



Transition Management

G-Cloud 15

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About this service

BMT provides transition management, continuity planning, intelligent customer capability and resource planning, enabling the safe introduction of new cloud and digital services into **business as usual (BAU)**.. We combine programme and project management best practice with technical disciplines (e.g., **MSP, ITIL v4 Service Transition, Agile, PRINCE2, ISO 15288 and TOGAF**) to ensure your ICT/cloud transformation is implemented effectively, continuity is protected, and benefits are realised in line with organisational strategy.

We deliver transition using collaborative stakeholder engagement, structured governance and clear acceptance criteria, so that change to **processes, technology, organisation, information and facilities** is coordinated and controlled.

When to use this service

Use this service when you need to:

- **Commence transition planning** for a cloud or ICT change and require a structured approach to land services into BAU.
- **Reduce operational risk and resistance to change** by coordinating people, process and technology changes across suppliers and internal teams.
- **Protect continuity** during migration/cutover and define contingency plans so critical services remain available.
- **Realise benefits** by tracking value through to adoption and steady-state operations.
- **Establish or uplift Intelligent Customer (IC) capability** to manage suppliers and service performance during and after transition.

What we deliver

- **Transition strategy and plan** (scope, tranches, sequencing, cutover criteria).
- **Benefits realisation plan and status tracking** aligned to programme governance.
- **Continuity and contingency plans** to maintain BAU during change.
- **Intelligent Customer (IC) function set-up or improvement**, including roles, skills and interfaces.
- **Implementation approach** covering organisation, process, information, facilities and technology changes.
- **Readiness/assurance reports** with recommendations and an actionable implementation plan.

- Deliverables are tailored to your lifecycle (Agile, V-model, waterfall or hybrid) and designed to integrate with programme governance and supplier delivery.

What benefits we provide

- **Faster, more predictable transition to BAU**, with clear entry/exit criteria.
- **Reduced operational and continuity risk** through structured cutover and contingency planning.
- **Higher user adoption and readiness**, supported by targeted communications and training.
- **Clear governance and accountability** across suppliers and internal teams.
- **Measurable benefits realisation** and earlier value capture.
- **Uplifted Intelligent Customer capability** to operate and improve services post go-live

How we deliver this service

BMT provides a scalable service with flexible, skilled resources delivered via a Managed Service mechanism. Our outcome-based delivery to cost, time and quality is managed by a dedicated manager who is assigned to you.

Our team works with you and your key stakeholders to ensure your requirements are understood and met at both a strategic and tactical level. We develop an approach that draws on our experience and best practice from a range of related disciplines such as Programme Management, Systems Engineering and Enterprise Architecture. We combine and tailor these to the requirements and risks, within an appropriate life cycle model such as Agile, 'V' model or waterfall (or hybrids).

Our approach ensures we retain and use our knowledge and understanding of your organisation effectively. Performance and quality of service delivery is monitored, assessed, measured and assured, and by maintaining frequent, regular contact and dialogue with you, we seek feedback and assess your satisfaction with our performance, with the capacity to escalate issues rapidly if required.

Our aim is always to deliver a sustainable solution, and we work with you to ensure we transfer knowledge and skills to your staff, enhancing your inhouse capability and maximising the benefit you gain from your engagement with us.

Our delivery approach blends programme/project management best practice with technical transition disciplines to control risk and maintain continuity.

- **Mobilise & frame**
Confirm scope, outcomes, constraints and dependencies. Establish governance, acceptance/exit criteria, RAID and transition measurement (benefits/operational readiness).
- **Readiness assessment (as-is to to-be)**
Assess organisational, process, technology and supplier readiness; confirm interfaces and BAU ownership; identify skills/training needs.
- **Design the transition approach**
Select lifecycle (Agile, V-model, waterfall or hybrid), tranche the delivery, define comms and stakeholder engagement, and map changes across **process, technology, organisation, information and facilities**.
- **Plan & sequence cutover**
Build transition plan, rehearsal plan and contingency/rollback; align supplier plans; define service acceptance, warranty and early-life support.
- **Execute transition**
Coordinate go/no-go, run books and cutover events; manage issues/escalations; protect continuity; track benefits.
- **Handover & knowledge transfer**
Complete acceptance and governance sign-off; deliver documentation, training and IC capability uplift; move to steady state.

Experience

We have worked on various implementation projects for the Ministry of Justice as well as the Data Communications Company (DCC).



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