



WILLIAM ALEXANDER

CONSULTING

Business Architecture and Business Analysis Services

G-CLOUD 13 FRAMEWORK

Service Definition | Lot 3 – Cloud Support Services Service Definition

COMPANY OVERVIEW

William Alexander Consulting Ltd is a specialist SME technology and business transformation consultancy, providing high quality professional services to a variety of private and public sector organisations across the UK.

VALUE PROPOSITION

We are disrupting the traditional consultancy market by operating in the space between contract recruitment agencies and traditional consultancies, seeking to provide the benefits of both, without the disadvantages of either.

Having a multiple award-winning, market-leading in-house recruitment business (William Alexander Recruitment Ltd), enables us to identify and deploy the very best people with a precise experience fit for our client's specific project requirements, with the speed, scale, and flexibility that traditional consultancies simply cannot match.

At the same time, our solution delivers the benefits gained by using traditional consultancies, including expert Engagement Delivery Management, the removal of all IR35 liabilities, shared risk, and flexible pricing. However, as we operate with lower overheads than most traditional consultancies, our model achieves this far more cost-effectively.



OVERVIEW OF THE G-CLOUD SERVICE

Our service supports our customers with their agile, cloud and business change projects and transformations.

The analysis services can be provided for specific key deliverables of a delivery phase or throughout the project lifecycle, from Discovery to Live, and Retire.

The comprehensive service encompasses business architecture, business process analysis and engineering, business and systems analysis and user research.

Our extensive associate community of analysis and agile specialists are highly experienced in delivering agile cloud services to Public Sector clients, successfully traversing complex stakeholder environments and working closely with Product Managers and Service Owners to put the needs of your users at the heart of everything we do.

Providing great thought-leadership and analytical minds, our teams embrace problem solving, defining agile user solutions and services can be delivered iteratively through Alpha and Beta.

Key features of our service include:

- Business Architecture, Functional Architecture, and Target Operating Model (TOM) expertise
- Business Analysis, Systems Analysis, and Data Analysis expertise
- Business Process Modelling (BPM) and Business Process Re-engineering (BPR) expertise
- Agile expertise, defining and shaping user needs and user stories
- Supporting Product Manager and Owner, shaping and grooming product backlogs
- Use case development and UML system analysis modelling
- In-depth User Research, user experience and omni-channel user journey design
- Cloud solutions risk, issue, process and problem analysis
- Strategic business case development, HMT Green Book, change and alignment
- ISEB certified associates with agile and Industry best practice experience

Benefits of the service include:

- Enables access to the best expertise available in the UK
- Flexibility to rapidly scale up and down teams as required
- Collaborative 'one team' approach partnering with client and supplier teams
- Builds your internal capabilities by delivering effective knowledge transfer
- Dedicated Account Management and Engagement Delivery Management contacts
- Access to regular, accurate and up to date project reporting
- Private and Public Sector expertise combining best of both approaches
- Competitive, outcome focused pricing, delivering better value for money
- Flexible pricing T&M, Capped T&M, Fixed price and blended pricing
- BPSS, SC, and DV Cleared Consultants available throughout the UK

