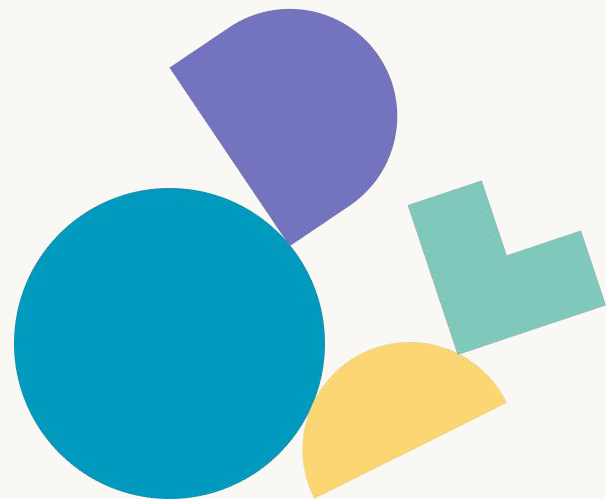


Cloud strategy and consultancy

G-Cloud 15 Service Description

sales@dxw.com | 0345 257 7520



We create public services that improve lives

We're a leading employee-owned digital agency that works with the public and third sectors. Established in 2008, dxw is a diverse multidisciplinary team of digital design, technology and delivery specialists.

We work in partnership with our clients to make life better for the people who use public services and the teams who run them. In 2021, the company became employee owned. Working in the best interests of public service users is written into our deeds of trust.



**We provide strategy and
consultancy to support
organisations to get the most
out of cloud services**



dxw can help you understand how you're working, uncover problems and their causes, and shape opportunities to solve challenges and make improvements.

We can help organisations decide where to focus and what to do first.

We can enable organisations to build the capability needed to achieve the outcomes they're seeking.

Using our expertise in delivery, strategy, research, analysis, design and technology we:

- Learn about a context, organisation, policies, services and people
- Shape and decide a way forward
- Plan how to achieve an outcome or a vision
- Embed processes, ways of working, and new capabilities



We help organisations and teams set up the foundations for successful transformation, for example cloud transformation.

Whatever stage you are at, we can help turn deliverables into outcomes and help organisations understand and apply the government service standard when designing, developing and operating services.

We'll work with you to develop a clear understanding of the landscape and the gap between what your organisation needs to achieve and what it is actually capable of.

Using the right tools and methods we'll build organisational capability and set you up for delivery to meet your users needs.



Our strategy services



Strategy design

We can work with you to design strategies for organisational change, or develop business cases for a new **cloud** service.

We apply an agile approach to designing strategies and new initiatives, for organisations, departments and services. We respond to the needs of people and organisations, and centre strategies around them. We form ideas collaboratively and deliver in the open. We refine our work based on the feedback we seek.



Strategy design includes:

- Business case development
- Transformation strategies and plans
- Strategy development
- Development of digital strategies
- Organisation re-design
- Operating model designs
- Service blueprints
- AI readiness and strategy development



Enabling delivery and coaching

We can enable you to successfully deliver complex **cloud** projects.

Once you've decided what to do, we'll support you to put the structures in place to achieve it. Our multidisciplinary teams focus on building and embedding capabilities, which we'll achieve by coaching your teams. Helping you to progress, and steering and guiding where needed.

We can enable your delivery at any stage of the project lifecycle.



Expert advisory services

We can provide experts to advise on your **cloud** projects, for elements such as delivery, technology, design and research.

The starting point is to build an understanding of what you're doing and what you want to achieve, before providing advice to strengthen your work.

Our engagement with you may be an hour or two of our time on a regular basis, or a longer one-off session.



Capability building and training

We deliver training modules and capability building for agile teams. Topics include agile practices, user research, prototyping, user-centred design, service design, technology topics and running live services.

Our content is bespoke, we vary our group sizes and offer training to senior leaders, for whom we can also provide bespoke coaching and mentorship in technology or digital methods.



Training

Our training modules include:

- Strategy and vision
- Governance and portfolio
- Agile delivery
- User Research
- Service Design
- Designing and building user-centred services
- Agile communications
- Procurement and commercials
- A range of technology topics
- Supporting live services
- Role specific capability building

We can also tailor modules to meet the needs of your organisation.



How we work



dxw delivers projects with a user-centred, agile approach consistent with the Service Manual

This means we:

- Start with people and their needs
- Keep an agile mindset
- Work at a sustainable pace
- Balance openness and confidentiality
- Diversity and inclusion



Related services

- We offer a range of [services](#) to help you understand the users of your service, their needs and how best to design and build a successful service to meet their real needs
- We offer cloud consultancy and implementation for every stage of the development of your service (discovery, alpha and beta), through the Digital Marketplace
- Our terms of service for technical work and rate card, both available through the Digital Marketplace, apply to this service.



Thanks!

If you would like to know more, please get in touch through
sales@dxw.com or 0345 257 7520

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