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PEOPLE FIRST TRANSFORMATION



Service Definition Document
G-Cloud 15

January 2026

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Service Overview

For the purposes of G-Cloud we have identified the core 6 components that we believe are best suited to support the types of projects typically posted against this framework. These are;

Migration Planning

Migration Planning that combines capability mapping, delivery planning, operating model definition and impact analysis to ensure seamless system transition. Curium helps organisations understand change impact, align teams, design effective future-state operations and deliver a clear roadmap that reduces risk, accelerates adoption and enables successful implementation.

Set up and Migration

Set up and Migration services that prepare organisations for successful deployment through data auditing, mobilisation coordination, project management, governance, engagement planning and service optimisation. Curium ensures clear control, effective communication and smooth transition by aligning people, process and technology for a well-managed, risk-reduced migration.

Quality Assurance and Performance Testing

Quality Assurance and Performance Testing services that ensure systems are robust, secure and ready for operational use. Curium designs assurance frameworks, conducts readiness and user acceptance testing, validates end-to-end performance, and identifies issues early to reduce risk, strengthen confidence and optimise the quality of system delivery.

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Service Overview - continued

Training Services

Training services that equip change champions and departmental teams with the skills needed to embed, advocate and sustain the chosen cloud solution. Curium delivers soft-skills development, capability building and tailored learning that strengthens confidence, enhances adoption and enables teams to optimise services in the new environment.

Change Management

Change Management services that help organisations embed cloud-enabled transformation by building mindset, behaviour and capability to ensure change sticks. Curium's people-first approach blends hands-on delivery with proven change methods to minimise resistance, increase engagement and equip teams to adopt new ways of working sustainably.

Programme and Project Management

Programme and Project Management services that provide hands-on delivery leadership to ensure cloud-enabled transformation is delivered on time, to quality and with confidence. Curium blends pragmatic project management with people-first expertise to drive progress, manage risk, align stakeholders and deliver business-critical change that sticks.

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Business Continuity, Data Protection and Information Security

Although Curium does not host or operate client systems, we adhere to strong internal continuity, data protection and information-handling controls. The following is based on our internal policies. Also worth noting that we are ISO 27001 certified.

Business Continuity

Curium operates an established Business Continuity Policy that outlines responsibilities, critical functions, continuity phases, scenario management and recovery testing. Key components include:

- Defined Business Continuity individuals responsible for invocation, communication and recovery coordination.
- Identification of critical business functions such as Client Delivery, IT and Backup.
- Scenario-based runbooks covering loss of systems, loss of people and external disruptions.
- Annual testing schedules to ensure readiness and continuous improvement.

Data Protection & Information Security

Curium follows strict requirements under the Data Protection Act 2018 and GDPR, including:

- Fair, lawful and transparent processing of personal data.
- Accuracy, minimisation and storage limitation principles.
- Technical and organisational controls to safeguard data integrity and confidentiality.
- Controlled access, secure storage and proper disposal of information.

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Information Handling and Backup Processes

Information Classification & Handling

The Document Management and Information Classification Policy mandates:

- A four-level classification model
- Defined handling requirements, storage rules and access controls.
- Secure storage on company-owned devices only and controlled sharing under NDA if needed.

Backup Processes (Internal)

Curium uses secure backup processes via platforms such as M365, and conducts monitoring and vulnerability management in line with ISO 27001 controls. Although these apply to Curium's internal systems, they demonstrate robust capability to protect project information artifacts (e.g., plans, logs, test scripts, change collateral).

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Onboarding and Offboarding Support

Curium provides structured onboarding and offboarding for consulting engagements, including:

Onboarding

- Project mobilisation workshops
- Kick-off sessions with core team and sponsors
- Clarification of scope, governance, roles, RAID, and reporting
- Stakeholder mapping and engagement plan development
- Familiarisation with client processes, culture and ways of working

Offboarding

- Handover of project artefacts (test scripts, plans, change materials, departmental coaching content)
- Knowledge transfer sessions
- Final reporting and benefits tracking review
- Support with transition to BAU teams
- Provision of recommended next steps for continued adoption and optimisation

Note: All proprietary Curium IP (e.g. frameworks, models, diagnostic tools) is excluded from handover.

