

# People Alchemy Learning Workflow Platform Service Definition

G-Cloud 15  
Lot 3 – Cloud Support

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**PEOPLE ALCHEMY**

## **Service overview**

People Alchemy Ltd provides professional and consultancy services to support the effective adoption, configuration, and use of the People Alchemy Learning Workflow Platform and related learning workflow approaches.

These services are designed to complement cloud software services purchased separately under Lot 2b, and to support buyers before, during, or after implementation where additional specialist input is required.

All services are provided on a flexible basis and are scoped and agreed at call-off.

## **Types of services offered**

People Alchemy professional services may include, but are not limited to, the following areas.

### **Learning workflow and learning transfer consultancy**

Advisory services to help organisations design, refine, or embed learning workflows that support the transfer of learning into workplace practice. This may include aligning learning activity with organisational priorities, roles, and performance expectations.

### **Implementation and configuration support**

Support services to assist buyers with configuring and implementing the People Alchemy platform, including guidance on structuring learning pathways, roles, and administrative processes.

### **Building learning workflows into the platform**

Where customers provide existing learning or policy content (for example in Word or PDF format), we offer services to structure, configure, and implement that content within the platform as pathways, workflows, and activities.

### **Customisation and extension support**

Professional services to support the specification, design, or development of custom features, extensions, or configurations to meet non-standard requirements, where appropriate.

## **Integration and technical advisory services**

Consultancy relating to the integration of People Alchemy services with other systems, such as identity management, HR, or learning systems, including advisory input on approaches such as single sign-on or data exchange.

## **Workshops and stakeholder engagement**

Facilitated workshops or working sessions with learning, HR, or operational teams to support planning, readiness, and adoption of learning workflows and related processes.

## **Project and delivery support**

Professional services to support coordination, planning, or oversight of implementation activities, including working alongside internal teams or third-party suppliers as part of multi-supplier environments.

## **Assurance, review, and improvement services**

Services to review existing learning workflows, platform usage, or operational practices, and to provide recommendations for improvement or optimisation.

## **Ongoing advisory and administrative support**

Additional advisory or administrative support beyond standard service support, where buyers require continued specialist input to support evolving needs.

## **How services are delivered**

Services may be delivered remotely or on-site, depending on buyer requirements and agreement at call-off.

Delivery approaches, duration, resources, and dependencies are agreed with the buyer at call-off and documented in a statement of work or equivalent agreement.

## **Outputs and deliverables**

Outputs from professional services engagements vary depending on scope and may include advisory input, configuration changes, documentation, workshop outputs, or other agreed artefacts.

Specific deliverables are defined at call-off.

## **Relationship to cloud software services**

These professional services are separate from, and complementary to, cloud software services offered under Lot 2b.

The purchase of professional services is optional and not required to use the People Alchemy Learning Workflow Platform.

## **Service constraints**

This service definition does not include fixed pricing, fixed scope, guaranteed outcomes, or buyer-specific commitments. All such details are agreed at call-off.

## **Ordering and contract information**

Professional services are ordered through the G-Cloud 15 framework under Lot 3. Detailed scope, pricing, and delivery terms are agreed between the buyer and People Alchemy Ltd at call-off.