

Intelligent Client

G-Cloud 15 Service Description

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Our 'intelligent client' service offers an independent client partner and critical friend, providing strategic guidance and assurance through expert advice & support throughout.

We provide customers with an independent and collaborative client-side partner to review, assess, and assure, equipping organisations to act as an 'Intelligent Client' when assessing transformation plans. From assuring business cases and implementation plans to providing oversight of third-party delivery on customers behalf, we will always do the right thing. Our experience in consulting, adoption, migration, and service delivery ensures clients have a trusted advisory partner across all stages of their journey.

Service Features

- Access to specialist independent, client-side expertise
- Cloud-specific knowledge and experience across strategy, adoption, and transformation
- Capability to drive best value from investment in Cloud solutions
- Assurance of existing transformation and cloud adoption delivery plans
- Recovery of problematic transformation programmes based on specialist knowledge
- Flexible skills provision across design, infrastructure, applications, and platform
- Ongoing review of solutions and service delivery
- Knowledge and skills transfer and collaboration
- Independent, collaborative, agnostic partner
- Commercial options: Time and Material, Statement of Work, Fixed Price.

Service Benefits

- Flexible access to a large range of highly experienced Cloud expertise
- Maximising value for money across all areas of Cloud adoption
- Enhanced control of transformation projects
- Scalable, flexible resourcing depending on Cloud project needs
- Independent, trusted advisory partner informing improved decision making
- Cloud expertise through procurement whether framework or competitive dialogue
- Strategic guidance and assurance
- Complimentary skills working collaboratively with clients
- Support, expertise in recruitment of permanent skills
- Supportive service transition
- Multi supplier delivery oversight and assurance.



1 About Exception

Exception helps organisations transform through the power of digital technology, with a strong track record of delivering high quality, innovative digital solutions and services that drive your organisation forward. We are passionate about technology, innovation and finding better ways of doing things, delivering quality time after time.

2 Our values

- We work hard to ensure our customers are always pleased with our services. Their satisfaction and delight are our key goals.
- Quality, trust and collaboration are values we hold in high regard. We embrace change and encourage innovation and creative thinking.
- We deliver our promises meeting expectations and promise only what we can deliver.
- We build trust and respect. We build respect by operating in a safe, socially responsible, consistent and honest manner and we always operate ethically and responsibly. We listen. In doing so, we treat others as we would wish to be treated ourselves, and challenge when we see something is wrong.
- Our success comes from our commitment and energy to go the extra mile. Proud of what we do, our staff and our track-record, we seek to share our experiences and knowledge with our customers.

3 Clients

Our client base spans both the public and private sectors. This allows us to add value to our engagements and enhance our knowledge sharing capability by bringing examples of cross sector best practice where appropriate. Our client list includes:

Magnox, Lincolnshire Police, Lloyds Banking Group, Scottish Government, Scottish Prisons Service, South Yorkshire and Humberside Police, The National Archives and Kensington and Chelsea Council.

4 Contact Details

We encourage potential customers to contact us to discuss their specific needs and to explore how Exception can help you to achieve your objectives.

Please contact:

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