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Service Constraints and Service Levels

Service Constraints: Not Applicable

As Curium is a consulting service and not a technology provider, there are no maintenance windows, system constraints or platform-based limitations.

Service Levels (Performance, Availability, Support Hours)

Curium offers human-led support as part of project delivery:

- Onsite support for key project activities (workshops, planning, testing, go-live, change management).
- Availability: Monday–Friday, 09:00–17:00 for standard support.
- Urgent queries: Direct consultant phone numbers available for weekend escalation (non-SLA based, best-effort support).
- No system SLAs are required as Curium does not host or deliver technical platforms.

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After-Sales Support

While Curium does not provide a software product or traditional after-sales service, we do offer:

- Continued advisory support after project close
- Optional on-site or virtual check-ins
- Additional coaching or reinforcement for change adoption
- Follow-up capability uplift sessions
- Support for embedding behaviours, culture and transformation outcomes

Clients retain ongoing access to Curium team members for agreed periods.

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Technical, Maintenance and Hosting

Technical Requirements: Not Applicable

Curium's services are people-based and do not require specific technical infrastructure beyond typical collaboration tools.

Outage & Maintenance Management: Not Applicable

Curium does not operate cloud platforms or systems that require outage management.

Hosting Options and Locations: Not Applicable

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Access to Data and Security

Access to Data

At project completion Curium provides:

- All client-specific artefacts created during delivery (project plans, registers, test scripts, engagement materials, training content).
- All data shared by the client during the project remains the client's property.
- All customer data is handled in line with Information Classification and Data Protection Policies. [
- Proprietary Curium methodologies, diagnostic tools, frameworks and templates remain Curium IP and are not transferred.

Security

Security is governed by Curium's Data Protection Policy, Information Classification Policy, and Business Continuity controls. Key elements include:

- Access control, authorised logins and restricted data handling.
- Secure storage on encrypted company devices.
- Regular reviews, audits and compliance monitoring.
- Incident and breach response procedures handled by designated Data Protection team members.

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Established

Curium was established in 2008, during the height of the financial crisis. We recognised many organisations needed help, especially from a people perspective. We created our concept of a People First approach to transformation and the value was immediately realised by clients going through their own major change journeys.

Locations

Curium has two operations:

- Curium UK, established in 2008
- Curium US, established in 2017

Size

Curium employs around 50 people, the majority of which are in the UK business (35) with the remainder in the US.

Industries

Curium operates across an extensive range of industries, which include manufacturing, retail, financial services, legal, government agencies and transport to name a few. We believe in the advantages of sharing best practice across industries to introduce ideas and methods that would otherwise not be discovered by our clients.

Ownership

Curium is proud to be owned and operated as an Employee-Owned Trust

Our Purpose

To give people the courage and belief to transform their business

Our Approach

Blending hands on delivery with mindset and behaviour change

Our Proposition

Ensuring your business transforms and you have the capability to sustain it.

Our Culture

People First *Keep it Simple* *Make it Real*



Our Culture



People First

- Build and leverage trusted relationships
- The end user and client are the hero of the story
- Unparalleled listening and understanding
- Buil belief and shine the light (give energy don’t take it)



Keep it Simple

- Be more capable than the day before
- Collaborate relentlessly
- Get creative
- Act with courage



Make it Real

- Continually bring focus back real-world application, and “how” it’ll work
- Deliver excellence every time
- Be on the customer’s team
- Stay humble



Your Challenge



1 You have a **strategy that you need to execute**, which means **mapping the change** required across the business and putting in place the **infrastructure** and **activities** to **execute it**.

2 You have a **portfolio of change** that needs more **traction**, either because of **capacity or capability** to **deliver change more effectively**.

3 You are on a **transformation journey**, either not started or already mobilised and need support on how to shape and deliver **end to end transformation** in a way that **accelerates the desired change** across your business.

4 You want to **improve the effectiveness** of your **leaders**, **teams** and **individuals** in the business to transform the organisation and realise tangibly **improved results**

Our Services



- Leadership effectiveness
- Team effectiveness
- Individual capability
- Culture development
- People and performance processes
- Executive coaching
- Talent strategy development
- Event management
- High impact skills development

- Business transformation
- PMO and TMO services
- Process Improvement
- Digital transformation
- Programme and Project Management
- Change management & adoption
- Communication strategy and execution
- Change capability development
- Operating Model design

