



1



Understand Requirements

We work closely with you to understand your objectives, constraints and priorities. This ensures we deploy the right skills, experience and level of seniority to meet your needs from the outset.

2



Confirm Team Availability

We ensure the appropriate team is available and onboarded at the right time, maintaining continuity throughout the engagement to support consistent delivery and knowledge retention.

3



Mobilise and Align

Drawing on our experience, we align ways of working, governance and delivery approach at the start of the engagement. This ensures teams are set up to work effectively together, with clear communication, escalation routes and review points in place.

4



Define and Manage Service Scope

We agree and manage the scope of services clearly, including deliverables, timelines, quality measures and dependencies. This ensures expectations are aligned and delivery remains controlled and transparent.

5



Review, Agree and Transition

Before work begins, we review and finalise the Statement of Work or Service Agreement. At offboarding, we support a smooth transition through knowledge transfer, documentation handover and controlled disengagement.