

**JEC** | Professional  
Services



# Informed, impartial advice on Digital Ways of Working

Provided by JEC Consultants

# About JEC

**JEC Professional Services provides consultancy and project management services for your organisation to adopt new ways of working effectively.**

**Drawing on a wealth of experience in the public, private, and third sectors we can help your organisation to....**

get the **best** from your staff and the technology they use by..

- Reviewing your use of technology to assess if your organisation can improve performance and obtain better value-for-money by taking advantage of new developments in technology and the supplier market place.
- Devising a digital strategy to provide a roadmap for how you will invest in and use new technologies to enhance your services and reduce costs.
- Improving business processes to provide better outcomes, more quickly, at less cost.
- Advising on the adoption of Agile Working and Smart Working for new and more effective ways of working.
- Identifying the skills required so staff can fully exploit the systems they use.

...and prepare for the **worst** by planning to respond effectively to catastrophic events through

- Risk assessment using Business Impact Analysis,
- Developing Business Continuity Plans and
- Facilitating exercises to test the effectiveness of plans

## JEC can help you by...

- ✓ Evaluating strategic options
- ✓ Devising feasible technology solutions
- ✓ Planning and implementing successful projects
- ✓ Ensuring real business benefits are achieved
- ✓ Devising surveys of current workstyles and attitudes to new ways of working
- ✓ Providing training and facilitation for management and staff
- ✓ Acting as a Trusted Advisor



**John Eary**  
Director



**“The JEC consultants went out of their way to deliver an excellent service and address any questions or requirements we had. They delivered to time and met all deadlines committed with high quality outputs.”**

Caroline Watson  
Partner, Global Action Plan

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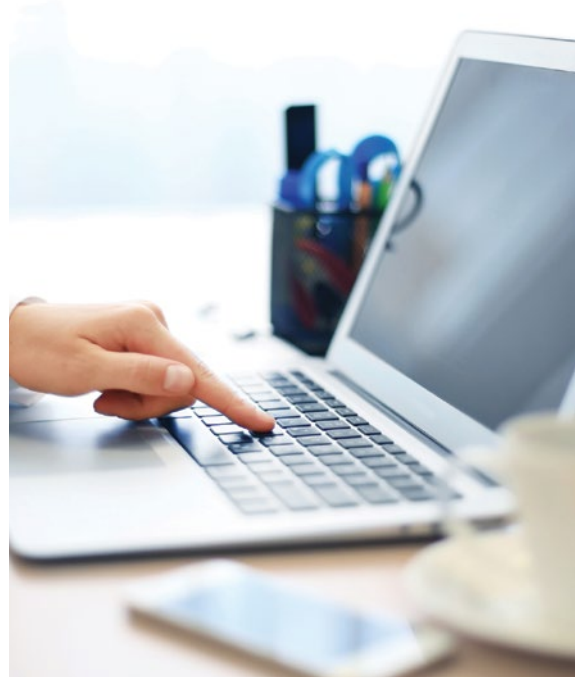
# Digital Strategies

**JEC's knowledgeable and impartial consultants can help you formulate your Digital Strategy.**

Is your organisation ready for the digital economy? As technology adoption continues to rise, your customers' expectations will increase. In their digital customer journey, customers are demanding high-quality communication through the Internet and social media. Many public sector organisations have adopted a 'digital by default' strategy.

Your digital strategy is your roadmap for how you will invest in and use digital technologies to enhance your services, be more cost-effective and improve the customer experience. In helping your organisation to formulate a digital strategy, JEC will ensure the following components are assessed:

- **Vision and mission for the role of digital in your organisation** – so that the digital strategy is aligned with your organisation's business strategy and customer needs.
  - **Online presence** – i.e. how and where your customers and business partners see and interact with your organisation online.
  - **Digital marketing** – how you use online tools to promote your organisation.
  - **Online transactions** - enabling customers to obtain and pay for products and services online.
  - **Customer interaction** - giving customers access to interact through a device of their choosing and capture and collate information about your customers.
  - **Online security** – how information is secured and backed up, and transactions are secure.
  - **Mobile-based solutions** - providing customers with the option to transact via their mobile phone or tablet through a mobile website or with applications that can be installed on these devices.
  - **Online storage and software-as-a-service** – opportunities for reducing costs and providing scalability by accessing software and storing data in the Cloud or hybrid Cloud.
- **Efficiencies from digital** - by processing data faster, retrieving information more easily, enabling your staff to undertake their work more efficiently and effectively.
  - **Digital skills** - through a gap analysis ensuring that your staff have the skills and knowledge required to fully exploit your organisation's digital technologies.
  - **Sourcing** - deciding how systems and software should be obtained, maintained and supported.
  - **Roadmap** - identifying the resources, budget and timescales for the implementation of the strategy.





