



Driving Secure Digital Transformation

GCloud 15

Intelligent Client Function Support Services

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Summary

Our Intelligent Client Function Support Services help public sector organisations build confident, capable, and well-governed client-side functions. We strengthen decision-making, improve supplier oversight, and enhance value for money through tailored operating models, commercial insight, and practical delivery expertise. Drawing on extensive UK public sector experience, we support organisations at any maturity level to establish clear governance, transparent reporting, and sustainable capability. Our service enables clients to become informed, proactive, and strategically aligned customers, achieving stronger outcomes, reduced risk, and improved control across digital, data, and technology portfolios.

Features

- Tailored ICF maturity assessment and roadmap.
- Operating model design, roles, and governance.
- Demand, portfolio, and pipeline management processes.
- Commercial strategy with alignment to CCS frameworks where applicable.
- Procurement guidance compliant with government standards and best practice.
- Support to develop supplier onboarding, assurance, and mobilisation playbooks.
- Contract performance frameworks with KPIs and SLAs.
- Risk, security, and compliance management integration.
- Data-driven dashboards for decision support and reporting.
- Capability uplift, coaching, and knowledge transfer builds sustainability.

Benefits

- Stronger client-side control and accountability.
- Improved supplier performance and outcomes.
- Cost savings through scalable architecture and streamlined processes.
- Clearer governance and decision rights.
- Reduced delivery risk and fewer surprises.
- Measurable benefits realisation and tracking.
- Increased transparency through evidence-based reporting.
- Sustainable capability beyond consultant engagement.
- Consistent, repeatable ways of working.
- Better value for money.

Service Description

Public sector organisations increasingly require robust, confident, and capability-led client-side functions to manage complex digital, data, and technology services.

Our Intelligent Client Function (ICF) Support Services provide a structured, scalable, and outcome-driven approach to building, maturing, or transforming an organisation's ability to act as an intelligent customer.

We offer a consultancy service that strengthens governance, improves decision-making, and enhances control over suppliers, delivery partners, and internal stakeholders.

Through tailored operating models, commercial insight, and targeted capability uplift, we help organisations establish a high-performing ICF that delivers value, manages risk, and achieves better outcomes from technology investments.

Our experts bring real and extensive UK public sector experience, spanning central government, defence, local authorities, and arm's-length bodies. We combine practical delivery expertise with deep knowledge of CCS frameworks, procurement regulations, supplier ecosystems, and the demands of modern digital transformation.

The service is designed to support organisations at any stage of ICF maturity, from establishing foundational structures to enhancing an existing function with advanced analytics, assurance mechanisms, and improved governance. By embedding transparent reporting, evidence-based decision-making, and repeatable processes, we help clients develop sustainable capability that endures long after consultancy support ends.

Ultimately, our Intelligent Client Function Support Services empower public sector organisations to become informed, proactive, and strategically aligned customers, ensuring improved value for money, stronger supplier performance, and greater confidence in delivering digital and technology outcomes.