



## CBS Fractional Change Partnership

Change Capability on Demand

A Partnership to deliver change faster, smarter and at a lower cost.

### **Access to expert services.**

The value that expert external partners can bring is well documented, however, for smaller organisations or for those working to a fixed capacity model, you still face complex change demands but often lack the necessary specialist expertise.

**So, how do you get that experience and insight to help you succeed without committing to significant cost?**

Here at CBS, we have considered this dilemma very carefully and have created a tailored solution to meet your needs.

### **CBS as your Change Partner.**

If you commit to a 1 to 3 year agreement, we will provide a menu of services you can select from, as and when you need them, at a significantly discounted rate. Boost confidence in delivering business and IT change—on time and on budget.

### **Shape | Define | Deliver.**

With an agreed number of days per quarter, CBS provides access to subject matter experts (such as procurement, payments, AI, risk, finance, data, technology and cyber security specialists) who can help Shape, Define and Deliver your change.

CBS can provide input to your business cases, project plans, solution designs and testing / implementation plans, and support you on delivery and implementation.

**Perfect for Retailers.**

If you are a relatively small organisation, or if you don't have all of these skills in-house, CBS can help you maximise the value delivered from your investment budget. We offer a flexible, managed service for a modest annual commitment - from £75k per annum. You select the appropriate services for your change priorities and "drawdown" on your investment each quarter - putting you in control!

**All for less than the cost of a single Change Manager.**

Term	Discount	£75K Spend	£100K Spend	£150K Spend
1 Year	10%	55 Days	74 Days	111 Days
2 Year	15%	59 Days	78 Days	117 Days
3 Year	25%	67 Days	89 Days	133 Days

*\*Blended number of support days per annum.*

**How our clients use the service.**

Priorities change. Our partnership model is flexible, scalable and adapts to your needs. Use it on the priorities that matter to you.

Here are two examples

**Client A**

**Client A** decided to use their Q1 allocation for help on a supplier selection activity and in Q2 requested assistance validating the actions required from the results of a recent PCI-DSS audit. In the second half of the year their focus was on resilience and cybersecurity so requested CBS to provide SME input and to assure their plans.

**Client B**

**Client B** decided to use all four quarterly allocations to support a Finance transformation programme that was migrating systems to the Cloud.

Based on your internal priorities and change plans, we agree on the areas of focus for the quarter ahead. We then allocate the appropriate resources and time to the agreed priorities. And on

those occasions where you need additional capability and people to roll up their sleeves to help you deliver successfully, then take advantage of your discounted rate card.

All complemented with a quarterly review to track the quality of CBS deliverables and to review overall service performance, aimed at helping you achieve your business goals and objectives.



Service	Shape   Define   Deliver	Lifecycle
<b>Shape</b>		
<b>Supply Chain Management</b>	<ul style="list-style-type: none"> <li>Understand how you can ensure better value, stronger sustainability and greater transparency from your suppliers.</li> </ul>	As required
<b>Payments &amp; Fraud</b>	<ul style="list-style-type: none"> <li>Have you assessed your card payment acceptance solutions recently? Are you confident that they are fit for purpose. Are they Secure? Resilient? Optimised? Leverage our experience to help shape your thinking</li> </ul>	As required
<b>Specialist Support Services</b>	<ul style="list-style-type: none"> <li>Our specialist capability and knowledge in areas such as procurement, payments, AI, risk, finance, data, technology and cyber security can help you define more precise solutions, supporting more efficient delivery.</li> </ul>	As Required
<b>Define</b>		
<b>Programme Design Assurance</b>	<ul style="list-style-type: none"> <li>Ensure that important change initiative is set up for success, let us test your thinking and provide our input before you start. We can cover ground including scope &amp; traceability, governance models, testing design and implementation.</li> </ul>	As Required
<b>Supplier Selection Assistance</b>	<ul style="list-style-type: none"> <li>Looking for a new supplier or need to select a new product? We can help you with a market scan or assess your RFP requirements for completeness. We can then help further in considering commercial terms.</li> </ul>	Requirements Definition
<b>Enterprise Architecture &amp; Design Services</b>	<ul style="list-style-type: none"> <li>Assure yourself that any underlying IT architecture changes are in line with the overall IT strategy and helping move the business forward, minimising technical debt.</li> </ul>	Solution Design Stage
<b>Operational Resilience / Risk Assessments</b>	<ul style="list-style-type: none"> <li>Have you fully considered the risk and resilience approach to your change? We can review your plans and advise accordingly – in line with industry standards and, where appropriate, regulatory expectations.</li> </ul>	Business Case & Implementation Readiness
<b>Deliver</b>		
<b>Change Management Standards &amp; Processes</b>	<ul style="list-style-type: none"> <li>Delivering change successfully can be difficult. Let us review your approach to ensure that it is appropriate for your organisation and in line with industry standards and best practice.</li> </ul>	As Required
<b>Change &amp; Project Tracking</b>	<ul style="list-style-type: none"> <li>Adopt a right-sized governance framework to ensure you retain a portfolio-wide view of the progress of all change.</li> <li>Ensure your priorities are being delivered and provide your Board with independent assurance on their investment.</li> </ul>	As Required
<b>Delivery Support</b>	<ul style="list-style-type: none"> <li>At key points in a project, giving you access to experienced practitioners who will roll their sleeves up and help meet delivery and implementation challenges.</li> </ul>	As Required
<b>Delivery Assurance</b>	<ul style="list-style-type: none"> <li>Consider an independent checkpoint as you progress to ensure time, quality, cost and benefits are as expected and if not, offer you an opportunity to intervene.</li> </ul>	Regularly or as a One-Off
<b>Project Recovery</b>	<ul style="list-style-type: none"> <li>Sometimes things don't go to plan, and you need assistance to turn them around. We can provide recovery plans to protect your investment or, if necessary, recommend stopping the project.</li> </ul>	As Required
<b>Benefits Realisation &amp; Tracking</b>	<ul style="list-style-type: none"> <li>Do you have a robust process to track the success of your investments? We can review and provide recommendations and proven methods to help realise your benefits.</li> </ul>	Business Case & Post Implementation