www.BestOutcome.com
sales@bestoutcome.com

G-Cloud 15 Service Definition

PM3 - Project and Portfolio Management Platform

BestOutcome

Lot 2b Software as a Service (SaaS)

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1. Introduction

Company Overview

BestOutcome was established in 2000 and developed the cloud-based Project Portfolio Management tool (PPM) tool, PM3, which is used across the public, private and government sectors and is the No.1 PPM tool used in the NHS. PM3 helps our customers deliver successful projects and is backed up by our unique modular learning system – PM3Learn

Value Proposition

Successful projects face multiple challenges. A lack of senior and end-user buy-in, accidental project managers, overutilization of skilled resources, poor support provisions, budget restrictions, or under-resourced PMOs can significantly impact project success.

PM3 ensures that all project and programme information are in one central repository instead of multiple and diverse sources. PM3 provides one version of the truth enabling projects to be managed and delivered using standard processes which drives efficiencies. It also highlights early any poorly performing projects. These can then be brought back on track or stopped.

Working with the public sector we understand the challenges around delivering projects. We recognise a trend in the public sector of using project managers that are 'accidental' i.e. have no formal project management training and little experience. To solve this problem, we created PM3Learn, a project management ecosystem that contains project management 101 training courses, guidelines for PMO managers, webinars, user forums and hints and tips, all included in as part of the licence cost. PM3Learn combined with PM3 upskill project management and PMO teams to support more successful delivery of projects and programmes.

BestOutcome and PM3 offer solutions through a partnership that focuses on empowering organizations to achieve project success through effective planning, execution, and best practice project management practices.

Widely used in the NHS, Police, Councils, Local Authorities and other public sector organisations. PM3 is designed to be easy to use and has been developed by project management practitioners. PM3 is centred around providing a structured approach to project management that emphasizes simplicity, efficiency, and effectiveness.

What the Service Provides

PM3 is a complete Project, Programme, and Portfolio Management (PPM) tool, used across the Public, Private and Charitable sectors. Its philosophy is to provide a complete PPM ecosystem that is focused on delivering successful 'outcomes'. It is

designed as the ‘single source of the truth’, supporting informed decisions and governance at all levels.

With its scalable framework and focus on continuous improvement, PM3 empowers teams to achieve project success by aligning efforts with strategic objectives and driving results.

With over 150 reports built into the system and rich customisation capabilities, PM3 can support all of your PPM needs.

PM3Learn is provided that enables all team members to master the intricacies of our award winning PM3 tool and build their understanding of PPM in general. PM3Learn includes:

● PMO Courses: Elevate your PMO operations with specialised training.

● Methodologies & Templates: Access tried-and-true project management blueprints and resources

● Project Management 101: Foundational courses tailored for beginners - included in licence cost

● Engage & Collaborate: Connect with peers through user forums and special interest groups.

● Stay Updated: Access the latest release videos and notes, ensuring you’re always in the know

The following services are included as part of the PM3 service and included in the licence cost:

- **Account Management**
  A named Account Manager is provided to act as the primary point of contact for service related matters, including service reviews and ongoing engagement.

- **Onboarding and Implementation Support**
  A structured onboarding approach is provided to support initial setup, user access, and configuration of the service using standard PM3 capabilities.

- **PM3Learn**
  Access to PM3Learn, the PM3 learning management capability, providing modular training materials to support user onboarding and ongoing adoption.

- **Support Services**
  Ongoing support is provided through BestOutcome’s support function, including incident management, service requests, and issue resolution in line with

published support arrangements.

- **Storage and Hosting**
  Flexible and scalable cloud storage is included as part of the managed service.

- **User Communities**
  Access to user communities and forums to support knowledge sharing, peer learning, and best practice exchange.

Social Value

BestOutcome recognises the critical role social value plays in public procurement and is committed to delivering measurable, proportionate, and sustainable social value outcomes aligned to PPN 002 The Social Value Model and wider Government priorities.

As a UK based software provider specialising in project, portfolio, and resource management, BestOutcome embeds social value principles across its people, products, and operating model. Our approach focuses on inclusive economic growth, environmental responsibility, equality of opportunity, and supporting public sector organisations, including the NHS, to deliver better outcomes for citizens.

Social value delivery is overseen at senior leadership level and reviewed regularly to ensure alignment with evolving Government policy and contract specific objectives.

