



Driving Secure Digital Transformation

Cloud-Enabled Shared Services & Corporate Systems Transformation Advisory

Service Definition Document
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Summary

Senior-led advisory service helping public sector organisations redesign shared services using cloud technologies where they improve value for money. Focuses on service design, operating models, commercial readiness and transition risk, enabling confident decisions on cloud ERP and SaaS while avoiding technology-led failure in complex corporate service environments.

Features

- Shared services current performance assessment
- Cloud readiness analysis for corporate systems
- Service-led operating model design
- Cloud ERP and SaaS viability advisory
- Integration and data considerations
- Transition risk and impact assessment
- Commercial and sourcing advisory
- Benefits and efficiency modelling
- Stakeholder and governance alignment
- Delivery readiness recommendation

Benefits

- Reduces risk of technology-led transformation failure
- Improves value-for-money decisions
- Reduces shared services transition risk
- Strengthens confidence in cloud ERP choices
- Aligns services to organisational outcomes
- Protects service continuity during change
- Improves financial and operational assurance
- Enables realistic transformation planning
- Supports compliant procurement decisions
- Establishes sustainable shared services models

Service Description

Provides senior led advisory support to help public sector organisations redesign shared services and corporate systems using cloud technologies where they demonstrably improve service outcomes and value for money.

The service focuses on service design, operating model alignment and transformation readiness, rather than technology selection or implementation. It supports organisations considering changes to Finance, HR, Procurement, Payroll and ERP services, helping them make confident, evidence-based decisions about cloud ERP and SaaS adoption.

- Typical activities include:
- Assessing shared services performance, cost drivers and pain points
- Evaluating cloud readiness and suitability for corporate systems
- Designing service led target operating models
- Identifying integration, data and dependency considerations
- Assessing transition risks and mitigation options
- Developing benefits, efficiency and value for money frameworks

The service is designed to avoid technology led failure by ensuring organisational, commercial and governance readiness is established before delivery begins. Outputs are practical, decision ready and suitable for use in business cases, assurance processes and subsequent procurement activity.

This service does not implement systems, configure platforms or operate services. All delivery activity is undertaken separately through appropriate procurement routes.

The service is suitable for departments, arm's length bodies and local authorities seeking to modernise shared services while protecting service continuity and meeting financial, assurance and compliance requirements.