# Case Study: Allerdale



Working with Allerdale's ICT team JEC developed a new technology strategy which defined how technology would support the Council in the future, breaking down the requirements into a series of manageable projects.

Subsequently JEC was commissioned to produce a professionally designed, illustrated document of the finalised strategy for publishing on Allerdale's website and for internal electronic distribution.

**“The strategy was adopted by the full management team of the Council. There were some really interesting and thought provoking discussions, but the central points of strategy were recognised as robust”**

Steve Brailey, Programme Manager  
OD and Transformation, Allerdale  
Borough Council

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# Digital Ways of Working

**JEC's specialists can help you devise a technology strategy for Agile Working and Smart Working.**

Technology is a key enabler in the successful adoption of Agile Working. We are specialists in devising strategies for Agile Working and other new ways of working. JEC consultants can draw on extensive experience to provide informed and impartial advice to ensure that employees can perform effectively in an Agile Working environment.

**In helping an organisation to formulate an Agile Working strategy JEC can assess the:**

- **Business drivers for the adoption of Agile Working** - so that the IT strategy is aligned with the organisation's business strategy and technology supports the organisation's business priorities.
- **Current ways of working and use of IT** - we gain this knowledge through individual consultations with management and key staff, the design and analysis of comprehensive staff surveys and facilitating staff workshops.
- **IT Service provision and support arrangements** - to establish the additional requirements to support staff working in an Agile Working environment.
- **Connectivity for data and voice** - to establish the criteria for speed, performance, reliability and resilience for communications required for Agile Working.
- **Security of data and systems** - to ensure that the additional risks of data loss and unauthorised access to data are addressed.
- **Device deployment and management** - to devise a policy for devices based on job role and workstyle and address issues arising from employees using their own devices (BYOD).
- **Remote access to key business applications** - to ensure that key systems can be readily accessed remotely and their performance is not significantly impacted when used remotely.



- **Conferencing, collaboration and communication tools** - identifying tools that are both effective and appealing to use.
- **Information Management** - to ensure that information is appropriately accessible and secure.
- **Skills for Agile Workers** - so they have the skills and knowledge to use systems with minimal support.

# Case Study: GAP



This environmental charity wished to adopt new ways of working to enable its staff to be more effective in their day-to-day activities and project work. JEC undertook an extensive review of the charity's current ways of working and use of IT involving the design and analysis of a comprehensive staff survey and facilitating an interactive workshop.

We conducted an in-depth analysis of GAP's IT capability and service including a procurement review of the incumbent IT supplier to determine effectiveness and recommend improvements.

We advised on how IT could support new ways of working and also provided guidance on required cultural changes and modifications to the physical environment of the charity's offices.

**“JEC consultants are great listeners and won the work because theirs was the most accurate proposal for our needs. Their work didn't disappoint us. They were thorough, provided great client liaison, were patient with our queries and level of understanding of IT issues and new techniques. I'd be happy to work with JEC again and recommend them.”**

Caroline Watson, Partner,  
Global Action Plan

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# IT Review

**JEC's ten-point IT Review provides independent and informed advice from a business viewpoint.**

Many organisations are re-examining their use of Information Technology and recognising the need to update their IT strategy. The consumerisation of IT devices, the advent of the Cloud and software-as-a-service are opening up new opportunities for the more cost-effective provision of Information Technology.

JEC's fixed price ten-point IT review provides an independent and informed audit, or 'healthcheck', of your IT service from a business viewpoint. Our IT review checks if your organisation can improve the service and get better value-for-money by taking advantage of new developments in technology and the market place. JEC's comprehensive ten-point IT review will assess:

1. **Governance** - is the management of information, and the IT policy to support it, effective and in line with best practice?
2. **Alignment** - is the service strategically aligned to the business and operationally aligned to customer needs?
3. **Cost effectiveness** - does the current IT service provide good value-for money? Are there more cost-effective options?
4. **Technology assessment** - does the technology employed support current and future needs of the business? Are appropriate devices being used, including the use of employee owned devices (BYOD)?
5. **Connectivity for data and voice** - does the service provision and infrastructure provide a reliable and sufficiently fast service?
6. **Security of data and systems** - are sufficient measures in place to mitigate risks? How effective are disaster recovery arrangements?
7. **Core business applications** - are key systems being fully exploited and are there any critical issues?
8. **Information Management** - is information appropriately accessible and secure?
9. **Sourcing** - is the right mix of in-house and external resources used for the support and maintenance of systems and software?
10. **IT Skills** - do IT staff have the requisite skills and are they effectively deployed? Do IT users have the skills and knowledge to fully exploit the systems they use?