1. Kickstart Economic Growth

Objective (SMART):
Support inclusive economic growth by developing skills, creating employment opportunities, and supporting local and SME supply chains throughout the contract term.

Initiatives:

- Maintain and grow UK based employment through a hybrid working model that supports regional employment opportunities.
- Provide structured early career development opportunities including internships, graduate roles, and mentoring.
- Prioritise engagement with UK SMEs and specialist suppliers where appropriate.
- Invest in continuous professional development for employees to improve productivity and innovation.

Metrics and Monitoring:

- Percentage of workforce based in the UK.
  Number of early career or development opportunities supported annually.

- Training hours per employee per year.
- SME spend as a percentage of total supplier spend.

Governance and Ownership:

- Overall accountability sits with the Managing Director.
- Delivery supported by line managers and People Operations.

Policy Alignment:

- PPN 002 Social Value Model.
- UK Industrial Strategy and Levelling Up objectives.

2. Make Britain a Clean Energy Superpower

Objective (SMART):
Reduce environmental impact year on year and achieve net zero Scope 1 and 2 emissions by 2030.

Initiatives:

- Continued reduction in paper usage through digital first delivery and internal processes.
- Use of recycled or environmentally responsible materials where paper is unavoidable.
- Waste management aligned to reduction, reuse, and recycling principles including toner and IT equipment.
- Increased use of renewable energy and electrified vehicles where feasible.
- Regular review and update of BestOutcome's Environmental Policy.

Current Achievements:

- 45 percent renewable energy supply usage.
- 19 percent electrified vehicle usage.
- 18 percent reduction in CO_2 emissions from 140 tonnes to 115 tonnes.

Metrics and Monitoring:

- Annual carbon footprint measurement and reporting.
- Percentage reduction in emissions year on year.
- Renewable energy usage percentage.
- Waste reduction and recycling metrics.

Governance and Ownership:

- Environmental performance monitored by senior management.
- Environmental Policy reviewed annually.

Policy Alignment:

- PPN 002 Social Value Model.
- Net Zero Strategy and Greening Government Commitments.

3. Break Down Barriers to Opportunity

Objective (SMART):
Maintain a fair, inclusive, and accessible working environment and service offering that removes barriers to participation and progression.

Initiatives:

- Robust Equality and Equal Opportunities policies covering all protected characteristics.
- Inclusive recruitment and progression practices.
- Accessible, user friendly software designed to support diverse user needs across public sector organisations.
- Ongoing wellbeing support including confidential wellness helplines.
- Hybrid working to support work life balance and accessibility.

Metrics and Monitoring:

- Workforce diversity monitoring.
- Employee engagement and wellbeing feedback.
- Equality and inclusion policy reviews.
- Retention and progression data.

Governance and Ownership:

- Senior leadership oversight.
- Line managers responsible for day to day delivery and culture.

Policy Alignment:

- Equality Act 2010
- PPN 002 Social Value Model.
- Government Equalities Office priorities.

4. Build an NHS Fit for the Future

Objective (SMART):
Support NHS and wider public sector organisations to deliver better health and service outcomes through effective digital project and portfolio management.

Initiatives:

- Provide tools that improve visibility, governance, and delivery of transformation programmes.
- Support NHS organisations in tracking benefits, risks, and outcomes across complex change initiatives.
- Promote data driven decision making to improve service efficiency and patient outcomes.
- Share best practice insights gained across NHS implementations.

Metrics and Monitoring:

- Customer satisfaction and engagement feedback.
- Adoption and usage metrics of PM3 functionality.
- Case studies demonstrating improved delivery outcomes.
- Benefits and performance reporting supported through PM3.

Governance and Ownership:

- Client delivery owned by Account Management and Professional Services.
- Senior oversight through BestOutcome leadership.

Policy Alignment:

- NHS Long Term Plan.
- Digital Transformation priorities.
- PPN 002 Social Value Model.

Monitoring, Reporting and Continuous Improvement

Social value performance will be:

- Reviewed periodically in line with contract governance arrangements.
- Reported using internal management reporting and customer engagement forums.
- Refined to remain proportionate to contract size and scope.

BestOutcome is committed to transparency, continuous improvement, and meaningful social value delivery that supports Government priorities and public sector outcomes.

