

Service Description

Programme Management Office (PMO) as a Service

SUBMITTED BY

NORTH HIGHLAND®

10 Bloomsbury Way, Holborn, London,
WC1A 2SL

www.northhighland.com

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SERVICE OVERVIEW

We assess and structure your cloud-related PMO functions, transforming your PMO service with scalable capacity, capability, and community using Agile Ways of Working. We drive maturity of PMO processes, tools, and people through expert resources, working towards a value-driven PMO service.

FEATURES

1. Long-term embedded PMO experts who improve existing organisational capability
2. PMO Maturity Improvement Assessment and Agile backlog creation
3. PMO operating model, resource plan and implementation plan
4. Demand forecasting
5. Fast, flexible staffing through project-ready resources
6. Fast and efficient onboarding
7. Vendor management framework with scorecards and governance models
8. Value, performance management (weekly delivery reviews, quarterly business reviews)
9. Digital accelerators (NH360/SPM dashboards for portfolio visibility, benefits tracking)
10. Lean governance & executive reporting (insight-led, action-oriented)

BENEFITS

1. Improves PMO for effective/ efficient delivery by adopting best practice
2. Monitors programme/ project progress, risks and issues
3. Fixed cost PMO
4. Consistent quality of output to agreed SLAs & KPIs
5. Enhances internal PMO capability for lasting change, through knowledge transfer
6. Reliably embeds and continuously improves PMO processes

7. Measurably improved capability maturity over contract lifetime
8. Faster decision cycles and time-to-value (SPM-aligned prioritisation and governance)
9. Productivity uplift & cycle-time reduction (lean processes, Day-1 readiness)
10. Clear benefits tracking (NH360 dashboards and value metrics)

SERVICE DESCRIPTION

North Highland delivers a scalable, **outcomes focused PMO** capability by embedding expert practitioners within your organisation, governed by a performance managed service model (SLAs/KPIs) and designed for capability transfer – not dependency. The service integrates **Strategic Portfolio Management** (SPM) practices and digital accelerators (e.g. our proprietary **NH360 Portfolio Insights** and **Diagnostic IQ** tooling) to improve portfolio visibility, accelerate decision making, and sustain delivery excellence.

Facing cost pressure and productivity demands, organisations need a PMO that optimises Capacity, Capability and Community, adapts to changing priorities, and continuously improves ways of working – without adding bureaucracy. Our model is lean, pragmatic, and insight-driven, balancing governance with speed so you get clarity of actions, credible delivery, and measurable value.

What Clients Receive

- Embedded PMO team operating to agreed **SLAs/KPIs**, with clear outputs, governance rhythms, and value reporting.
- Strategic Portfolio Management-aligned delivery (portfolio prioritisation, investment governance, benefits tracking) **enhanced by NH360 dashboards** for real-time visibility and action.
- BSI-certified **Quality Execution Framework** that standardises execution, reduces risk, and sustains performance lift – validated in independent audits.
- Capability transfer through **coaching, playbooks, and communities** so the PMO matures and lasts beyond our engagement.

We deliver across three pillars: Capacity, Capability and Community.

Capacity

We right-size and mobilise PMO capacity, matching demand to the right skills at the right time.

- Partner with leadership to **forecast demand** and shape resourcing plans, leveraging our global network of **400+ PPM professionals**.
- Rigorous **vetting, interviewing, and background checks**; **client-specific onboarding** so practitioners are productive **from Day 1**.
- **Agile staffing** and real-time recruitment to flex with your portfolio and avoid unnecessary cost.

Capability

We elevate PMO effectiveness and delivery quality.

- Continuous **quality assurance** of PMO outputs; **performance-driven coaching** to raise standards.
- **Lean governance** that provides assurance without slowing delivery; tailored to Agile and waterfall contexts.
- A **maturity roadmap** with measurable milestones, aligning improvements to business outcomes and benefits.
- **SPM practices** and data driven NH360 insights to prioritise, fund, and monitor the portfolio with data-driven control.

Community

We build a strong practitioner community that sustains excellence.

- Career **-development framework and mentoring** for PMO practitioners.
- Access to best-practice methods and subject matter experts; **communities of practice** and collaboration tools for **knowledge sharing**.
- A structured training curriculum to grow both **technical and soft skills** (e.g., planning, risk, stakeholder engagement, Agile).

How we manage performance and value

- **Service leadership & cadence**: weekly delivery reviews, bi-weekly account leadership reviews, quarterly business reviews – anchored to a **Value Measurement framework** (metrics library, trackers, and workshop templates).
- **Transparent measurement**: we baseline SLAs/KPIs at mobilisation and report value realised (e.g., productivity uplift, cycle-time reduction, right-first-time quality).

