Digital transformation is at the centre of any change programme - whether its the focus or simply a key enabler. Our digital portfolio provides skills and technology to help you bridge the gap between strategy and delivery. We can support anything from large programme delivery to tightly defined skills targeted at specific issues.

How can you move forward with ‘digital’ if you can’t agree what it is?

Digital means different things to different people – and the lack of a common understanding is often what holds people and organisations back.

From our experience, we’ve found that one thing is very clear. By the time an organisation is talking about ‘going digital’ they are actually looking for technology-enabled change and this comes in both small and large forms. This kind of change is more deep-rooted – and social and behavioural – not just about technology or processes.

And it doesn’t always have to be complicated. But sometimes it is.

The most important thing about any digital programme or strategy is putting an organisational strategy and purpose at the heart of it – making sure that you are progressing and developing a digital mindset and not simply putting in technology solutions.

Our digital framework

We have developed our digital framework to help support digital programmes and projects that span the full range of digital – from simple changes that help you ‘row the boat faster’ to more complicated and ambitious programmes which involve fundamental changes to the way in which you work.

Our digital change curve helps unpack the different definitions of digital and helps identify the right kind of support at the right time. We offer support and technology at each stage of the digital change process.
Increased complexity of change

Digitally ready organisations have the right leadership in place and an appetite and readiness to change. It may have a digital strategy but it needs helping bridging the gap between that and delivery of real change.

Digital pragmatism is all about using digital tolls and techniques to optimise current processes and start releasing resources.

Service redesign means that the organisation is ready to think about service delivery in a different way and to create sustainable change. It's confident and ready to commit to behavioural change.

Public sector organisations have to think forward and look at what their future model will look like - what will make them sustainable and relevant in the 21st century. While few organisations know what this will look like yet we believe that the work you do in the rest of your digital work can help you experiment and develop towards this future model.

Digital: technology enabled change