Overview of the G-Cloud Service

PM3 is a cloud based project, programme, portfolio and time management service provided by BestOutcome and offered as a single integrated solution under this framework. The service is designed to support public sector organisations in planning, governing, delivering and reporting on projects and programmes in a consistent and auditable way.

PM3 has been available through the G Cloud frameworks for over four years and is used by a range of public sector organisations. The service is delivered as standard, off the shelf software and is configurable through administrative settings to align with organisational structures, governance models and reporting requirements, without requiring software development.

PM3 is supported by PM3Time, which provides integrated time recording functionality, enabling organisations to capture effort, improve cost transparency and support workforce and financial reporting across projects, programmes and portfolios.

Core Service Capabilities

Project, Programme and Portfolio Management

PM3 supports the management of projects, programmes, transformation initiatives and portfolios within a single system. It provides a consistent structure for delivery and reporting, supporting organisations to maintain a single version of the truth across their change activity.

Projects and programmes can be grouped into portfolios to support prioritisation, oversight and reporting. A single project may sit within multiple portfolios to reflect different reporting or governance views.

Governance, Assurance, and Audit

PM3 supports structured governance and assurance through configurable lifecycle stages, gateways, and approvals. It includes full RAIDD management covering risks, assumptions, issues, dependencies and decisions, with support for public sector risk scoring approaches such as 5x5 matrices.

Impact assessments can be defined, reviewed, approved and stored within PM3. These assessments are configurable and may include areas such as patient impact, environmental impact, equality and diversity or service impact. Centralising this information supports audit and assurance activities by maintaining delivery evidence in one place.

Planning and Scheduling

PM3 provides milestone based planning and Gantt chart views to support different audiences and planning approaches. Plans can be maintained directly within PM3, with the ability to import and export Microsoft Project schedules where required.

The service supports both waterfall and agile delivery approaches, including support for sprints, user stories and kanban style task management.

Resource and Time Management

PM3 includes resource management functionality to support capacity planning across projects and portfolios. Resource demand can be assessed against available capacity to identify potential constraints or pinch points.

PM3Time provides integrated time recording, allowing users to log time against projects, programmes, and activities. Time data can be used to support cost tracking, utilisation reporting and management information, particularly where organisations require visibility of effort across multiple initiatives.

Financial and Benefits Management

PM3 supports financial tracking at project, programme, and portfolio level, including separation of capital and revenue expenditure. Financial data rolls up through hierarchies to provide portfolio level visibility.

Benefits can be defined, tracked and monitored across delivery lifecycles. PM3 supports both financial and non financial benefits and links delivery plans with benefits plans to ensure timing and forecast values remain realistic and up to date.

Reporting and Data Access

PM3 includes built in dashboards and standard reports to support delivery oversight and governance. Users can configure dashboards using a drag and drop interface.

For organisations requiring advanced reporting, PM3Bi provides structured data access to enable integration with external business intelligence tools such as Power BI, supporting organisation specific reporting and analytics requirements.

Collaboration and User Access

PM3 supports collaboration across distributed teams through role based access controls and web based access via standard browsers.

User roles and permissions are configurable to ensure users only see information relevant to their responsibilities.

Configuration and Service Management

PM3 is configurable through administrative settings, allowing organisations to tailor fields, reports, dashboards, user roles and governance structures within the standard service. Configuration changes are managed without software development.

The service is fully managed by BestOutcome, including hosting, maintenance, updates and support. Training and onboarding are supported through PM3Learn, which provides

structured learning materials to support consistent adoption and reduce onboarding overheads, particularly in environments with high staff turnover.

Cloud Characteristics

PM3 is delivered as a secure, cloud hosted service with the following characteristics:

Hosted in a UK based cloud environment

Accessed via web browsers with no local installation required

Supports hybrid and remote working

Role based access control and optional Azure Active Directory integration

Centrally managed updates and service monitoring

Associated Services

The following services are available optionally and will incur additional costs as per our pricing document:

- **PMO and Delivery Consultancy**
  Advisory and consulting services to support PMO maturity, governance alignment, and effective use of PM3 within existing delivery models.

- **Additional Training and Adoption Support**
  Supplementary training sessions or focused adoption support delivered using standard PM3 functionality.

- **Data and Reporting Support**
  Support for data extraction and reporting using PM3Bi and external reporting tools such as Power BI.

- **API Access**
  Access to standard PM3 APIs to support integration with other organisational systems, where applicable.

