



tImNexus

When system confidence is non-negotiable

Efficiency and risk for long-term complex projects

In the public sector the reliability and effectiveness of systems and processes is essential. When it's your responsibility to deliver a system, you need to proceed with the certain knowledge that it will deliver – and that's not always easy. So how can you be sure?

When you face the task of managing an ongoing complex activity you should talk to the team here at tlmNexus and find out how our cloud-based solutions will give you total confidence, and help secure the activity's through-life success.

Our robust core processes, known as key foundations, were originally created to support the delivery of available, safe and cost-effective military aircraft capability. As well as a host of strong testimonials, we were presented with the Queen's Award for Innovation because of what these foundations have

delivered to the Ministry of Defence for more than ten years.

We have since developed supporting foundations to improve other functions within a through-life project. The in-built processes may be customised to suit most long-term, complex projects requiring collaboration between numerous agencies.

Our team tailors and delivers an auditable electronic workflow, using the tlmNexus suite of cloud-based software foundations on which to build.

This workflow simplifies, protects and improves the way the different agencies operate together.

Our software and services meet and often exceed expectations coherent with UK Government policies.



Core Foundations

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- **Issue Management Foundation**

At the heart of most complex activities is the need not only to manage emergent issues but also to retain the knowledge and intellectual capital that is gained from issue resolution.

This Foundation delivers step improvements in the efficiency of issue management, particularly when current methods rely on spreadsheets and ad-hoc email correspondence. In most scenarios, the same problems are faced repeatedly at significant cost to the organisation. The answers and knowledge are lost when individuals move on, at even greater cost.

This service enables fully-auditable ownership, categorisation and progression of emergent issues, keeping intellectual capital safe.

- **Finance Foundation**

You are probably familiar with services which capture and track expenditure against existing contracts; now with this Foundation you can add much greater value to your business cases.

The Finance Foundation captures and enables the progression of developing business cases where approval is sought for future expenditure. This is valuable when the business cases may be in development for months and involve significant budgets and numerous stakeholders.

A through-life model can be created, providing visibility and understanding of the overall business case requirements, and the profile of its expenditure commitment.

You can draft, view and supplement business cases with supporting documentation before they are scrutinised and approved, using a workflow that captures comments and electronic signatures.

- **Requirements Management Foundation**

This Foundation will enable you to capture, progress and report on a capability or system requirement, from initial request for a change, through assessment and approval, to solution development and implementation

- **System Effectiveness Foundation**

Using this foundation, your users can feed back system performance to the system provider. The application records the state of the system and reports on its fitness to meet the requirement for which it was intended. It provides analytical features to determine trends in system quality that can be used to track reliability and increase the availability and effectiveness of the system.

Business Enablers

- The following selection of supporting services can be used either to enhance the Foundations or as stand-alone features:
 - Electronic Library ensures consistency of message for all users, especially when spread across multiple sites/work areas.
 - Quality Management allows for the capture and management of quality occurrences, and for users to record the decisions made throughout the investigation process.
 - Data Integration enables connectivity to other data sources, and avoids the duplication of manual data entry, improving the quality of the data
 - Task Management allows users to raise tasks, gain budget approval, contract for tasks and track progress directly with their suppliers
 - Business Analytics recognises that information is a strategic asset, underpinning all of an organisation's activities. The service provides various levels of management reporting.

On-Boarding and Off-Boarding processes

tImNexus services are offered through the G-Cloud Framework Agreement on the Digital Marketplace. The specification of the Service On-Boarding comprises a defined and agreed set of features from the available service. We communicate closely with our customers throughout the process, and provide training and support so that the system delivers the value required.

• The Service

- Policy compliance
 - In accordance with the G-Cloud Framework, we take all reasonable measures to ensure our services remain compliant with the following standards and policy documents, and where reasonable changes are necessary there is no further cost to our customers:
 - Government ICT Strategy
 - Greening Government: ICT Strategy
 - Government Open Standards Principles
 - Information Principles for the UK Public Sector

• Accessing our services

The tImNexus professional service team comprises subject matter experts in the shape of consultants, analysts, developers, testers, trainers, support engineers and project managers across each Foundation.

This means that once you start a conversation with us about improving the way you run a complex public sector activity, it is relatively easy to match your requirements with our software solutions, and to scope out the level of customisation you will need.

The collaborative process

During the life of a complex project or activity, various stakeholders will be involved, often across different organisations.



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