

DIGITAL OUTCOMES AND SPECIALISTS SUPPORT SERVICES



Do you have specialist resources that could help the public sector buy, design, build and deliver digital outcomes using an agile approach? Then Digital Outcomes and Specialists (DOS) is the framework for you!

We specialise in helping you complete your application and, more importantly, once you are listed we ensure you are in with a good chance of winning some contracts. After getting you successfully listed for any number of Lots, we provide you with year long benefits and support which includes: Half a day workshop at clients office covering how to bid effectively and how to ask for and utilise buyer feedback, 12 months DOS bid support (4h per month) , regular networking events and more!

An Advice Cloud case study

CLIENT: Triad Group Plc

SERVICE: Digital Outcomes and Specialists support services



Triad has been delivering technology projects and services for almost 30 years. They are first and foremost an agile organisation. They have successfully transitioned several public sector clients from traditional delivery methods to using Agile and use the approach to create custom designs for digital services that focus on users' needs.

Triad has worked with Advice Cloud for several years now and has benefitted from both our Digital Outcomes and Specialists and G-Cloud services. Our impact on their success via DOS has been very direct, helping the company get shortlisted for 13 out of 16 opportunities. Triad were recognised as one of the Top 20 providers to Central Government in 2017 via the Digital Marketplace, thanks in no small part to the support from Advice Cloud.

HOW IT ALL STARTED

Before meeting Advice Cloud, Triad had already known great success selling to the UK Public Sector. They were particularly successful on the previous iteration of Digital Services Framework (DSF) and wished to replicate that success on the new Digital Outcomes and Specialists. After applying for a few tenders and not getting the results they were hoping for, they discovered that what worked on DSF didn't necessarily translate through into DOS. The company's USP needed to be packaged into a format which actually worked for DOS.

HOW WE HELPED

Triad came to us looking to basically make DOS a success. Our "Winning with DOS bespoke workshop" was the obvious choice to start with. Coupled with our monthly DOS support it allowed Triad to truly understand the DOS framework and refine their tenders accordingly.

Our DOS support following the workshops is tailored to the needs of every client. For Triad, what they needed the most was help on two hot button bids of significant value. They worked with us to refine two tenders worth several millions with a key client! As buyers ourselves and with over 80 years of combined public sector experience, we knew how to evaluate Triad's bids. After several Advice Cloud reviews and suggestions for improvements, Triad was ready to submit. The results were very well received. Triad won one of the opportunities and only lost the other one on price. Our support also had an impact on the

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The biggest impact of the workshop was on improving our stage one bids. And, as a result of Advice Cloud's DOS workshop, we were shortlisted for 13 out of 16 opportunities. If we hadn't had the workshop we wouldn't have got to stage two so often and we wouldn't have been able to win key opportunities. //

Adrian Leer, MD at Triad

overall company systems and the way Triad frame their day-to-day work.

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Working with Advice Cloud also had a lasting impact on how we approach bidding overall. It gave us better focus for bid meetings, it gives us a better focus for organising internal libraries and gave us a better focus on what we should be looking at every time we have reviews. //

Allan Hudson, Bid Manager

OUTCOME

Triad has managed to make DOS a success and continues to thrive in the public sector market. So far, they have won multiple opportunities on DOS and are looking forward to listing on Digital Outcomes and Specialists 3.

After working with us on DOS and G-Cloud and seeing the direct ROI, Triad was excited to continue the relationship. Today, Triad is one of Advice Cloud's first Evergreen clients. Evergreen is our most comprehensive service, offering clients a bespoke mix of framework listing and support services. For Triad, who were happy with the results so far, signing up was not a difficult decision. We are excited to be part of the team ensuring Triad's winning streak continues on DOS and other frameworks.



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