



ofgem

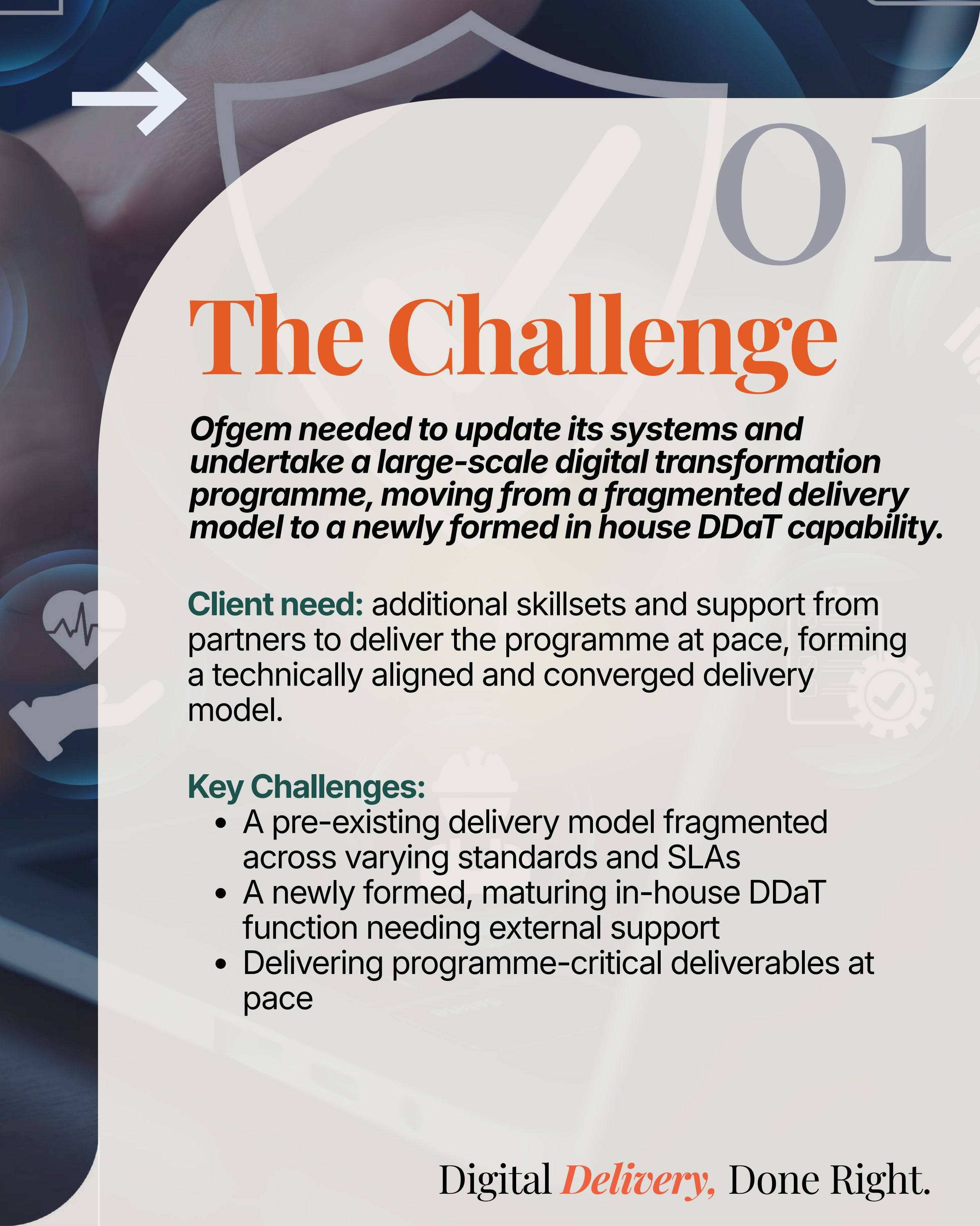
Case Study:

Bulding a Converged Delivery Model

*The role of **programme and delivery management** in Ofgem's digital transformation.*

Digital ***Delivery***, Done Right.





The Challenge

Ofgem needed to update its systems and undertake a large-scale digital transformation programme, moving from a fragmented delivery model to a newly formed in house DDaT capability.

Client need: additional skillsets and support from partners to deliver the programme at pace, forming a technically aligned and converged delivery model.

Key Challenges:

- A pre-existing delivery model fragmented across varying standards and SLAs
- A newly formed, maturing in-house DDaT function needing external support
- Delivering programme-critical deliverables at pace

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02

The Project

SATIGO was awarded a contract to partner directly with Ofgem, building and deploying programme-critical deliverables against a clear set of criteria.

Team Criteria:

- Resource type: burst resource
- Skill matrix: programme management, delivery management, service transition management, PMO, technical
- Engagement model: Statement of Work

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03

Our Delivery Approach

Our consultants worked collaboratively with the existing multi-supplier base, drawing on experience from similar projects to deliver a smooth, seamless transition.

Approach:

- Collaborative delivery alongside the existing multi-supplier base
- Smooth, seamless transition to the new in-house delivery model
- Upskilling in-house civil service capability for lasting knowledge transfer

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04

The Outcome

What was delivered:

- All consultants onboarded within the 5-day SLA
- Phase one of the digital transformation process successfully completed
- Engaged in phase two under contract extension, continuing to support forecasting and demand analysis for Ofgem's key transformational projects

Value of the engagement: beyond onboarding and delivery, we up-skilled Ofgem's in-house civil service capability, facilitating knowledge transfer and a lasting, converged delivery model.

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SATIGO's Digital Capability Services



SATIGO helps public sector and regulated organisations access specialist digital expertise through outcome-focused engagements.



From focused discovery to multidisciplinary digital delivery, we structure projects around the problem and desired outcomes.

Have a Similar Project or Delivery Challenge?

Whether starting discovery, accelerating a programme, or adding specialist capability, we structure the requirement and build the right delivery approach around it.

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