

Target Operating Model Definition & Organisational Design

Service Category: Set Up and Migration, Cloud Support Services

About Our Service

Frazer-Nash creates target operating models (TOMs) as a core deliverable during digital transformation. We help build, share and validate the TOM and organise functions and capabilities to exploit cloud-based services. We collaborate with change leaders and key stakeholders to provide a blueprint for change and how best to achieve it.



Service Features

Integration of TOM development with blueprint and programme plan

Accelerates transformation by unblocking organisational and behavioural barriers

TOM options and high-level design workshop to select optimum solution

Flexible approach accommodates a wide range of TOM engagement requirements

Methodology includes evidence-based critical success factors and benefit metrics development

Engages and manages stakeholders throughout analysis and design

Supports implementation of organisational change management and smooth transitions

Skills transfer delivers a more experienced customer team

Clear roadmap and prioritisation of changes that deliver value

Strengthens compliance with the Technology Code of Practice (TCoP)

Service Benefits

Maintained focus
on delivery of the
new capability

Coherence of the
future state and the
solution

Successfully exploits
the benefits offered
by cloud services

Enhances role
clarity to reduce
duplication and
operational friction

Efficient transition
from legacy systems
to new digital
services

Increased
awareness of
impacts of
organisational
change

Effective transition
planning to
establish interim
Target Operating
Model

Builds a resilient
organisation ready
for continuous
change

Creates scalable
capabilities that
grow with strategic
ambition

Accelerates
transformation by
unblocking
organisational and
behavioural barriers

Detailed Service Definition

Frazer-Nash provides consultants who specialise in business architecture design, organisational change management and P3M. We help you understand and design the target operating model (TOM) using tailored methodologies such as Managing Successful Programmes (MSP) and guided by architectural frameworks such as TOGAF, NAF and Archimate. We have developed a structured methodology that helps drive transformational thinking that is focussed on aligning organisational design to strategic goals and objectives for clear and fast decision-making.

Detailed Service Definition (continued)

The TOM for cloud migration includes views on all the business functions. We take a holistic view of business functions, including process, organisation structure, location, data, services / applications and technology. This analysis describes how the organisation may be impacted by the cloud migration and the degree of impact.

We support your team in the definition and development of a cloud migration plan in support of a blueprint. Collaboration with the change team increases confidence that the specification is coherent, and the chosen solution will achieve the TOM.

Frazer-Nash uses the industry applicable tools such as Microsoft Project (MSP), Microsoft Project Enterprise (MSPe) and Primavera (P6) and advises customers on the tools most appropriate to their business needs and cloud environment.

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