# Case Study: Interlink Foundation



**Interlink**  
Orthodox Jewish Voluntary Action

JEC Professional Services was commissioned to undertake a review of the charity's current provision and use of IT at Interlink's London office and to make recommendations on whether these should be changed or updated.

JEC reviewed Interlink's use of its IT systems, carried out options appraisals of Interlink's current CRM system and IT service provision.

JEC also conducted a skills audit to identify the training required so that staff could be trained to carry out their job roles more effectively.

**“JEC facilitated a thorough review of the IT function at the Interlink Foundation. They skilfully pulled together the intelligence within our team and layered it with their own expertise. Their work provided the platform for a complete overhaul of our IT strategy.”**

Chaya Spitz, Chief Executive,  
The Interlink Foundation

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# Business Continuity & Disaster Recovery

JEC consultants provide informed, impartial Business Continuity advice and assistance.

Catastrophic events like fire, explosions and other major incidents that lead to the loss of facilities and systems can have a devastating impact on the operations of organisations and in some cases involve injury or loss of life.

JEC Professional Services has extensive experience in all stages of contingency planning and can apply this knowledge to assist organisations to ensure that their Business Continuity Management is robust and fit for purpose.

We have assisted a diverse range of clients including Kingfisher Group (owners of B&Q), Leics. County Council, MS Society and Wales and West Utilities.

Our consultancy services include:

- Business Continuity strategies and policies
- Business Impact Analysis
- Development of Incident Management plans
- Development of Business Continuity and Recovery plans
- Design and facilitation of exercises to test plans
- Readiness assessments for Business Continuity Standard ISO22301
- Training your staff in Business Continuity Planning & Business Impact Analysis
- IT Service Continuity Plans
- Disaster Recovery planning
- Acting as a Trusted Adviser providing practical advice that is thoroughly grounded in Best Practice and experience



## Case study:



Readiness for ISO 22301 Business Continuity Standard

Access Systems provide cloud-based payment and cash management solutions as a software-as-a-service model with subscription based pricing.

JEC:

- Carried out a Business Impact Analysis with the managers of the key departments to identify the key risks and mission critical activities of the company.
- Drafted a Business Continuity strategy, policy, Incident Management Plan and Business Continuity and Recovery plan in line with the ISO22301 standard.
- Attended the assessments to provide support and assistance to Access System's Business Continuity coordinator.

**“JEC supported AccessPay as a consultancy during the preparations for our ISO22301 Business Continuity assessment. This included assisting with Risk Assessments, training staff and planning exercises. We were working to a very tight timeline and JEC helped us to keep on track and to budget. Their efforts were rewarded when BSI Certified AccessPay to ISO22301. If you have a similar project I would highly recommend contacting JEC for sound advice and a professional service.”**

Eddie White MBA, VP, Service Delivery Operations, AccessPay

# Further Testimonials



“It was really refreshing to work with a consultant who understands the challenges and could articulate some useful and practical suggestions for improvement - plus he offered useful advice even after the assignment had completed. I can fully recommend JEC’s services, and would be happy to provide a formal reference on request.”

**Julie Goddard, Business Continuity Manager, Leicestershire County Council**



“Thanks. There was very positive feedback. The exercise was well structured; everyone was fully engaged and it highlighted a number of areas we need to address. Plus it was an enjoyable day, thanks for all your support.”

**Oona Gaffney, Facilities Manager, MS Society**



“JEC completed a recent project for Adviza looking at our IT and telephony set-up and recommending potential cost-savings and improvements. The project was completed in a timely and professional manner and the final report met our expectations. I would recommend JEC to others.”

**David Cook MCIPR, Head of Support, Adviza**

## Some of the other clients JEC consultants have assisted:



**Adactus**  
Infrastructure Review



**enei**  
Research into Agile Working,  
Personality and Performance



**Telford and Wrekin**  
Data Centre review



**Wokingham Borough Council**  
Management of EDRMS implementation  
and Smart Working projects

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