

Support Solution Design

De-risking your support service



An innovative design service for Contractor Logistic Support (CLS) and Contracting for Availability (CfA) projects.

A Business Opportunity or Risk?

Under long term performance based contracts, defence customers are increasingly outsourcing operation and logistic support services to industry. This is due to a desire for improved equipment capability and availability at a reduced lifecycle cost. Services can include; equipment operation, maintenance, supply-chain, engineering and training.

For industry these contracts can offer a good business opportunity; however, they also introduce potential significant risk. This is due to aspects such as; unfamiliarity of the work (some of which has historically been the responsibility of defence Services), transfer of Ministry of Defence personnel to industry, contract type, contract duration, and associated financial penalties.

These contracts require industry to possess a clear understanding, at the proposal stage, of the frequency and cost of operation and support activities. This includes the use of resource over a long period of time (up to 20 years). Potential resource questions include; utilisation of personnel, use of test equipment, use of facilities, quantity of spares, training throughput, etc. On some initial outsourcing contracts industry has insufficiently understood these details and, consequently, been exposed to financial penalties.

Design Service

Persides has established a structured, innovative and proven approach to the design of support service solutions. The approach minimises likely exposure to potential risks and increases the likelihood of meeting contractual service and availability requirements. The approach combines business assessment techniques with Model Based Systems

Engineering (MBSE). The activities within this approach are tailored to suit project specific needs and applied by Persides consultants working closely with client organisation personnel. Example activities include;

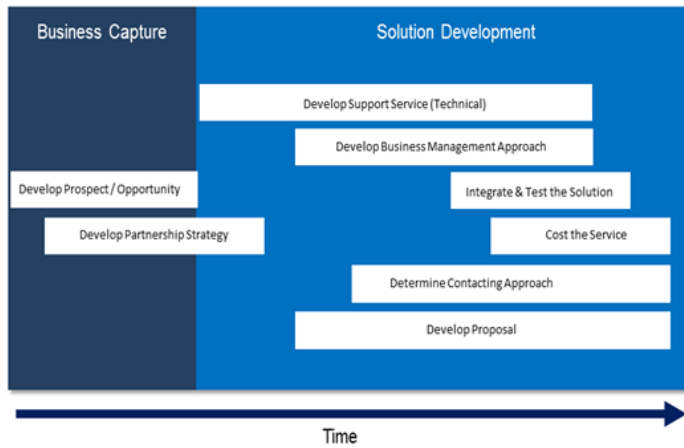
- Stakeholder Management
- Value Proposition
- Structured Solution Design
- Solution Test & Acceptance

Key to the successful application of this approach is the effective use of analysis and modelling techniques to answer questions such as; how many? How often? How much? Illustrative modelling, e.g. functional and business process, is used to determine scope, roles and responsibilities. Mathematic modelling, e.g. use of bespoke spread-sheet models (deterministic) and simulation (stochastic), is used to assess aspects such as throughput over time and service operation cost.

The use of simulation software enables a virtual and dynamic environment where uncertainty can be focused on and assessed. The results of analysis and modelling are used to aid decision making about the content of the solution design.

Understanding which design activities to use and when to use them is an important part of the Persides service offering. Key Persides consultant's roles (which underpin the design service) include;

- Facilitator
- Solution Architect
- Business Analyst



Persides service design approach includes a range of business capture and solution development activities.

Our Experience

Persides has worked with a number of industry organisations on the design of support services for CLS and CfA contracts. As a result the company has a clear understanding of the potential issues and pitfalls associated with this approach.

Whilst customers are eager for industry to adopt a services and performance based approach before embarking on a potentially costly proposal development, a company must first ensure these contracts make good business sense. Persides has helped its clients undertake contract option assessments prior to embarking on performance based contracts.

On approval of a CfA approach, our design service provides a structured and controlled environment for the performance of a set of activities which sit below the process view identified above. Activities include;

- Stakeholder Identification & Management
- Values Analysis and Value Proposition
- Requirements Capture, Analysis & Management
- Master Data & Assumptions Identification & Management
- Service Design Management
- Illustrative Modelling
- Mathematical Modelling
- Development of Performance Metrics (Key Performance & Value Indicators (KPIs & KVs))
- Development of Contracting Options
- Test Planning and Performance

When appropriate, we have also helped clients assess and develop partnering arrangement with customer or other industry organisations.

How Our Expertise Can Help You

Why Persides?

Persides is an established force in the Defence, Security and Energy markets offering proven support solution design services. Persides is an independent and proactive company that is committed to understanding our customer needs and delivering customer satisfaction.

Persides offers help with the following;

- Assessment of the CLS and CfA opportunity - to ensure it makes good business sense
- Determine the optimum route to market
- Design service solutions for operations, maintenance, engineering, training and supply chain
- Determine the optimum contracting approach and commercial model
- Determine/assess performance and business metrics
- Identify, assess and mitigate risks
- Developing the CLS / CfA proposal

Client Engagement

Persides offers a flexible support solution design service at a number of different levels.

Level 1 – Provision of formal training and ‘high-level’ guidance on the design process and activities

Level 2 – Performance of level 1 plus management of the design activities performed by client personnel

Level 3 – Performance of level 1 plus working in conjunction with client personnel, provision of management and consultancy support for design activities

Level 4 – Performance of management and the design related activities including the development of a CfA proposal

Client Benefits

- Persides has extensive experience in the design of CfA solutions.
- Using Persides will help to develop a service solution which minimises risk and provides confidence the solution will work
- Our structured design approach and analysis will provide clarity of potential future situations enabling informed business decision making

Persides

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