Service Boundaries

All associated services are delivered using standard PM3 functionality. Configuration is achieved through administrative settings within the service. No bespoke software development or custom product design is required to deliver these services.

2. Data Protection

Information Assurance

All data is encrypted at rest and over the internet and is stored in Microsoft Azure UK Datacentres. All software and data is backed up and stored in redundant storage. Each customer has a separate database and is not shared with any other clients. We comply with both the current European Data Protection Act (2003) and the GDPR regulations as specified in The Data Protection Act 2018. PM3 data is not transferred outside the EEA. We also have full Disaster Recovery capability in an alternative Azure datacentre.

Data Back Up and Restoration

PM3 and PM3Time are delivered as a cloud hosted service with data protection and resilience built into the core service design.

All customer data is encrypted both at rest and in transit and is hosted within UK based cloud data centres. Each customer operates within a logically separate database, ensuring data is not shared between clients.

Data is backed up automatically as part of the managed service and stored in redundant storage to protect against data loss. Backup processes are managed centrally by BestOutcome and are not user configurable. This ensures consistency, integrity, and security of backups across the service.

Backup and restoration processes are reviewed and tested as part of BestOutcome's operational service management. Disaster recovery capability is provided through replication to an alternative UK based cloud data centre to support service restoration in the event of a major incident.

Client specific backup or restoration requirements can be discussed prior to an order being placed and, where agreed, documented within the Order Form.

Business Continuity Statement / Plan

BestOutcome maintains a business continuity approach designed to ensure the continued operation of PM3 and PM3Time in the event of service disruption.

The service is hosted on a resilient, virtualised cloud infrastructure that supports elastic scaling of compute and storage resources. This allows capacity to be increased as demand changes without service interruption and without customer intervention.

Scope of the plan:
The plan covers service hosting, data availability, user access, and customer support functions.

Key business areas and critical functions:

- Application availability
- Data integrity and access
- Customer support and incident management
- Service monitoring and infrastructure management

Dependencies:
The service depends on underlying cloud infrastructure, network connectivity, and core support services, all of which are monitored continuously.

Acceptable downtime:
Availability targets are defined within the PM3 licence agreement. Service availability is typically in excess of 99.9 percent, subject to the selected service option.

Maintaining operations:
In the event of disruption, service failover and recovery processes are initiated to restore access and maintain continuity.

A more detailed plan can be provided to the buyer on request.

Privacy by Design

BestOutcome applies privacy by design principles throughout the development, delivery, and operation of PM3 and PM3Time.

Data protection considerations are embedded from the outset, ensuring that personal data is processed lawfully, securely, and transparently. The service supports compliance with the UK General Data Protection Regulation and the Data Protection Act 2018.

All customer data is hosted within the UK and is not transferred outside the UK or EEA. Access to data is controlled through role-based permissions, ensuring users can only access information appropriate to their role.

Where PM3 or PM3Time interfaces with third party systems, data exchange is limited to the minimum required and governed by secure authentication and access controls.

BestOutcome regularly reviews its data protection practices to ensure ongoing compliance with legislative and regulatory requirements.

3. Using the service

Ordering and Invoicing

You can contact us via info@bestoutcome.com where we will be happy to answer any questions you may have. We will engage in an initial call to discuss your specific needs and requirements in order to provide a tailored experience.

After the decision has been made to move forward, a dedicated account manager/consultant will be allocated to you and a fully assisted onboarding plan will be created.

Availability of Trial Service

BestOutcome can provide access to a time limited trial of the service to support evaluation, subject to agreement prior to order.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

Our customers all have dedicated Account Managers who are experienced project managers. We partner with you from the very beginning and are eager to assist in your PPM journey.

The On-Boarding process involves the customer subscribing to our service. Subsequently we build a Live system in our hosted environment and configure it according to the customer requirements. The customer is then able to initialise PM3 with their desired portfolio structures and potentially import existing project plans. Once all data has been migrated (If any) the system is ready for use, and the Administrator may begin live tests or pilots, depending on the implementation plan adopted. Our on-boarding process also includes activities as set out below, to ensure that the PM3 implementation is implemented effectively.

We provide consultancy services to implement PM3. There are many ways of implementing PM3 and we work with our public sector clients to agree the best approach. Our implementation services include change management, configuration training and mentoring. PM3, as a rule, does not require many days of consulting for its implementation.

