HARRISON

SERVICE TRANSFORMATION

Service Definition
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SERVICE DESCRIPTION AND APPROACH

Service Description

Harrison's Service Transformation offers a service delivery framework that fulfills the digital needs of all organisations today. Our team of seasoned experts will lead your transformation process from the initial idea to execution and can offer ongoing supervision to guarantee the service model's continuous improvement.

Our Approach

Harrison collaborates with you to establish the desired results, along with the key indicators of success that will be monitored throughout the project. We strongly believe in fostering a collaborative relationship with our clients. Our deliverables encompass a mutually agreed vision statement that incorporates critical success factors, project objectives that can be measured, sign off criteria, and a RACI matrix that clearly outlines the roles and responsibilities of the entire team.

Our agile methodology assists clients in mitigating the high costs and risks that hinder business continuity, thereby enabling them to seize new opportunities. We establish effective governance and internal capabilities to ensure the realisation of benefits and the establishment of sustainable processes. This eliminates the necessity for ongoing and costly external support services from third-party providers.

SERVICE BENEFITS

A service model that is adaptable to changing needs, ensuring it meets the required standards

Develops a practical plan for transitioning to the new model, considering the specific needs of the organisation

Enhances cost-effectiveness and minimises risks while increasing the flexibility of services

Identifies opportunities for transformation and improvement within the organisation

Efficiently manages, monitors, and realises the strategic business case for service transformation

Successfully delivers service strategy, transformation, and change initiatives

Maximises the adoption of Service Strategy, Transformation, and Change within the organisation

Provides expertise and support to teams during the transition and change process

Enhances the speed of service delivery, ensuring timely and efficient outcomes

Drives supply chain agility and cost benefits for the organisation

SERVICE FEATURES

Development of Strategy and Transformation, encompassing problem-solving and resolution of challenges.

Engaging stakeholders and implementing communication strategies to integrate Service Strategy Transformation

Identifying, planning, evaluating, measuring, and achieving benefits

Documenting current and future states

Managing transformation, analysing business processes, and consulting on organisational changes

Covering all facets of service strategy and transformation

Creating a practical roadmap for transformation

Integrating services in a cohesive manner

Establishing agreed-upon Service Transformation vision and objectives

Implementing a transformation plan to introduce a new service model

KEY CONSIDERATIONS

When providing our service, we take numerous factors into consideration:

Principles - Establishing the guiding principles for future decision-making to create a transparent decision-making platform that ensures the realisation of benefits.

Capability - Aligning the technology roadmap with the necessary business capabilities to ensure a comprehensive understanding of all required business capabilities.

Benchmarking - Evaluating costs to ensure the appropriate allocation of funding and management resources to maximise value and performance.

Value Chain - Defining the value chain to ensure that any changes are made based on a clear comprehension of the business outcomes they support.

Target Portfolio - Offering clarity on the target applications and infrastructure to be streamlined, along with timelines, benefits, and risks.

Target Architecture - Providing a conceptual and/or logical blueprint to facilitate the transition from the current state to the future state architecture.

Transformation Plan - Documenting a clear roadmap of activities, including timelines, dependencies, benefits, risks, and implementation profiles.

Target Operating Model - Understanding how proposed changes to operations will be managed and how services will be delivered.

Benefits Realisation - Establishing a process to capture ongoing benefits and prevent value leakage, identifying cost savings for other activities.

WHY HARRSION?

IT consulting that isn't scripted, templated or "one we made earlier."

We've regularly experienced a hit and run culture of IT service providers that create an amazing sales experience. Yet still, the delivery has fallen short, leaving the customer to pick up the pieces, often at a considerable cost.

At Harrison, our IT consulting is all tailored to the individual customer needs and desired outcomes. We utilise all of the best practice frameworks (ITIL, COBIT, SIAM, Prince2, Agile, etc.) across the full enterprise combining the best elements to ensure your goals and objectives are met.

Our interactions with clients embody a friendly and pragmatic ethos, centred around people. We take a holistic 360-degree approach to our work, deliberately avoiding silo thinking.

Choose Harrison for IT consulting with bespoke solutions, meticulously crafted to align with your unique business objectives.

HARRISON

CONTACT US

Please send your requirements to **info@harrisonjamesit.com**. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

1. Your organisation name
2. The name of this service
3. Your name and contact details
4. A brief description of your business situation
5. Your preferred timescales for starting the work

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