

Digital Transformation Support Service

G-Cloud 15 Service Description

About Exception

At Exception, we are dedicated to transforming organisations through the power of digital technology and data. Our mission is to strike a transformation balance between innovation, transformation, and continuity, ensuring that organisations realise the benefits of cloud solutions and cutting-edge technology while seamlessly delivering business-as-usual.

Our Expertise

Digital Services: From initial readiness assessments to full-scale implementation, our experience spans the complete digital journey. We provide a robust framework and accelerators to guide successful, right-sized, and achievable transformations.

Adoption and Change Management: We recognise that adoption and culture change are critical factors in successful transformation. Our expertise lies in facilitating smooth transitions, ensuring that organisations and individuals are equipped and supported to embrace new tools, processes, and ways of working.

Programme & Agile Delivery: We specialise in outcome-driven programme/project management and agile delivery, ranging from end-to-end enterprise programmes/projects to running efficient Scrum teams.

Service Design & Business Analysis: From working across the organisation to gather and translate requirements to developing use cases and designing services, our holistic approach is both inclusive and comprehensive.

Architecture and Technical Design: We architect solutions that are robust and scalable drawing on the latest technology and best practice. We are adept at working as part of blended teams or as a standalone service.

Cloud Adoption: Cloud technologies are pivotal in today's landscape. We guide organisations in adopting cloud solutions effectively, optimising costs, and enhancing agility.

Agile Software Development: Our agile approach ensures rapid development cycles, iterative improvements, and responsiveness to changing requirements.

Data, Analytics & Insights: Data is the very foundation of transformation, creating insights, unlocking obstacles, and creating a common view. Our expertise from data foundations to data modelling and migration to analytics and insights provides a roadmap to harnessing data opportunities.

Application Modernisation: As part of our commitment to right-sized, cost-effective transformation we assist customers to modernise by moving to the Cloud but also to modernise legacy on premise applications.



Convenient Involvement – a better way to engage

We respect and value our customer's time. We are committed to maximising the opportunities for engagement while minimising disruption. Using our Convenient Involvement model, stakeholders can be informed and contribute when it is convenient for them.

- **Recorded Meetings:** When appropriate, we record meetings, allowing stakeholders to revisit discussions and decisions.
- **Online Consultations:** Leveraging digital platforms, we engage in real-time consultations, ensuring efficient communication and collaboration.
- **Open and Collaborative Sessions:** Our sessions are inclusive and open, encouraging drop-ins from busy stakeholders. Every voice matters.



Digital Transformation Support Service

Our Digital Transformation Support service offers end to end digital transformation support from inception to strategy to execution and implementation. Our right-sized agnostic approach provides assurance and support throughout the transformation process from mapping the initial journey to deliver a successful implementation. Our experts in Programme Delivery and PMO, Architecture and Design, Agile delivery, DevOps, change management, service design, and testing will help you achieve digital transformation balance, that is, balance sustainable transformation activities while maintaining and executing your business-as-usual responsibilities.

Service Features

- Digital Readiness Check/Digital Maturity Assessment
- Change Readiness Assessment/Change Maturity Assessment
- Transformation strategies, business cases, roadmap development
- Enterprise and solution architects/Technical Design Authority
- Service design, User Experience, User Research, Business Analysis
- Digital platform development, implementation and support
- Change and Adoption Management/Communications Strategies/Benefits Mapping
- Agile delivery, DevOps practices and continual improvement
- Test management services and resource teams
- Business intelligence and data analytics/insights
- Expertise in multiple cloud technologies
- Application Modernisation
- Commercial options – Time & Materials, Statement of Work, Fixed Price

Service Benefits

- Development of a high-level solution design
- Independent, solution agnostic expertise
- Processes re-engineered to deliver full digital transformation benefits
- Actively encourage curiosity and participation to maximise skills and knowledge transfer, increasingly self-sufficiency and inclusion for all
- Clear and transparent understanding of team required to deliver outcomes
- Reduce costs and increase efficiencies using digital technologies
- Change and Adoption Management framework
- Business case development and benefits realisation mapped
- Individual specialist consultant service through to full teams
- Rationalise and modernise legacy application estates
- Obtain Digital Transformation/ Business as Usual Balance
- Unlimited access to our bespoke CDDO aligned Digital Readiness Check tool



Our Values

Our ethos and values define our organisation and drive our teams as we share in our customers success.

Trust

Our focus is to empower our customers to derive optimal value from our services & their technology investments. We always operate with integrity, sensitivity & respect. Our established culture of delivering successful outcomes places customer success at the core of our mission, and we remain committed to always doing what is right.

Collaboration

We actively encourage curiosity and participation to maximise skills and knowledge transfer, self-sufficiency, and inclusion; helping drive collaboration through blended teams and outcome driven delivery. Our Convenient Involvement model facilitates collaboration and participation, maximising input, and minimising disruption.

Ethical

Our size and ethos ensure that every customer is our priority, we are committed to their success. We are fiercely independent, and supplier agnostic we will always do the right thing.

Quality

We are dedicated to delivering quality and driving value through every engagement with our customers, their success is important to us.

Innovation

We believe in the power of creative thinking and new ideas to meet the ever-changing needs of our customers. Our industry expertise & thought leadership puts our knowledge & learning in the hands of our customers.

Social Value

Exception is committed to delivering impactful social value at every opportunity, collaborating closely with our communities delivering targeted results and support. We



fully embraces the goals of the Social Value Act and is dedicated to economic fairness, environmental responsibility, inclusivity, and stakeholder wellbeing. Our strategy is shaped around the five core Social Value themes, and our commitment to delivery and effectiveness transparency is upheld through independent assessments and verification. We pride ourselves on this significant ethical stance.

Economic Equality

We procure 60% of our operational supplies from SME organisations. We will grow this to 70% by 2027. As an SME ourselves, we guarantee prompt payments, currently within a 14-day window. This significantly exceeds the UK Government's best payment practice of 30 to 60 days. We are signatories to the Prompt Payment Code, and our compliance is monitored by the Office of the Small Business Commissioner.

Climate Action

Our strategy targets net-zero emissions, incorporating sustainable facilities, renewable energy, waste reduction, and supply chain enhancements. Progress is tracked bi-annually at Board of Directors' level, and independently assessed by EcoVadis every year. In the latest assessment cycle, EcoVadis awarded us a silver accreditation and placed us in the top 25% of companies.

Equal Opportunity

We exceed standard equal opportunity practices. As a Disability Confident organisation, we offer proactive support, accessible facilities, and tailored accommodations. We value neurodiverse talent, encouraging disclosure for inclusive environments, and support ex-service members through our Armed Forces Covenant commitments. In all cases, we prioritise, and in some cases fast-track, our recruitment processes for individuals in these communities.

As an SME, we are not legally mandated to produce a modern slavery statement, however we adhere to best practice by producing a statement and robustly review it every year, ensuring complete compliance throughout our supply chain.



Wellbeing

We prioritise stakeholder wellbeing with comprehensive benefits, including private healthcare, mental health support, critical illness aid, and family assistance.

Our Customers

Our customer base spans both the public, private and third 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.



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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