ENGAGING WILLIAM ALEXANDER

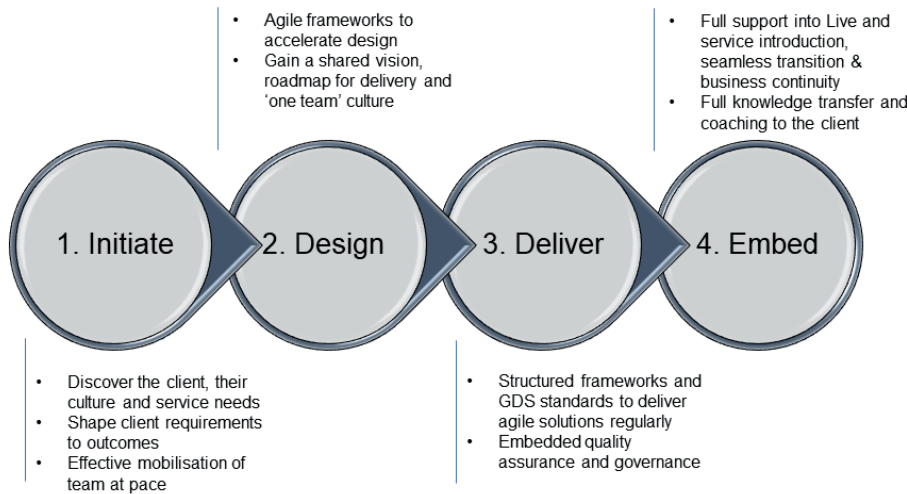
Ordering

Our services can be ordered in line with the G-Cloud 13 framework call off-terms and by sending an email to gcloud@william-alexander.com

Service Delivery

We assign each of our customers a dedicated Relationship Manager as well as a free of charge Engagement Delivery Manager who will be responsible for shaping the services, outcome and deliverables as well as for ensuring the quality-of-service delivery.

Together they will guide you through our comprehensive 4 stage service delivery process that takes our buyers from initial discovery to final service exit.



Outcomes/Deliverables

Outcomes and Deliverables will be agreed in advance and detailed in each individual Statement of Work (SoW).

Typically, 20% of our total charges will be made up of fixed price deliverables, invoiced only on client acceptance. These deliverables will also be mirrored in all our individual Contractor Associate's Sub-Consultancy Agreements, ensuring that each of our Consultants are focused on delivering you the outcomes you want, not just getting their timesheet approved.

In addition to this we provide 14-day warranty periods on all agreed deliverables where we will address any issues free of charge.

Our custom-built in-house deliverables management application enables all of our deliverables to be updated, submitted and approved online and enables you to easily view a full audit trail of all previous deliverables at any time.

Training

We strongly believe in providing lasting value to our customers and see effective knowledge transfer, coaching and leaving a legacy of cultural and capability improvement as important aspects of this.

As such we try to ensure that knowledge transfer is embedded as a deliverable in each Statement of Work to ensure that it is carried out satisfactorily prior to our services ending.

WHY CHOOSE WILLIAM ALEXANDER?

We build scaled teams at pace

We identify, source and onboard teams at a scale and speed that other consultancies cannot match through our in-house, award-winning specialist Technology and Change recruitment business.

This means your projects start on time and are delivered quickly.

We will give you the best, not the bench

We don't carry a bench of permanent resources and, therefore, are not under any internal pressures to use unutilised or graduate resources. Instead, we only use highly skilled and experienced Contract Associates.

This means we only supply you with high-quality people with the precise experience fit for your requirements.

We guarantee you ring-fenced teams

We don't have to rely on a limited pool of permanent staff and will allocate ring-fenced resources for the entirety of your project.

This means that unlike other consultancies we don't need to take people off your projects to work for our other clients and backfill them with unutilised people from our bench. You won't start your project with an A team and finish it with B's and C's.

You will get higher productivity

We typically structure our Statements of Work to contain an 80/20 mix of Time and Materials and fixed-price payments paid on acceptance deliverables.

This means that we are more productive and deliver outcomes faster as we are focused on delivering the outcomes that you want, not just getting our consultants timesheets signed off.

We give you complete flexibility

We have a one-week notice period on all our resources, and unlike some consultancies, we don't insist on any minimum utilisation requirement.

This means you will have complete flexibility to quickly scale teams up or down to meet rapidly changing project demands.

We have a 'one-team' approach

We work in close collaboration with your internal teams and other third-party suppliers to achieve shared objectives. We do not seek to merely 'land and expand', but instead, we ensure knowledge transfer to internal client teams is set out as a key deliverable in each Statement of Work.

This means you won't become dependent on us, and we will leave you in a better place than when we arrived.

We will give you value for money

We do not have the same high level of operating costs that many other larger traditional consultancies and system integrator competitors have.

This means we operate with lower profit margins, and we pass these savings on to you.

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CONSULTING

CONTACT

More information can be found on our website: www.consulting.william-alexander.com

Email us today at gcloud@william-alexander.com to find out more and schedule a discussion.

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