

Operational Research

Service Category: Cloud Migration Planning, Cloud Support Services

About Our Service

Bespoke operational support from problem elicitation, bespoke model development, scenario simulation and analysis, through to delivery of visually engaging outputs to senior stakeholders. We work collaboratively with you, following an agile and problem-centric approach. We deliver quality-assured simulation tools, analysis results, and can support development of your internal modelling capabilities.



Service Features

Robust, repeatable approach, applying scientific rigour to generate evidence

Tailored approach focused on the business challenge and specific problem

Systems thinking approach to whole-system modelling

Facilitated stakeholder workshops to collate tacit knowledge

Collaborative approach working closely with our and your domain experts

Model 'what-if' scenarios, optioneering, forecasting, uncertainty and confidence

Analyse statistical patterns, correlations, anomalies and trends in data

Wide range of applications (operational strategy, policies, workforce, whole-life cost)

Wide range of methods (e.g. agent-based, discrete-event, Bayesian, Monte-Carlo, machine-learning)

Wide range of technologies (e.g. low/no-code, desktop, web-based, cloud)

Service Benefits

Rigorous approach to manage highly complex and interconnected problems

Quantitative evidence to support decision-making

Right approach deployed, underpinned by comprehensive knowledge of techniques

Collaborative approach brings stakeholders along on the journey

Model uncertainty to identify robust solutions

Agile approach handles emerging requirements, builds understanding and delivers quickly

Visually engaging and interactive visualisations to win over stakeholders

Rigorous assessment of uncertainty supports risk-informed decision making

Identify high-value, low-regret decisions early, reducing risk profile

Link decision-making to benefit realisation to demonstrate overall project value

Detailed Service Definition

We apply robust and repeatable techniques to handle the complexity of business and engineering problems. Our problem-centric approach to technical solution design focuses on how operational research will deliver improvements to your business. Our extensive knowledge of tools and techniques allows us to select the most appropriate method for the task, balancing speed, flexibility, and cost effectiveness.

We start each project by working with stakeholders to develop and capture experts' understanding of the problem. We bolster this by analysing available data to draw an understanding of the problem objectively and subjectively.

Detailed Service Definition (continued)

We design our technical approach to meet stakeholder needs, balancing speed, flexibility and cost. We develop bespoke models from the ground-up and tailor existing or commercial off-the-shelf (COTS) models to solve the challenge appropriately. Our familiarity with a broad range of techniques spanning data analytics, modelling, computer simulation and artificial intelligence allows us to find the right tool for the task.

From the outset, we consider the end consumer, with a focus on ensuring operational research outputs are easily digestible. This enables the audience to make well informed decisions with confidence.

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

