

OPTIONS ANALYSIS CASE STUDY

Review of Best Practice Services for a Government Department

Introduction and background to the assignment



Our client was responsible for three well known national management best practice services, delivered through one of its agencies.

Following a strategic review, a decision was made that our client's agency would not continue to manage the services beyond an agreed date.

The three best practice services played an integral part in the UK government's support for small and medium sized enterprise (SMEs). Recent impact assessments showed significant benefits to SMEs of the three services and there was overwhelming support from within and outside government for their continuation.

However, the status quo was not compatible with changes envisaged under the government's forthcoming Business Support Transformation Programme. We were pleased when we were selected to devise and support the proposed transition.

Our task

Touchstone Renard was requested to investigate alternative ways of positioning and managing the three services outside of government and to recommend a solution that matched or exceeded existing value for money.

How we went about it

Having a range of consultants with both public and private sector experience, we were quickly able to appoint a team that matched our client's needs.

The application of our well established, step-by-step methodology resulted in our consultants producing a set of reports and presentations that demonstrated very transparently the rationale behind the recommendations made.

Information was gathered from internal and external sources and a logical framework of analysis was applied. Controls and checkpoints were embedded at key points to provide our client with reassurance that the analysis was leading toward an informed decision, as well as providing a substantive audit trail for review and verification.

We considered a range of options for change and narrowed these down to two, both involving the services being managed outside of government.

Option A basically involved transferring the assets of the services to a third party who would then be free to run the services as they wished, enabling the government department to simplify its obligations and eliminate related costs.

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Option B involved the services being managed by one prime contractor, under the strategic direction of the government department, enabling the services to be developed to meet the best practice objectives of the government and its partners.

What we achieved and our thoughts on the assignment

Although it was a finely balance decision, our client eventually decided that the best approach would be to follow our Option B recommendation.

The three services therefore became managed under the strategic direction of the government department as part of a new Business Support framework.

It is always exciting to be able to assist our clients to realise their aims so successfully, in the public or private sectors.

Please contact us



Touchstone Renard has a strong team of highly skilled consultants with a wealth of experience in the public and private sectors.

If you would like to receive further details of our capabilities or you would welcome a discussion on how Touchstone Renard can assist with solutions for your organisation, please contact Phil Austin, Managing Director.

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