



TRANSFORMATION SERVICES

Service Definition
Document

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DRIVING VALUE

We enable our clients to achieve excellence in the delivery of their Digital Services



Assessment

In-depth assessments of your IT operations against industry best practice frameworks to enable us to develop and agree the case for change and the roadmap to get there.



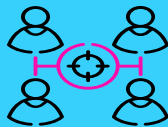
Design

We design the digital Operating Model, shape the culture, sourcing models, tooling needs and the new more agile and flexible ways of working across the IT Organisation, then the journey to get there.



Transformation

We build the necessary IT Capabilities across the lifecycle, coach the people, implement the tools and transition all to Live while promoting agility and collaboration



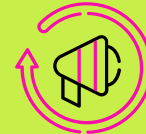
People

Getting your resourcing right to run or assure your IT organisation is critical. We work with you to ensure your organisation shape meets your breadth and depth requirements



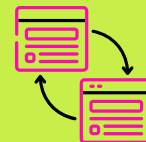
Improved Customer Experience

We optimise the processes and technology to drive improved performance and quality ensuring the customer is at the heart of what you do.



Velocity Shift

We enable teams to optimise, remove waste and in turn, reduce time it takes to deliver and recover IT Services. Allowing a great focus on Innovation needed by product teams



Automation

We utilise latest tooling and methods to automate workflows and repeat activities resulting in significantly reduced cycle times and lead time to market



Cost Reduction

We enable the reduction of cost by eliminating waste, optimising resourcing, Supplier enhancements and closer aligning capacity and demand.

SERVICE OVERVIEW

We recognise that an IT Transformation requires significant shifts in how your organisation currently operates. We can support the changes to service, technology, capabilities and organisation; enabling your strategic goals.

We provide the specialism and experience to work alongside your organisation from strategy development through to successful delivery.

FEATURES & BENEFITS

- Strategic review, vision & strategy formation
- Transformations that include service, technology (digital/cloud) & organisation
- Current Operating Model (COM) assessment
- Target Operating Model (TOM) design
- Service & technology roadmaps
- Financial planning & modelling
- Enterprise Architecture
- Organisational design/transition (TUPE), coaching & mentoring, staff development plans
- Programme planning, governance & reporting
- Transition management & reporting

- Transformation that delivers significant change to realise your vision
- Managed & assured transition that meets the required quality
- Effective strategies formed
- Effective programme delivery realising transformational outcomes (time, cost, quality)
- Organisation is fully engaged with transformation and its outcomes
- Proven consultants with a minimum 10 years experience

KEY CONSIDERATIONS

Our service considers a number of factors

Principles

Agree the principles so that future decision making becomes easier

Blueprint

Artifact that describes the changes to service, org, people & finance

Capability

Map the capabilities across the organisation so it is understood by all

Roadmap

Journey to the desired target state showing activities needed

Benchmark

Benchmark quality and cost to enable success demonstration

People

Coaching & development plans needed to underpin the journey to target

Value

Clarify the value to ensure any changes are clear for the business outcome

Benefits

Activity to capture the ongoing realisation vs expected benefits

WHY HARRISON?



IT consulting that isn't scripted, templated or one we did 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.





CONTACT US



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