Our Account Managers are experienced project managers and a dedicated BestOutcome representative will be assigned to you. We partner with you from the very beginning and are eager to assist in your PPM journey.

On-boarding includes:

- A dedicated Account Manager

- Kick-off with all stakeholders to define expectations and requirements
- Preparation and configuration of your PM3 environment
- Testing of the environment
- Initial introduction and training
- Ongoing mentoring and support
- Change management
- Continual review
- Sign off

Service Migration

All customer data can be provided by BestOutcome in the form of a SQL Server database extract from which the client can extract their data. We can also provide a SQL Server Backup which the client's technical team can extract data from.

Training

PM3 has two types of training that are provided. We provide training for the PMO and Administrators on a one-to-one basis. However, the core project management team uses PM3Learn for their training. These courses have tests and accredit users with being proficient in PM3. These on-line courses can be taken as many times as needed and can be used to onboard new staff. PM3Learn also includes guidance on new releases, user forums, other government examples of best practice, etc.

We do provide mentoring for project management teams, and this would be agreed with our public sector clients. This is included in the implementation fee.

Administrator training

This is included and covered in the training package but is best conducted on a one-to-one basis and typically involves 2-3 hours participation in the Administrator Training session followed by hands-on advice in configuring the PM3 Status Indicators, Resource Types, Gateways, reporting periods, cost centres, etc. as well as defining portfolios, resource pools and template projects as appropriate.

The required training and implementation consulting activities are included in the onboarding plan that is outlined in the proposal. Any additional training or consulting is charged at our day rate as shown in our pricing document.

Implementation Plan

Through our partnership-based approach and the flexibility of our approaches and solutions, we can assist with creating an implementation plan to facilitate all requirements. A detailed implementation plan can be provided to the buyer on request.

Service Management

BestOutcome has a service management system, HubSpot, whereby tickets are routed to the appropriate person for resolution. We can then run MI reports on a monthly or quarterly basis.

Service Constraints

The only practical service constraints are those of the local network and server processing power. The bandwidth and processing requirements of PM3 are quite modest. Server RAM is probably the most constrained resource and we have found 12Gb supports 50 concurrent users comfortably. PM3 is installed on a virtual server environment allowing us to add extra disk and memory very easily if required, at no additional cost. Maintenance is usually carried out at weekends to minimise disruption. BestOutcome plans for three upgrades a year. Support is available during Monday to Friday excluding bank holidays and between 9am to 5pm. If support is required outside of these hours, BestOutcome can provide this. The additional cost will be dependant on additional hours and the level of cover required. Our service levels are outlined below and included in our terms and conditions.

Service Levels

The standard SLA can be provided on request and has the following support provisions: Incident Response Times: 30 minutes for hours 24x7x365 Hardware Response Times: 4/8/24 hours for critical/impact/standard cases for hours 24x7x365 The standard SLA for PM3 product support is:

Critical – 2 hours

High – 4 hours

Medium – 8 hours

Low – 16 hours

Please note the Service Level Agreements are negotiable. SLA recompense model: Nonresilient option: 99.7% avail; fee credit – pro-rated unavailable time of monthly charge Resilient option: 99.9% avail; fee credit – 2% of monthly charge for each 120 minute period.

Outage and Maintenance Management

Disk level backups occur daily with incremental backups throughout the day. The Service Level Agreement (SLA) indicates a restore from backup within 60 minutes of

request. BestOutcome also performs database backups daily, with 1 month of copies kept both onsite and off-site. In the event of particular problems with hardware or operating system software, our current SLA provides a fix time within 4 hours for critical issues. This is normally sufficient contingency for a PPM tool. Our full disaster recovery and business continuity plan is available on request.

Financial Recompense Model for not Meeting Service Levels

SLA recompense model: Non-resilient option: 99.7% avail; fee credit – pro-rated unavailable time of monthly charge Resilient option: 99.9% avail; fee credit – 2% of monthly charge for each 120 minute period

Enhanced Support

Enhanced support options are available to meet specific customer requirements. These may include extended or global support cover, enhanced response times, or additional support services tailored to the customer's operating model. Enhanced support arrangements are agreed on a case by case basis and documented contractually, ensuring flexibility while maintaining clarity on scope, service levels, and associated costs. Pricing for this can be found in our pricing document.

