

F



Digital Transformation Strategy and Support

G-Cloud 15

January 2026

Digital Transformation Strategy and Support

About this service

BMT is a global organisation, trusted by our government customers to help them solve their digital transformation challenges. Our business transformation consultants will work with you to establish a strategy and ease the pain of the complex planning and procurement processes that often occur when you enable a digital transformation project. They will ensure that your digital projects remain on schedule, on budget and are delivered on time. Our domain expertise in digital transformation can give you the assurance you need to really achieve your transformational objectives. By acting as a vendor-neutral customer friend, we facilitate the successful delivery of projects by providing the right guidance in a timely manner.

When to use this service

BMT's transformation approach is underpinned by our Ten-Step Transformation Framework, which provides a structured, repeatable method to diagnose challenges, shape strategy and guide delivery. These ten steps offer a comprehensive lens across strategy, people, process, data, technology and customer experience, ensuring that every transformation is both achievable and sustainable. This service draws upon the Ten Steps to provide targeted or end-to-end support depending on your organisation's needs.

Use this service when your organisation needs to:

- Define or refresh a transformation strategy in support of cloud, digital or organisational change.
- Align people, processes, information and technology around strategic outcomes.
- Understand how SaaS, cloud and emerging technologies impact your operating model.
- Accelerate transformation while managing risk, cost and organisational implications.
- Improve customer or user experience through service redesign.
- Strengthen leadership alignment, culture and capability to enable change.
- Identify and coordinate initiatives that contribute to wider digital or business strategies.

This service is particularly valuable in cloud-driven modernisation, large-scale service transformation, operating model redesign and digital capability uplift programmes.

What we deliver

As an organisation that has been through the transformational process and guided others along the same road, BMT has vast experience in this field. Our learning process has enabled us to develop what we believe are the ideal "Ten Steps" to a successful

Digital Transformation. This enables us to take you all the way through the Digital Transformation process or enable you to select a specific service. They are as follows:

- Business Transformation Strategy (vision, objectives, outcomes)
- Transformation Roadmap with milestones, dependencies and priorities
- Target Operating Model (TOM) or Blueprint
- Change Impact Assessment across people, processes, data and technology
- Capability Model and maturity assessment
- Leadership and organisational alignment recommendations
- Cultural, behavioural and workforce transformation plan
- Process improvement and service design artefacts
- Technology and data enablement recommendations
- Benefits framework and evaluation approach

These outputs provide a structured, evidence-based foundation for delivering transformation successfully and sustainably.

What benefits we provide

Our Business Transformation Strategy and Support service delivers a range of tangible and strategic benefits, including;

- Reduced organisational risk through clear strategy, structured planning and well-defined transformation pathways.
- Improved decision-making enabled by evidence-based analysis, capability assessments and transparent governance.
- Accelerated transformation delivery through prioritised roadmaps, streamlined processes and effective change leadership.
- Enhanced workforce capability via knowledge transfer, coaching and behavioural change support.
- Greater alignment between strategy, operating model, technology, people and culture.
- Optimised use of cloud and digital technologies to improve efficiency, scalability and service quality.
- Improved customer and user experience through human-centric design and service modernisation.
- Increased organisational resilience and adaptability through continuous improvement and readiness for emerging technologies.

These benefits help ensure that your transformation is achievable, sustainable and aligned to measurable outcomes.

How we deliver this service

We provide a scalable, flexible service delivered via a managed service model. Each engagement is led by a **Lead Consultant** with governance oversight and relationship continuity provided by a dedicated engagement manager.

Our approach ensures:

- Strong understanding of your organisational context and challenges.
- Regular and transparent communication with your stakeholders.
- Structured quality assurance through KPIs, governance and peer review.
- Rapid escalation and resolution of risks and issues.
- Intentional knowledge transfer to uplift your in-house capability.

Our goal is to deliver a **sustainable transformation framework**, enabling you to continue progress independently beyond our engagement.

We combine strategic consulting, organisational design, Business Analysis and transformation delivery expertise to:

- Shape transformation vision, outcomes, metrics and success criteria.
- Develop detailed understanding of the As-Is business landscape.
- Identify opportunities enabled by cloud, digital and DDaT technologies.
- Design the To-Be operating model, capabilities and processes.
- Develop transformation roadmaps, governance models and delivery plans.
- Facilitate workshops, interviews and stakeholder engagement.
- Provide assurance, coaching and mentoring throughout delivery.
- Support cultural and behavioural change to embed transformation.

We work collaboratively with end-users, technology teams, leadership and operational functions to ensure the transformation is both achievable and embraced.

Our Ten-Step Transformation Framework

BMT uses a proven transformation framework, adaptable to your organisation's needs:

1. **Strategy & Roadmap Development** – Define a clear vision, strategic objectives and measurable outcomes. Establish a prioritised roadmap that sequences transformation initiatives, identifies dependencies and aligns investment to organisational goals.
2. **Workforce Transformation** – Assess current workforce capability, skills gaps and behavioural needs. Develop action plans, training interventions and cultural change initiatives to build a future-ready, digitally enabled workforce.
3. **Innovation Culture Enablement** – Create the structures, incentives and processes needed to support continuous innovation. We help embed a mindset that encourages experimentation, learning and the adoption of new ideas.

4. **Leadership & Organisational Alignment** – Align leadership teams around a shared direction and ensure the organisation is structured, governed and motivated to support transformation. This includes decision-making frameworks, leadership behaviours and organisational design.
5. **Cloud, Cyber and IT Modernisation** – Assess, plan and implement modern technology platforms. This includes cloud migration strategies, cyber security improvements, integration of digital services and rationalisation of legacy technologies.
6. **Emerging Technology Integration (AI, Autonomy, Automation)** – Help organisations explore, evaluate and introduce emerging technologies to enhance efficiency, decision-making and service delivery. This includes AI, automation, robotics, autonomy and advanced analytics.
7. **Software and Digital Product Development** – Support the design, build and deployment of new digital products and services, from ideation through to proof-of-concept, prototyping and iterative development.
8. **Data Strategy & Analytics** – Develop data strategies, governance frameworks and analytics capabilities to unlock insight, improve decision-making and enhance service performance.
9. **Customer & User Experience Improvement** – Redesign services based on customer and user needs. This includes journey mapping, service design, usability improvements and creating more intuitive digital experiences.
10. **Human-Centric Service Design** – Apply human-centred design principles to ensure services, technologies and processes are accessible, inclusive and designed around the needs of end-users.

These steps can be delivered individually or as part of a comprehensive transformation approach.

Experience

We have delivered transformation strategy and support services for:

- UK Ministry of Defence (MOD)
- Counter Terrorism Policing
- Metropolitan Police Service (MPS)
- Ministry of Justice (MoJ)
- Various national government programmes



Contact details

Edyta Redfern

Global Head of Bidding

E: bidding.uk-europe@uk.bmt.org

T: +44 (0) 1225 473 727

www.bmt.org