

Change Management

Service Category: Set Up and Migration, Cloud Support Services

About Our Service

Frazer-Nash's Change Management services provide support to undertake change initiatives during cloud-based systems and services projects and programmes. We apply robust methodologies to transformational change initiatives, while ensuring your people are a key part of the process. We assess organisational readiness and manage change to a successful conclusion.



Service Features

**Defines the need
and business case
for change**

**Developing cultures
for successful
change adoption**

**Design and
implementation of
organisational and
business change
initiatives**

**Change impact
assessments and
management of risk**

**Establishes
readiness, monitors
and controls change
initiatives**

**Supports upskilling
and learning and
development
programmes**

**Embeds new ways
of working and
continuous
improvement**

**Supports delivery
through all phases
of transition**

**Implements
governance,
including change
and scope
management**

**Stakeholder
strategy,
management and
communications
planning**

Service Benefits

Robust business cases and justification for change, aligned to strategy

Reduced risk of failure or lack of system/services adoption

Increased confidence in delivery of change and realisation of benefits

Continuous improvement and capability enhancement across the organisation

Increased stakeholder buy-in and focus on people

Achieves goals quicker, ensuring delivery of objectives and quality parameters

Increased realisation of planned and emergent benefits, while reducing dis-benefits

Transfer of detailed knowledge of industry best practice methodologies

In-house teams increase capabilities from facilitated learning environment

Delivery from PRINCE2 and APMG International Change Management Professionals

Detailed Service Definition

Frazer-Nash provides an appropriately sized and skilled team of change management consultants who ensure all enabling and constraining factors that may impact a change initiative are considered, accounted and planned for. This includes the critical integration of people, processes and tools.

We deliver a robust, actively managed transformation that both facilitates the local transition to cloud based services, and creates wider business champions, coaches, mentors and change leaders across the organisation. This vastly increases an organisation's capability to manage subsequent enhancements, changes or integration with other products and teams, successfully.

Detailed Service Definition (continued)

We plan change, build stakeholder confidence and provide support to drive improvements from change, earlier. We offer tailored courses and certifications, including the APMG International Change Management Foundation and Practitioner examinations, so the best practice methods applied during the delivery of our service can be adopted by your staff with key skills and knowledge being transferred, sustainably.

Why Frazer-Nash Consultancy?

Frazer-Nash Consultancy is an independent engineering and technology consultancy with over 35 years' experience delivering high-quality digital and cloud-enabled solutions. We support organisations operating in complex and regulated environments through our collaborative approach and deep expertise in digital engineering, software development and systems integration.

We are **solution and technology-agnostic**. We assess our clients' requirements and provide impartial advice and design solutions based solely on their needs. This independence enables us to select the most appropriate cloud technologies and architectures to deliver secure, resilient and value-for-money outcomes.

Our cloud solutions are informed by experience gained across multiple platforms, sectors and use cases. We combine proven engineering discipline with a strong understanding of integration and whole-system design to support and enable cloud adoption while managing risk and ensuring long-term sustainability.

Our Commitment to Quality

Frazer-Nash is committed to delivering consistently high-quality services and outputs that **often exceed customer expectations**. Quality is embedded throughout our ways of working, from engagement and communication through to delivery and assurance.

We actively monitor progress using our robust, proportionate controls, ensuring key decisions are subject to appropriate challenge. Each project is allocated a dedicated Project Manager, a Project Supervisor who independently reviews and approves monthly reports, and a Project Auditor for ongoing quality assurance.

We ensure accuracy and suitability for purpose of all deliverables, with independent verification by two reviewers. Our Quality Management System is certified to **ISO 9001 and TickITplus** (for software development), providing customers with confidence that our quality standards are externally assured and continuously maintained.

Our Security

Frazer-Nash operates robust security processes and controls suitable for handling sensitive and classified information **above OFFICIAL** up to and including **Top Secret**. Security is embedded across our people, processes and systems, ensuring information is protected throughout delivery.

We support sensitive and critical programmes across government and national infrastructure by applying strict information-segregation controls, including team separation to address security, or conflict-of-interest considerations

All 1500 staff hold **BPSS clearance as a minimum**, with the majority cleared to **SC** and over 225 consultants holding **DV clearance**.

Our IT systems are certified to **ISO 27001 and Cyber Essentials Plus**, providing assurance that information security risks are proactively managed in line with recognised industry standards.

Our Approach to Subcontracting

Frazer-Nash primarily delivers services through our large base of permanent staff, supplementing this capability where required with trusted partner organisations to provide additional flexibility, specialist expertise and scale while retaining full delivery control.

We are experienced in engaging and managing subcontractors across the full project lifecycle, ranging from sole traders to large multinational organisations. Our structured approach ensures the right supplier is selected for each requirement and integrated effectively into the delivery team.

Our subcontracting processes focus on robust supplier identification and assessment, clear definition of scope, appropriate flow-down of contractual terms and conditions, and proactive risk management. All subcontractors are subject to proportionate commercial and technical due diligence to ensure they meet our standards for security, quality and delivery, enabling us to deliver outcomes on time, within budget and to the required quality.



Resourcing

Frazer-Nash employs over **1,500 technical specialists** across all grades, from **Follow to Set Strategy**, providing depth, continuity and scalability across a wide range of disciplines, backgrounds and experience levels.

To support agile and flexible delivery, our people are organised into defined **technical delivery areas** (including Information Systems, Cyber, Modelling and Software), which are deployed across multiple sectors such as central and local government, policing, health and energy. This structure, combined with strong portfolio, programme and project management (P3M), enables us to actively monitor demand and adapt resourcing throughout the project lifecycle.

We deliver complex requirements efficiently, consistently and at pace by forming tailored, multi-disciplinary teams led by a single accountable Project Manager.

Our consultants regularly work across different sectors, enabling us to cross-pollinate ideas, tools and best practice between domains. Drawing on in-house expertise, such as information security and human factors, we ensure effective and responsive delivery for every client.



Our Commercial Approach

Frazer-Nash adopts a flexible and transparent commercial approach to ensure best value and a model that aligns to each client's specific requirements. We collaborate with customers to clearly define the scope of services and agree a commercial structure that is predictable, proportionate and aligned to your required outcomes and effective delivery.

Depending on the requirement, this may include a **fixed-price model for clearly defined scopes**, or **time and materials using agreed day rates** where flexibility is required to accommodate evolving needs.

For longer-term or ongoing service requirements, and where we have control over resource flexibility, we can also offer a **single blended day rate** covering a range of grades. This provides simplicity, transparency and ease of management while maintaining access to the appropriate skills at the right time.

Next Steps

To discuss your requirements in more detail or request an order for services, please contact ccs@fnc.co.uk

