

Service Description

Tech Strategy

SUBMITTED BY

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SERVICE OVERVIEW

North Highland's Tech Strategy service aligns technology investments with business objectives, creating 3–5-year transformation roadmaps for growth and competitive advantage. Through stakeholder engagement, capability assessment, and best practices, we develop actionable strategies balancing immediate needs with long-term goals, delivering executable roadmaps with clear ownership and measurable outcomes.

FEATURES

1. People, Process and Technology Maturity Assessment
2. Strategic Transformation Planning and Vision
3. Current-State Technology (infrastructure, applications, etc.)
4. Target Architecture Definition
5. Transformation Roadmaps: Prioritised plans aligning technology objectives with business goals
6. Digital Ecosystem Operating Model
7. Stakeholder Engagement & Alignment (business and technology)
8. Technology Investment Optimisation
9. Agile & DevOps Enablement
10. Real-Time Insights & Analytics

BENEFITS

1. Clear technology vision aligned with business strategy and growth objectives
2. Shared understanding across leadership, IT, and business stakeholders
3. Prioritised roadmap balancing quick wins with long-term transformation
4. Reduced strategic ambiguity and conflicting technology initiatives
5. Improved ROI on technology spend through strategic portfolio management

6. Reduced waste from redundant, overlapping, or misaligned initiatives
7. Better capital allocation decisions supporting competitive advantage
8. Executable roadmap with clear milestones, dependencies, and success criteria
9. Reduced time-to-value for strategic technology initiatives
10. Coordinated execution across the organisation minimising disruption

SERVICE DESCRIPTION

North Highland's Perspective on Tech Strategy

A clear vision statement, 'the what' that simply explains what good digital practice looks like, underpinned by clear measurable outcomes that will show us the health of digital.

Supporting this are 'the how' which are cultural goals (the way we want our digital teams to behave), success measures (where we expect to see measurable change), and actions (the activity that will support how we achieve our vision).

North Highland's Approach:

Technology strategy is not about technology – it's about enabling business outcomes. In an era of rapid digital disruption, economic uncertainty, and evolving customer expectations, organisations need technology strategies that are:



BUSINESS-LED, TECHNOLOGY-ENABLED

Starting with commercial priorities, competitive landscape, and growth agenda, not technology trends



EXECUTABLE AND PRAGMATIC

Balancing ambition with feasibility, delivering quick wins while building towards transformational change



ADAPTIVE AND RESILIENT

Building flexibility to respond to market changes, emerging technologies, and unforeseen challenges

North Highland's technology strategy services help organisations navigate complexity, align stakeholders around a shared vision, and develop actionable roadmaps that deliver measurable business value.

We structure our engagements around **five core pillars**:

STRATEGIC CONTEXT & BUSINESS ALIGNMENT

Understanding your business strategy, competitive landscape, growth objectives, and strategic challenges. We ensure technology strategy directly supports commercial priorities and creates competitive advantage.

CURRENT STATE ASSESSMENT

Comprehensive evaluation of existing technology capabilities, architecture, applications, infrastructure, data, and operating models. We identify strengths to leverage, gaps to address, and risks to mitigate.

TARGET STATE VISION

Defining the future-state technology architecture, capabilities, and operating model required to support your business strategy. We create a compelling vision that inspires stakeholders and guides decision-making.

TRANSFORMATION ROADMAP

Developing a prioritised, phased implementation plan with clear milestones, dependencies, resource requirements, and success metrics. We balance quick wins with strategic initiatives to maintain momentum.

ENABLEMENT & GOVERNANCE

Establishing the organisational structures, governance frameworks, change management approaches, and capability-building programmes required to execute the strategy successfully.

Technology strategy is never just about technology. It's a catalyst for enterprise-wide transformation towards agility, innovation, and customer-centricity. That's why we focus on three key aspects of your organisation:

PEOPLE

- Engaging stakeholders across business and technology to build shared understanding and commitment
- Assessing organisational capabilities, skills gaps, and cultural readiness for transformation
- Designing operating models with clear roles, responsibilities, and decision rights
- Building change management and communication plans ensuring adoption and sustained impact
- Developing capability-building programmes, transferring knowledge and empowering teams

PROCESS

- Mapping current-state processes, identifying inefficiencies, bottlenecks, and opportunities for improvement
- Designing target-state processes leveraging automation, self-service, and modern practices
- Implementing Agile, DevOps, and Lean methodologies, accelerating delivery and improving quality
- Establishing governance frameworks balancing control with speed and innovation
- Creating standard operating procedures, playbooks, and decision frameworks

TECHNOLOGY

- Assessing current technology landscape (applications, infrastructure, data, integration, security)
- Defining target architecture principles, patterns, and standards
- Evaluating build vs. buy decisions, cloud vs. on-premise strategies, and vendor selection
- Designing data and analytics strategies enabling insights-driven decision-making
- Selecting and implementing enabling technologies (cloud platforms, automation tools, analytics solutions)

By focusing on the "what" and "how" of technology transformation, North Highland helps create a digitally-enabled culture and capability using the following approach:

DEFINING THE VISION:

We work with you to articulate a clear, compelling technology vision aligned with business strategy. This vision becomes the North Star guiding all technology decisions and investments.

ASSESSING MATURITY:

We evaluate current-state maturity across technology capabilities, operating model, and organisational readiness. This assessment identifies gaps, risks, and opportunities informing the transformation roadmap.

PRIORITISING INITIATIVES:

We help you prioritise initiatives based on business value, strategic alignment, feasibility, and dependencies. This ensures resources focus on highest-impact activities delivering measurable outcomes.

BUILDING CONSENSUS:

We facilitate stakeholder alignment through workshops, interviews, and collaborative planning sessions. This builds shared ownership and commitment essential for successful execution.

ENABLING EXECUTION:

North Highland solutions are built with a strong bias for feasibility and deployment. We don't just create strategies, we help implement them, ensuring successful translation from vision to day-to-day operations.

TRANSFERRING CAPABILITY:

We transfer knowledge, provide tools, teach skills, and empower colleagues to sustain momentum beyond our engagement. This builds internal capability for continuous improvement and adaptation.

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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