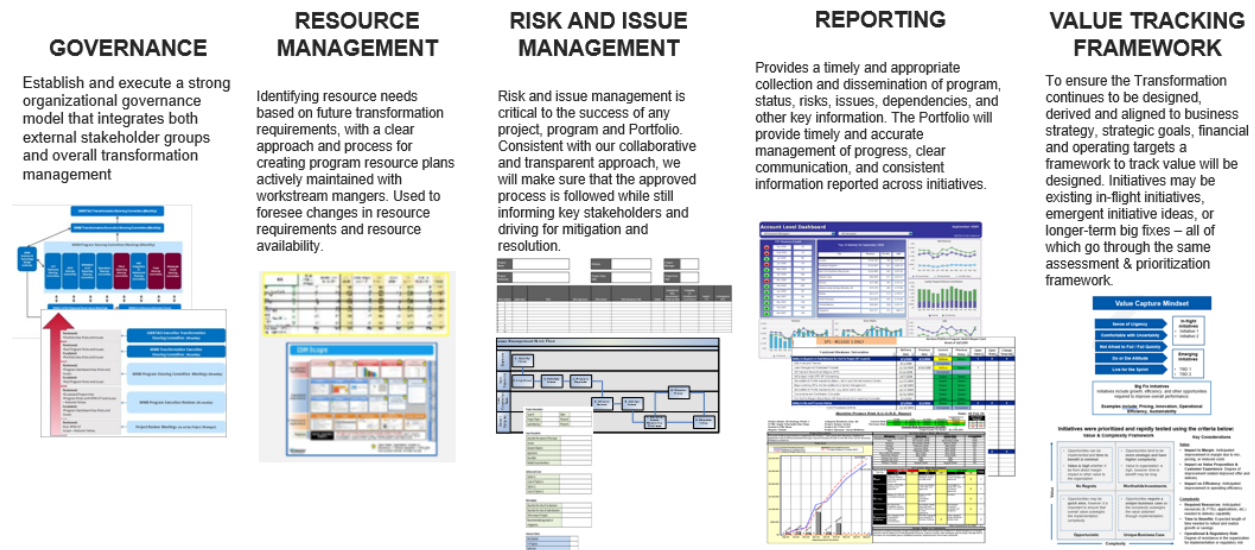
- **Quality & escalation:** defined assurance checkpoints and escalation paths ensure issues are resolved quickly without derailing delivery.

Transition & capability transfer

We design the engagement enabling client PMO teams to own and run its processes confidently at the right time. Knowledge assets, tooling, and training are delivered and embedded so improvements stick.

PMO As a Service: Sample Deliverables

North Highland helps your organisation to grow its PMO capability. We assess organisational maturity against a proven PMO framework of core competencies and work with you to develop recommendations to achieve suitable PMO maturity level for your organisation:



ABOUT NORTH HIGHLAND

North Highland is a leading change and transformation consultancy, helping organisations transform with people at the heart of every decision. Our talented teams partner with clients to navigate their most complex, high-priority, and urgent challenges. With every engagement, we make change happen, helping organisations across the public sector transform.

We support clients as they improve efficiency and productivity, modernise data and technology, and build and advance new capabilities that fuel growth and competitive differentiation. We also implement, manage and drive adoption of it all, ensuring successful translation of strategy to day-to-day operations.

North Highland offers an unblemished record of delivering leading expertise across industries, as shown by the numerous awards and accolades we have received in recent years from Forrester, Gartner, ALM and other highly regarded organisations. Firmwide, 94% of North Highland's business is with repeat clients – a testament to the high quality of our services.

ORDERING, INVOICING & TERMINATION

Our Master Services Agreement (MSA) contains our standard terms, and we start work when we have a Statement of Work signed by both parties, on a mutually acceptable date. Invoicing is monthly in arrears, unless agreed otherwise and either party may terminate a Statement of Work or the MSA in accordance with the usual terms set out in the MSA.

GET IN TOUCH



We have a frameworks office that monitors correspondence for G-Cloud opportunities.

They can be reached directly at nhuk.frameworks@northhighland.com



You can reach us on the phone at **+44.020.7081.2544**

Please ask for the Strategic Proposals Team who will be able to deal with your enquiry directly or put you in touch with the right person to discuss your requirements.



Write, or come and visit us at our London office:

**10 Bloomsbury Way, Holborn,
London, WC1A 2SL**