



EMPOWERING YOUR PLANNING PROCESS

HELPING YOU GET READY FOR TOMORROW BY WORKING BETTER TODAY

We know you need to enhance citizen engagement, digitally enable your operations and drive increased quality across your services – all whilst spending less.

Glue Reply is an **outcomes focused Strategy & Enterprise Architecture Specialist** trusted by public and private sector organisations alike to solve complex problems. We **help our clients succeed by turning strategy into tangible solutions and vision into practical outcomes**. We diagnose the challenges and advise on the way to make real impact – enabling you to deliver meaningful change.

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UNLOCKING VALUE IN UNCERTAIN TIMES

Given the rapid pace of ongoing change, it's tempting to downplay the importance of long-term planning – but the reality is that to survive and flourish in today's dynamic environment requires the whole of your organisation to be guided towards a common target by a purposeful and well thought through plan.

The true value of adopting our capability based planning approach lay not only in its ability to create a value driven plan, but also in its ability to seamlessly flex that plan to better reflect the realities of your changing environment.

THE NEED FOR AN INTEGRATED PLAN

The boundaries of technology and business are continuing to converge. Orchestrating business change through technology focused initiatives alone is no longer certain to realise the right outcomes - poorly understood process, skill, or policy issues limit their execution.

To mitigate missed opportunities, prevent avoidable delays and remove wasted effort, an effective plan must intrinsically consider people, process and technology needs as one.

TALKING A COMMON LANGUAGE

At its simplest, a business capability is an integrated set of expertise, business processes and enabling technologies that come together to provide capacity to deliver value. Each capability describes an element of "what" your organisation does – but not "how" it's done.

Applying a capability lens creates a vocabulary that transcends traditional organisational silos – it enables business leaders, technologists and HR professionals to talk a common language as you plan and progress change.

ACCELERATING YOUR CHANGE JOURNEY

Capability based planning is a versatile planning approach that hinges on completing an assessment of the maturity of your business capabilities. By understanding what capabilities are required to enable your strategy, and comparing these with your current performance levels, initiatives to close the gap can be designed, prioritised and, based on value and known dependencies, sequenced on a change roadmap.

The roadmap can then be used to drive your investment planning process – helping you ensure that you focus energy and capacity on the things that will make the greatest difference to your performance.

We transform. We deliver. Together.

HOW WE WORK WITH YOU



DEFINE BUSINESS CAPABILITIES

- We help you to capture and understand your existing business architecture.
- We anchor your capability model to the business outcomes you need to achieve.
- We enable business and technology teams to talk a common language.



SEGMENT AND PRIORITISE

- We help you understand that not all capabilities are equal – we stop you from attempting to boil the ocean.
- We segment capabilities based on what matters most.
- We identify those that provide sustainable advantage – those that will be critical to your future success.
- We formalise those where maintaining customer expectations and operational needs will be good enough.



EVALUATE CAPABILITY MATURITY

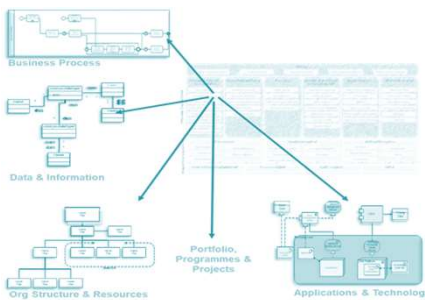
- We work with your teams to better understand the current performance of each capability.
- We identify fragmentation and capability gaps as well as duplicative and redundant effort.
- We help you determine the performance level that's required in the future and work to ensure your teams understand and support the rationale for these decisions.



ROADMAP ENHANCEMENTS

- We identify and formulate potential improvement opportunities for each capability.
- We identify where investment is required in people, processes, or technology... and the anticipated benefit associated with that investment.
- We build a change roadmap to drive alignment on what investment is needed when.
- We help draft necessary business cases to support mobilisation of agreed initiatives.

A SAMPLE OF OUR TOOLS

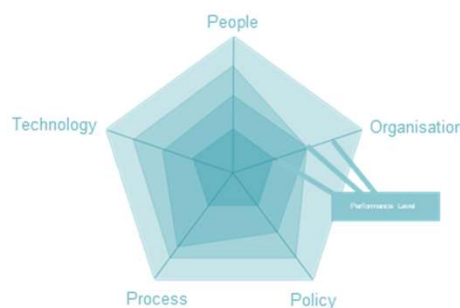


Business capability models underpin our operating model approach. They:

- Define scope - identifies the areas within scope of a project.
- Integrate strategy - enabling the mapping of requirements to business capabilities and on to business drivers / goals.
- Promote visibility - identify projects that are currently delivering or impacting each area.

We develop individual capability radars to show how each capability should change over time.

- We define changes specific to each dimension for each transition state.
- Transition states – typically points at which material benefit is realised - are then shown on the overall change roadmap.



"We are the only UK headquartered specialist listed in the Market Guide for Business Outcome Driven Enterprise Architecture.

Since 2006 we've been successfully developing, and tailoring our capability based planning approach to meet the needs of public and private sector clients alike.

By empowering clients to plan better we've helped them focus and accelerate their change efforts whilst simultaneously reducing both risk and the total cost of change."

*John Sidhu
Partner*

