital twins, and data-driven systems to transform government, infrastructure and energy systems worldwide. With our strong focus on human-centric design, resilience, and sustainability, AtkinsRéalis is a trusted partner for complex, mission-critical projects for clients across government, defence, infrastructure and beyond.



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