



# digital gaps

Public  
& Third  
Sector



## Small Businesses | Big Potential

Digital Gaps is a trailblazing national collective of public sector officers, digital catalysts, digital specialists and small digital development businesses.

Our mission is to deliver improved experiences and / or outcomes for service users as well as benefits for the public sector through the co-development and implementation of digital product.

We reward your co-development role through free licensing and income generation from any future sales to peer organisations.

Invite Digital Gaps in for an initial conversation and benefit from:

- Collaboration with the collective
- Digital masterclasses for decision makers
- Income generation
- Discounted consultancy
- Access to digital specialists
- e-briefing of digital happenings
- Discovery events for latest innovations
- Membership of our Khub network
- Digital Product Store
- Co-developed digital product



digital gaps

Tel: 01704 601001 | [www.digitalgaps.co.uk](http://www.digitalgaps.co.uk) |  @digitalgaps

# Digital Gaps Collective



Digital Gaps specialises in taking on challenges or gaps from the public & third sector and working with select small businesses within the collective to develop a new product.

Our collective includes three complementary roles which provide you with the range of skills and technologies to resolve your gap

## Digital Catalyst

Our national network of catalysts will help you discover & define your problem. They will make use of our specialists and small businesses to implement a solution with you.

- Customer journey mapping
- Process mapping
- Capability mapping
- Project management
- Discovery & Design
- Product backlog development
- UX & UI
- Implementation management
- Innovation ideation
- Agile development

## Small Businesses

The different capabilities of our small businesses will provide you with the technology, agility, creativity and innovation to deliver a solution to meet the needs of your defined problem.

- Data
- Digital Comms
- Identify & Info Security
- CRM/CMS
- Co-design and development
- Assistive Tech (IoT)
- RPA, ML & AI
- Low-code
- eForms & Workflow
- Native Apps

## Digital Specialist

Our range of specialists can be called on as required to provide capacity & skills that might not be available in your organisation.

- Strategic / Programme director
- Agile coach
- User experience designer
- Communications specialist
- Business analyst
- Chief Information Officer
- Data visualiser
- Solution integrator
- Technical architect
- Cyber security

# Our Approach

Simply invite one of our digital catalysts to visit you to discuss your 'gaps'. If a gap is identified then our 4 step process will give you the opportunity to gain a free license and generate income from any future sales. All new products are on display to the public & third sector markets via the Digital Gaps product store.

## 1. Discovery

Our catalyst will spend a half day for free with you to help to define and scope the problem / gap. In our experience this is the most important step - projects often fail because the problem was not well defined / understood. Where further discovery work is needed in terms of analysis, capturing the broader context or stakeholder management for example then this is identified and defined.

The catalyst will consider existing process and system architecture and consider with you the potential improvement opportunities and qualify the potential benefits for the headline business case and associated risks and key stakeholders.

## 2. Challenge

## 3. Propose

The catalyst will consult with the collective to identify options to address the identified gap / opportunities. We will identify the indicative costs and risks to deliver a minimum viable product (MVP). These will form a proposal to consider whether to progress.

Using an Agile approach, the catalyst will oversee the development or implement any chosen solutions. If this is a new product then an agreement is reached to provide licence free and revenue share of future sales.

## 4. Agree and Deliver



**Ken Barnsley**  
Blackburn with Darwen  
Council

“ We have found that Digital Gaps are willing to get involved when there is no obvious solution. We have used them to develop funding proposals and to develop place-based solutions that keep us and our stakeholders happy. ”

“ Digital Gaps have been really good in helping us move forward into new ways of working. They have brought imagination, creativity and a persistence to identify the win-wins needed to get everyone on board. ”



**Tim Adams**  
LGA



**Jim Walker**  
Environment Agency

“ Digital Gaps have given us a ‘go to’ organisation for the small but awkward digital tasks and problems that inevitably arise. ”

“ Digital Gaps have given us the innovative thinking and access to affordable technology to make a difference. ”



**Yak Patel**  
Lancaster CVS



**Linda Vernon**  
Blackpool Teaching  
Hospital FT

“ Digital Gaps have been helpful in clearly explaining our digital ambitions for service directories to a number of local partners such that they can see the benefits to them. ”

# Sound interesting?

We'd love you to join us

join@digitalgaps.co.uk <http://www.digitalgaps.co.uk/join>



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