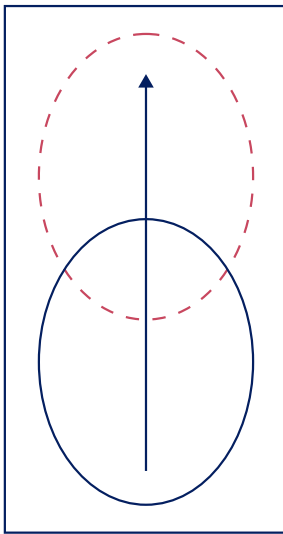# StableLogic

CONSULTANCY

Public Sector Digitisation

There's never been more potential for transformation in the public sector.

The public sector is on the frontlines of society, championing the needs of the public and delivering crucial services to those who need them most.

For this reason, it has become increasingly critical for organisations in the public sector to leverage technology and operational efficiency to the fullest extent. The world of technology is evolving fast, and leaders must stay ahead of changes to be able to reach their communities effectively.

StableLogic can help you overcome the challenges that are hindering you from delivering the best service to the public. With time-tested technological expertise, a strategic focus and a reputation for delivering impactful change, we are here to help you serve those who need it most.

1 Strategy

Setting goals is easy. Achieving them is harder. With 30 years of experience forming strategies for public bodies, we are well-equipped to help you reach even the most ambitious targets by leveraging technology and optimising your organisational structure.

2 Procurement

We have been partnering with teams in the public sector to run impartial, compliant procurements for over 30 years. Purchase with power and lean on our unbiased advice to find the perfect vendor for your organisation.

3 Operating Model

There is no one-size-fits-all operating model. Every organisation is different and requires a tailored approach to bring out the potential of its unique teams, capabilities and goals. With a deep understanding of your operations, we can help develop a Target Operating Model that enables your organisation to flourish and maximise service delivery.

4 Implementation

Our project managers are highly experienced in seamlessly implementing new technology whilst providing support and resources to aid the transition. We are committed to high-quality delivery that maximises value now – not 5 years from now.
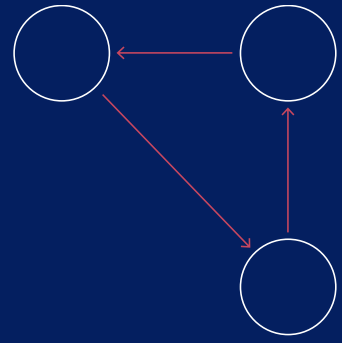
Our Public Sector Services

AI Adoption

The potential for artificial intelligence in the public sector is huge. Discover the crucial areas AI could help transform, with personalised recommendations across your organisational landscape.

Contact Centre & CX

Enable your communities to access the resources and support they need with a streamlined, modern communications strategy. Happier agents, happier customers.

Network Transformation

A modern network is reliable and stable, enabling your team to do their best work. We ensure you get the best price possible and a seamless implementation, minimising disruption to BAU.

IT Operating Model Design

A well-designed operating model is imperative to seeing the true potential of your technology. We help you map the right model for your organisation, from people to service delivery and functional processes so you are set up for success.

CTO Advisory

Technology is a key asset to delivering modernised services to your communities. Our team of experts support CTOs in their mission to develop the right IT strategy and deliver it effectively.
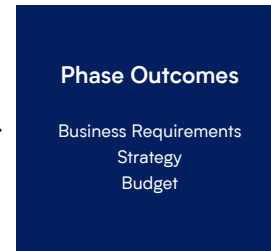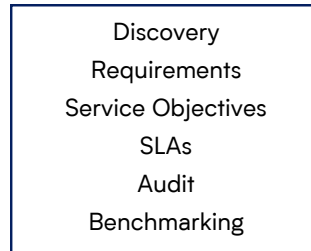
Change Management

Our implementation team have a reputation for "getting things done." With tried-and-tested methodologies, we work as an extension of your team to deliver projects to scope and to budget.
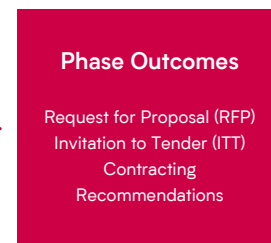
Our Methodology

1

Developing a Strategy

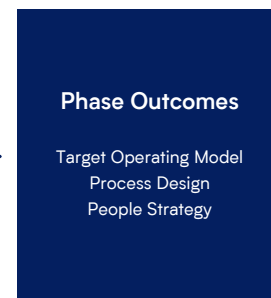Understanding where you are, where you want to be, and how to get there.

| Discovery |
| Requirements |
| Service Objectives |
| SLAs |
| Audit |
| Benchmarking |

Phase Outcomes

Business Requirements
Strategy
Budget

2

Procuring Technology

Combing the market for the best solutions to achieve your strategy.

