

Service Description

Data Strategy

SUBMITTED BY

NORTH HIGHLAND®

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SERVICE OVERVIEW

North Highland's Data Strategy transforms data into a strategic asset, unlocking business value, innovation, and operational excellence. We deliver comprehensive roadmaps aligning data capabilities with business objectives through governance, analytics, and change management expertise. Leveraging NH Diagnostic IQ, we build unified, scalable ecosystems driving growth and competitive advantage.

FEATURES

1. **Vision & Requirements Alignment:** Collaborative workshops align goals, priorities, KPIs
2. **Current State Assessment:** Evaluate architecture, quality, governance, structure, technology landscape
3. **Data Management, Architecture:** Scalable platforms covering master data, metadata, lineage
4. **Data Quality & Enrichment:** Cleanse, validate, deduplicate to ensure trusted data
5. **Analytics enablement:** Define cases, roadmap advanced analytics, AI, BI
6. **Change management and literacy:** Build data-driven culture through training
7. **Measurement & Value Realisation:** Track progress through KPIs and dashboards
8. **Implementation Roadmap:** Phased plan with priorities, resources, and milestones

BENEFITS

1. **Maximise Data Investment Returns:** Prioritise initiatives, optimise spend, deliver value
2. **Data-Driven Culture:** Equip workforce, turn insights into competitive advantage
3. **Enhance Decision-Making:** Empower teams with trusted insights for evidence-based decisions
4. **Regulatory Compliance:** Manage data privacy, security, regulatory requirements
5. **Boost Customer Value:** Unify data, personalise experiences, boost satisfaction, value

6. **Increase Operational Efficiency:** Streamline processes, eliminate data silos, automate workflows
7. **Sustain Value:** Maintain momentum with governance, performance measurement, roadmap refreshes

SERVICE DESCRIPTION

North Highland partners with organisations to craft tailored data strategies that define how your business will acquire, manage, secure, and leverage data assets. We ensure your data vision is tightly integrated with your broader business objectives, positioning data as a key enabler for growth, innovation, and operational excellence.

Our data strategy approach enables you to:

- Anticipate and proactively manage the evolving impact of data on your operations, customers, and market opportunities.
- Achieve seamless alignment between your data initiatives and core business goals, ensuring every data investment drives measurable value.
- Gain actionable insights to enhance data governance, maximise data-driven decision-making, and modernise your data infrastructure in line with your strategic and technological priorities.



Data Strategy Approach



ASSESS

Our approach begins with a deep understanding of your business objectives, challenges, and market context. Through collaborative workshops and stakeholder engagement, we align data initiatives to your strategic priorities, ensuring every investment directly supports growth, efficiency, and risk mitigation. We conduct a comprehensive current-state assessment, evaluating data architecture, governance maturity, data quality, and organisational readiness. Leveraging proprietary tools and accelerators, we identify gaps and opportunities across people, processes, and technology.



DEFINE

Our team then co-develops a tailored future-state vision and a pragmatic, phased roadmap - prioritising high-impact use cases, quick wins, and foundational capabilities such as master data management, analytics enablement, and data literacy.



ACTION

Execution is guided by robust data governance frameworks and change management strategies to ensure adoption, compliance, and sustained value realisation. We emphasise measurable business outcomes at every stage, from cost optimisation and regulatory alignment to improved customer experiences and new revenue opportunities. Our approach is agile and scalable, enabling your organisation to adapt to evolving business needs and emerging technologies.

By partnering with North Highland, you gain access to a multidisciplinary team of experts and a proven methodology that delivers actionable insights, accelerates time-to-value, and builds a culture of data-driven excellence. The result is a unified, future-ready data ecosystem that empowers your business to make smarter decisions, drive growth, and maintain a competitive edge in a rapidly changing landscape.

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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