4. Provision of the service

Customer Responsibilities

Customer Responsibilities are defined in our Terms and Conditions and are highlighted below.

The Customer shall provide BestOutcome with all necessary co-operation in relation to this agreement; and all necessary access to such information and premises, in order to deliver the Services, including but not limited to Customer Data, security access information and software interfaces to the Customer's other business applications.

We ask that our customers ensure that its team members shall provide such assistance as may be reasonably requested by the Supplier from time to time. We ask that our customers appoint a Project Manager, who shall have the authority to represent the Customer on all matters relating to the agreement and work alongside the BestOutcome Account Manager.

We also ask that a Project Sponsor be appointed, who shall be a senior executive at the Customer and have overall responsibility for this agreement and the Customer's use of the Software and Services.

The Customer shall use reasonable endeavours to ensure continuity of the Customer's Project Manager and the Customer's Project Sponsor;

We ask that, where possible:

Our customers ensure that the relevant members of the Customer's Account Team attend the review meetings and all Administrators attend PM3 Administrator Training;

- All PM3 Creators attend PM3 Creator Training using PM3Learn
- During training, all PM3 Users have access on their client machines to view (and, ideally, manipulate) PNG files (e.g. Microsoft Paint, Windows Picture Viewer);
- Abide by the application Software Licence and Service Provision Agreement
- Comply with all applicable laws and regulations with respect to its activities under this agreement and observe responsibilities set out in the agreement or in any of the Schedules in a timely and efficient manner. In the event of any delays in Customer's provision of such assistance as agreed by the parties, BestOutcome may adjust any timetable or delivery schedule set out in this agreement as reasonably necessary.

Technical Requirements and Client-Side Requirements

PM3 is a fully cloud hosted solution and the only true requirement is an internet enabled device. BestOutcome can offer more detailed guidance to fully optimise your equipment. As a rule:

Minimum client PC requirements

Monitor resolution - 1280 x 720
Recommended (at least) 1280 x 1024 (at least).

Note that for resource/financial capacity planning purposes we recommend that at least one screen have a very large resolution (of the order of 1920 x 1080) since this makes such activities considerably easier to perform.

Recommended PC specification

CPU: 2 GHz or higher
RAM: 1 GB or higher

Disk: 20Mb
PM3 has the ability to integrate with the Customer's SharePoint service. It supports access to both SharePoint 2010 and Microsoft 365 SharePoint.

Recommended browsers

This is not an exhaustive list but representative of commonly used browsers. If you operate a system not set out below, please contact us for compatibility confirmation.

Chrome
Firefox
Edge
Safari

Outcomes/Deliverables

BestOutcome focus on helping our customers achieve better outcomes and we are dedicated to assisting our customers succeed in their PPM journey.

Our proposal will include all aspects of the discussed requirements with transparent pricing for the duration of the contract. This will include licenses, all aspects of implementation, training and ongoing support.

Once a verbal agreement is in place, we begin the onboarding preparations by allocating a dedicated Account Manager to you, who will then work alongside your PMO team to assess and understand your needs and develop the optimal deployment strategy for your team.

Your Account Manager will remain alongside you and offer regular updates and support via MS Teams. As a customer you will also have access to our proprietary learning system – PM3Learn which will enable you to take complete control over the training and skill development of your PMO team. BestOutcome also produces industry specific awareness sessions and webinars that are open to all customers.

In a PM3 implementation, the outcomes and deliverables should include:

• A PPM system configured to your requirements

• All PM3 users have attended the appropriate PM3Learn courses

• All projects in scope are using PM3

• All project, programme and portfolio reports are generated from PM3

• Senior management receive regular project and programme updates from the PM3 system

• PM3 is institutionalised in your organisation as the ‘way we do projects’

Development life cycle of the solution

BestOutcome have a high tempo development cycle which relies on Agile planning to build out a roadmap that covers advancement features and customer feedback. Our roadmap is based on feedback from existing and future clients.

After-sales Account Management

Our customers all have dedicated Account Managers who are experienced project managers. We partner with you from the very beginning and are eager to assist in your PPM journey.

Termination Process

BestOutcome is fully aligned with G Cloud termination guidelines. Customers may terminate the service either at the end of the agreed contract term or via the buyer’s no fault cancellation right, which allows termination by providing 30 days’ written notice, in line with G Cloud framework conditions.