| Tech Design |
| Procurement |
| Vendor Selection |
| Proof of Concept |
| Contracting |
| Usage of AI |

Phase Outcomes

Request for Proposal (RFP)
Invitation to Tender (ITT)
Contracting
Recommendations

3

Target Operating Model

Developing your people and processes to achieve business goals.

| Organisational Chart |
| Job Roles |
| Data Analytics |
| Measurement Methods |
| Quality Management |
| WFM |
| Processes |

Phase Outcomes

Target Operating Model
Process Design
People Strategy

4

Strategy Implementation

Turning plans into action, minimising disruption, and handing over to you.

| Governance |
| Quality Management |
| Budget Control |
| Change Management |
| Risk Management |
| Handover |

Continual Improvement

Validating delivery against design, adapting to new requirements, achieving best practice.

Case Studies

CSCS Construction Skills Certification Scheme
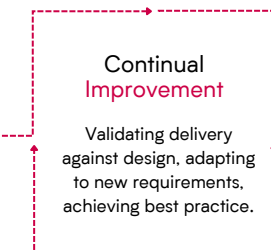
The Construction Skills Certification Scheme (CSCS) is a national certification card to improve the safety of UK construction. StableLogic designed and managed their complete digital transformation, including a new contact centre, new processes and a completely new system & mobile app.

Lewisham **Brent** **Southwark Council**

London Boroughs of Brent, Lewisham and Southwark centrally source technology services to maximise value for the public sector. StableLogic delivered a strategic review of the customer experience across the boroughs resulting in a transformation of the Operating Model, yielding cost efficiencies and centralisation of data and services.

NHS Royal United Hospitals Bath NHS Foundation Trust

This major acute-care hospital underwent a 5 year modernisation programme. StableLogic led the voice and collaboration workstream resulting in the installation of a highly resilient unified communications solution which enabled patients, staff and visitors to collaborate more effectively.

SNG Sovereign Network Group

The Sovereign Network Group (SNG) is one of the largest organisations in the UK responsible for the construction and management of affordable homes. StableLogic and SNG teamed up to complete a digital transformation of their customer care service, providing a sleeker and more scalable technology to give users more choice.

Companies House

Companies House is an executive agency of the Department for Business and Trade. StableLogic undertook a strategic review of Companies House's major contact centre which assists UK businesses. The strategic review included developing different operational models, costs and service levels in order to deliver Companies House objectives.

CLARION HOUSING

Clarion Housing is the UK's largest housing association, owning and managing 125,000 homes: 360,000 people call a Clarion home their home. StableLogic has supported many projects for Clarion including: contact centre modernisation, SD WAN transformation, PSTN switch off audit, telecare solution upgrades, telecoms cost saving and lift line management.

StableLogic is a technology consultancy specialising in customer contact, networking and digital transformation.
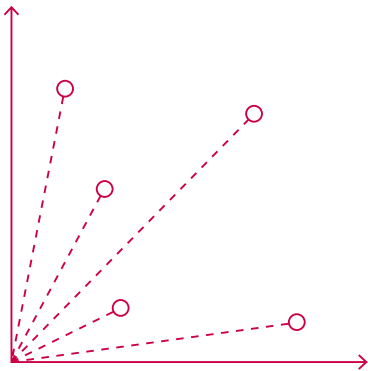
Our mission is to help our clients to meet their objectives in a fast and efficient way. We provide expert consultancy advice and support to a diverse range of clients in the public sector, from housing associations to local councils and government bodies.

Our clients are amongst the most crucial in the public sector. We help them to audit, benchmark, design, procure and implement technology services.

By offering a comprehensive range of professional, technical and organisational advice and support, StableLogic is able to cater for a broad range of project requirements.

Our expert consultants have many years of practical experience working with the public sector. We provide practical advice and support, based on our market knowledge and extensive experience.

Our team have worked with a wide range of technology — allowing us to bring a broad perspective to every project. To meet each client's individual needs, we can deploy a range of skills, from project management experts to highly experienced experts in specific areas of technology.

We ensure we deliver the skills and knowledge required for each individual client engagement.

Independent

We are completely independent and impartial. Our sole source of income is from our clients.
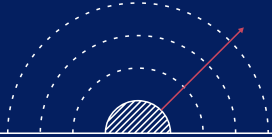
Experienced

We have over 30 years experience as public sector consultants.

Personal

We take on a limited number of projects to provide a personal service to each client.

Get in touch.

For more information on Stablelogic, or to submit your requirements, please get in touch.

Phone: +44 (0) 207 365 4777

Email: sales@stablelogic.com

Website: stablelogic.com

Engage us through G-Cloud.

We have been awarded G-Cloud status from Crown Commercial Services. This enables you to purchase our services without any formal tender process or complex contracting. Scan below to view our listing and get started.