

Business Analysis

Service Category: Cloud Migration Planning, Cloud Support Services

About Our Service

Our Business Analysis capability supports our customers by understanding the strategic context and business needs of an organisation, describing the need for change, and analysing a variety of solutions that can comprise of organisational change, process improvements, software development and infrastructure improvements.



Service Features

Support business transformation initiatives across operational, cultural and digital

Investigate root causes and shape project to address business need

Elicit, analyse, describe, manage requirements at appropriate level of detail

Research, analyse and define current and proposed business processes

Identify and model value streams, analyse enabling capabilities

Develop stakeholder plans and communication strategies for change initiatives

Collaborate with stakeholders, supporting business acceptance of the solution

Collaborate with stakeholders, supporting the deployment of business changes

Approach tailored to the requirement (e.g. Agile or Waterfall delivery)

Approach aligned to Government Digital Standards (GDS)

Service Benefits

Increase efficiency and productivity, and provide return on investment

Clearly stated problem definition, enabling business needs to be addressed

Defined functional and non-functional requirements to enable business change

Defined process changes enabling business improvement and business benefit

Identify efficiencies and productivity in generating value through value streams

Influence built with key individuals forming motivated, powerful support networks

Defined requirement and user acceptance tests enabling solution validation

Defined transition requirements for the business changes enabling adoption

Clearly defined solution options and evaluation enabling decision making

Approach tailored to specific client requirements

Detailed Service Definition

Business analysis is an essential capability in the delivery of a successful cloud-based service, system or product. Change is multi-dimensional, also comprising of organisational change and process improvements. Business Analysis views change holistically, considering the wider impact of change across the whole organisation.

Frazer-Nash works with our customers to enable all aspects of cloud-based change, by:

- **Situation investigation and problem analysis:** understand drivers and enablers for change through analysis of the existing landscape where pain points (problems) exist that impact performance; investigate root causes of problems, identify where a business need exists and shape the project to address the need. This can be in the form of a problem statement or form the strategic case of a business case.

Detailed Service Definition (continued)

- **Requirements definition and management:** elicit, analyse, define, prioritise and manage functional and non-functional requirements to enable the delivery of business outcomes. This will cover both business and IT change initiatives across all change methodologies - agile, iterative, hybrid & waterfall etc. Requirements can be captured in a number of formats (e.g. use cases, BRDs, customer journeys).
- **Options analysis:** identify solution options and complete a full assessment to identify a recommended solution.
- **Business process design & management:** research, analyse and define current and proposed business processes (e.g. BPMNs, flowcharts; apply gap analysis to identify actions required to implement the revised processes.
- **Stakeholder engagement & communication strategy:** development and management of stakeholder plans and communication strategies for the ongoing relationship and influencing of stakeholders throughout the design, development and delivery of change initiatives.
- **Business acceptance testing:** support business staff in testing new business and IT changes to ensure acceptability.
- **Business change deployment:** support the deployment of business and IT changes to ensure smooth transition (e.g. facilitated training, user support, comms).

To address those aspects, working with our customers, we identify the appropriate means to engage stakeholders. This may be through interviews, facilitated workshops, observation, focus groups etc., and gather supporting information through document review.

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

