

Service Description

Product Management

SUBMITTED BY

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SERVICE OVERVIEW

North Highland work cross-functionally to set your strategic cloud-related Product vision and manage the end-to-end Product lifecycle. We align Product strategy to business objectives ensuring value is delivered for both customer and business and use best-practice tools and techniques to drive data-driven decision-making, releasing customer centred value at pace.

FEATURES

1. Product vision and strategy: creation, roadmap, and coaching
2. Value alignment: business to Product objective traceability
3. Financially manage the Product including resourcing across teams and suppliers
4. Product roadmap: definition of template, creation, training, coaching
5. Stakeholder management across Product strategy and product direction
6. Prioritisation: Portfolio, Product, and feature backlogs
7. Product lifecycle: creation and management from concept to retirement
8. Market research to understand trends and Product opportunities
9. Coach internal product managers on Agile delivery methodology
10. Monitor Product performance from key metrics, benefits realisation

BENEFITS

1. Closer alignment of Product - delivery with customer need
2. Products deliver benefits that contribute to business goals
3. Products are managed end-to-end, and continuously improved
4. Champions the customer so their needs are prioritised in decision-making
5. Teams upskilled in best practice Product management skills and techniques
6. Increased speed to market and deliver value more rapidly
7. Clear and well-defined Product vision which remains aligned

8. Ability to prioritise service improvement requirements and new propositions
9. Ability to work with various methodologies: Kanban, Lean, SAFe, Scrum
10. Transparent Product performance highlighting focus areas

SERVICE DESCRIPTION

Our cross functional Product Management support equips clients with a best practice end-to-end product lifecycle. We help our clients structure around products with synergies and dependencies, to minimise hand offs and increase speed of delivery by helping address needs which include:



Building product management capability

Using support, coaching, and demonstrating best practice



Supplementing product management capability

Offering product management expertise (e.g. technical, strategic, enterprise) or levels of support that you do not have



Supporting and enabling changing an approach from project to product

Helping you become a Product-led organisation and all the knowledge and support that is needed to succeed on that journey

We do this by working with stakeholders, teams, and customers to collaboratively define the vision and supporting governance for your product, gaining buy-in from the start and guiding your roadmap into the future.

Our Product Management service combines several offerings to meet your specific needs, including:



Product Roadmap

We develop a representation, usually visual, of how the product will evolve over time to deliver more and more value to its customers.



Product Lifecycle

We help you measure the life of a product in phases from Inception and Ideation, through MVP and prototyping, to Growth, Maintenance and eventual Sunset or Retirement.



Product Backlog

We help you create a product backlog to show the features and enabling activity that is planned to deliver the value and benefits of the product to its customers. It is owned and prioritised by the Product Owner.



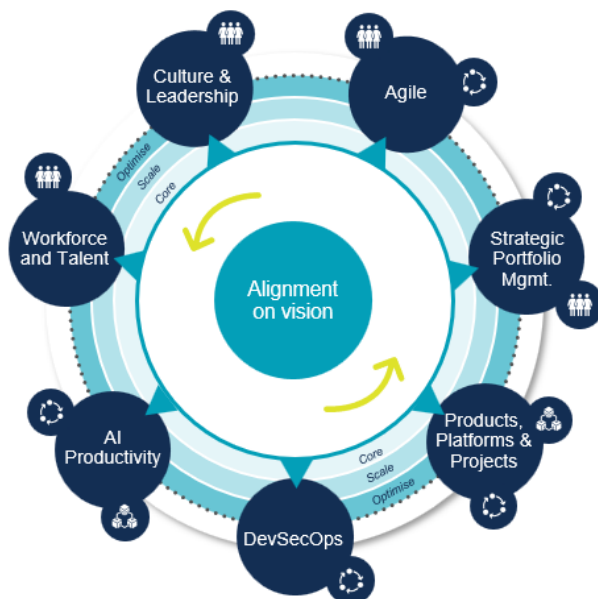
Product Owner

We provide you with a product owner who is responsible for defining and supporting the building of desirable, feasible, viable, and sustainable products that meet customer needs over the product-lifecycle and deliver value to customers and the business.

Project to Product

A project-to-product transformation is a journey towards business agility that breaks down silos, builds cross-functional teams, prioritises around outcomes, and increases speed to value for customers. It involves modernising seven dimensions, in prioritised chunks, based on organisational maturity.

Maximising ROI requires a holistic approach that covers all these areas. Failure to do this materially constrains benefits.



Align on vision and assess maturity gaps

Conduct rapid assessment, in line with client vision and strategy, to understand maturity and context in each of the 7 core areas.

Design value-based roadmap

Using rapid assessment outputs, build prioritised roadmap and backlog for unlocking the first increment of value.

Deliver, measure and adapt

Ensure feedback and measurement mechanisms are in place to understand value realisation; and adapt accordingly.

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:

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