

Challenge

In 2012 LLWR joined with Sellafield, Magnox and NNL to form the Shared Service Alliance (SSA), providing a single IT strategy and services contract covering a user base in excess of 22,000 employees. In 2017 it was decided that a disaggregation programme would be undertaken. The existing 'one size fits all' service was seen as a constraint to the desired growth plans. The disparate sizes of the entities meant growth was only as fast as the slowest moving organisation.

LLWR required an IT Services supplier who could meet the unique security requirement of their sector, but was also dynamic enough to meet the rapidly changing needs of an SME.

The business preferred a hybrid solution, allowing them to service the end-user directly, but the technology and service solution was managed by a proven dedicated partner. LLWR were looking for a partner who could **provide the consultancy and analysis to build the outline and full business case and assist with the disaggregation from a complex shared contract to a new dedicated solution.**

Background

LLWR Ltd manage the national Low Level Waste Repository in West Cumbria on behalf of the Nuclear Decommissioning Authority (NDA) and oversee a National Low Level Waste Programme to ensure that lower activity waste is managed effectively across the UK and is disposed of in a way that protects people and the environment.

LLWR manages low-level radioactive waste from Sellafield, the MOD, Nuclear power stations, universities and medical services (private & NHS). The storage facility has been in place since 1959, but LLWR as it stands today was created in 2008. LLWR currently employs just under 500 staff and covers 3 sites in the UK. Its client base covers Europe, with an annual turnover of £75 million.

Solution

Methods initially provided a small, diversely skilled team of 4 consultants (allowing a holistic assessment to be made) with commercial, technical, finance and procurement skill-sets, which would deliver the Outline Business Case (OBC) and Full Business Case (FBC) to HM Treasury Green Book standards.

The OBC/FBC was completed in a 6 week timeframe. On FBC approval two members of the team were retained for a further 18 months to assist LLWR with:



OJEU procurement process, subsequent supplier evaluation and selection



Complex disaggregation from the SSA contract and environment



Technical and service design elements of the new service



Migration and implementation to the new environment

Why Methods?

"It was clear from the supplier day that Methods had the knowledge and expertise that stood head and shoulders above the rest"

Paul Bell; IT Manager for LLWR

- Small blended team provided had the right skills and experience to cover the works end to end
- Clear methodical approach



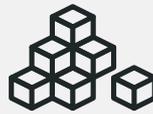
Deliverables



Detailed 5 Case, Green Book report and executive summary for board review and approval in a 2 month window.



Robust statement of requirements ensuring service delivery and supplier met the organisational needs and expectations.



Disaggregating from a complex shared contract and technical environment in a highly regulated and security focussed sector.



Designing a hybrid service delivery model with no existing internal service and external managed service.



Designing the ServiceNow requirements to support the service delivery model.

Methods' added value

Methods has worked as an integrated agent within the IT Team at LLWR allowing upskilling and knowledge transfer. "The consultants brought a wealth of knowledge and experience, this gave the business the confidence to break away from the normal collaboration approach and set up a delivery model that met the business needs without compromise" – Paul Bell; IT Manager at LLWR

"The delivery has been very professional, the most important thing is the business felt that the Methods team put us first, and we could trust the consultants"

Paul Bell; IT Manager for LLWR



Next steps

Methods has successfully worked with LLWR from the outset of this project; from the initial OBC right through to full migration and go live. We have ensured that the right frameworks and methodologies have been embedded within LLWR IT department to enable a continuation of high quality service delivery is provided.

LLWR remain a valuable client with Methods having now assisted with the IT disaggregation and transformation and implementation of a new ERP solution (which ran alongside this project).

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