Where termination occurs at contract end, off boarding is managed through the customer providing at least six months’ notice prior to the outlined contract end date, followed by both parties jointly agreeing a retirement schedule for the service and associated data.

In all termination scenarios, the off boarding process is designed to be quick and seamless, providing the customer with full control over the downloading and destruction of their data. All customer data can be provided by BestOutcome in the form of a SQL Server database extract, from which the customer can extract and retain their data as required.

There is no charge for this. If data is needed to be extracted in another format, this can be done but there may be a charge for this that is dependent on the requirement outside of our standard offboarding process and will be determined in line with our daily consultancy rate. 30 days after termination the client data is permanently destroyed from all devices and infrastructure.

5. Our experience

Case Studies

BestOutcome has been established since 2000 and has extensive experience across the public sector.

Case studies can be found here - https://bestoutcome.com/success-stories/

A recent case study is detailed below. Example Case Study: Working with South East London CCG Background NHS South East London Clinical Commissioning Group came together in April 2021 the group covers the boroughs of Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark.

Their aim is to work with their partners to improve care and health outcomes for their local people.

NHS South East London Clinical Commissioning Group are a clinically led organisation responsible for planning, paying for and monitoring most of the health services in the six boroughs. Their greatest priority is to ensure that the 2+ million people living in southeast London experience the highest possible standard of care within the resources made available to them.

The Driver

The Digital PMO recognised that they needed to improve their project and programme delivery to support the new organisation, and that they needed a project, programme and portfolio management tool to help facilitate this.

In particular they were looking for:

- A solution that was intuitive and Easy to Use
- A solution that was established within the NHS
- A solution that would provide a single source of the truth to make more informed decisions
- A solution that would eliminate duplication and provide consistency and visibility across their landscape
- A solution that would provide improved automated reporting
- A solution that would help to drive standardisation and Best Practice
- A solution that would ultimately save them time and money

The Solution

After a comprehensive tender exercise, the Digital PMO chose BestOutcome and PM3 as their partner and solution of choice.

SEL had been using Excel and Word for the project and programme management, which they found inconsistent, prone to error, costly and time consuming.

BestOutcome were able to support SEL with the implementation of PM3NHS. They worked with SEL to understand their key drivers and to understand what success would look like for them.

They both understood that implementing a PPM tool is a change project and, for it to be successful, there needed to be buy-in of key stakeholders.

BestOutcome provided support to help configure the system in line with the SEL landscape, to pull on their experience within the NHS and provide guidance around standardisation and best practice. They were able to provide expert training and mentoring.

The Benefits

SEL are using the system for their digital projects and programmes in the ICS and the CCG. We have achieved a number of benefits in using PM3:

Our Digital First Portfolio consists of 4 programmes and upwards of 30 projects, trying to administer in Word, PowerPoint and Excel would have been time consuming and inefficient with files needing tight version controls. PM3 allows us to hold in one system and can be seen by all staff who need access to the data.

In other programme areas we are running a wide range of projects including infrastructure, records digitisation, Office 365, telephony, London Shared Care Record and Population Health, we make use of PM3 to help us with key aspects of our work:

Risks and issues logs were maintained in Excel and could be managed for individual projects but not easy to produce at programme and portfolio level when we were looking across the various programmes of work, PM3 has made this quicker and easier to produce.

Historically, each project manager had their own modified version of a highlight report, PM3 gives us a standard look and feel, it brings in data from various parts of the systems including budgets and actuals and enables the project manager to produce a good quality report quickly.

We have moved away from managing our plans in Excel to using PM3 Milestones and Gantt charting and this makes viewing and updating easy for project managers.

In the future we will make more use of project gateways and will use PM3 more for the development of our Project Initiation Documents (PIDs).

In summary PM3 has provided a single source of the truth. The process and reporting are now consistent across the projects and programmes, and it has allowed SEL to make more informed decisions. The automated reports have provided standardisation, making it easier for reviewers and it has saved the PMO significant time and money.

Quote from Les Higgs, PM3 system administrator

“Since the initial investment we have nearly doubled the number of user licences as we have increased the number of active programmes and projects in flight. From a PMO perspective we have achieved a consolidated and standardised approach to project management with one version of the truth. PM3 has exceeded my expectations”

5. Contact Details

BestOutcome Ltd
Europa House
11 Marsham Way, Gerrards Cross
SL9 8BQ
01753 885864
sales@bestoutcome.com