



BENTLEY MOORE EXECUTIVE

Service Transition



Service Transition Consulting Services

Introduction

In today's complex delivery environments, most organisations rely on third-party suppliers and vendors to provide key services that underpin their operations.

These supplier relationships are typically governed by formal service contracts, often spanning multiple years, with bespoke commercial terms and performance obligations.

Over time, however, organisational needs, technology, or commercial priorities evolve and the incumbent service model may no longer remain optimal.

When this happens, organisations must undertake a Service Transition — the structured process of ending services with an incumbent supplier and transferring them either to a new supplier or back in-house, without disrupting business continuity.

At Bentley Moore Executive, we provide specialist Service Transition Consulting Services that help clients plan, manage, and execute complex transitions with confidence, control, and minimal risk.

The Challenge

Modern organisations typically operate within multi-supplier ecosystems, comprising a mix of major outsourced partners and numerous smaller vendors.

This creates a complex supplier landscape with varied contracts, dependencies, and performance interfaces.

Transitioning from one or more incumbent suppliers presents significant challenges, including:

- Ensuring **continuity of service** during the transition.
- Managing **exit obligations**, including staff transfers (TUPE), asset handovers, and data migration.
- Coordinating **multiple interdependent activities** across technology, process, governance, and people.
- Aligning transition activities with the organisation's **target operating model (TOM)** and long-term objectives.
- Managing **commercial, financial, and legal risk** during contract closeout and handover.

For many organisations, Service Transition is **not a routine business activity**.

They often lack the specialist skills, governance structures, and experience needed to manage the process effectively — increasing the likelihood of cost overruns, service disruption, or contractual disputes.

In such scenarios, engaging external Service Transition specialists ensures the transition is delivered with the necessary control, assurance, and precision.

However, this approach introduces a further challenge:

Once the transition is complete, the expertise leaves with the consultants — unless a structured knowledge transfer or internal capability-building plan is implemented.

At Bentley Moore Executive, we address both sides of this equation — delivering seamless transitions while also helping clients build enduring in-house capability.

Our Service Transition Consulting Services

We provide comprehensive **Service Transition Consulting Services**, covering both advisory and delivery support.

Our services are designed to help clients plan, manage, and institutionalise Service Transition as a controlled, repeatable capability within their organisation.

Our Core Service Areas Include:

1. End-to-End Service Transition Delivery

- Full lifecycle transition planning and execution.
- Coordination of activities across incumbent and new suppliers.
- Assurance of service continuity and risk control.

2. Service Transition Planning and Roadmapping

- Development of detailed Service Transition plans, timelines, and milestones.
- Alignment of transition activities with business objectives and TOM.
- Dependency mapping across suppliers, systems, and business functions.

3. Supplier Exit Management

- Design and management of exit strategies for incumbent suppliers.
- Oversight of contract termination, asset handover, and residual risk management.
- Management of staff transfers under TUPE (where applicable).

4. Supplier Onboarding and Mobilisation

- Coordination of mobilisation planning with new suppliers.
- Knowledge transfer, capability verification, and readiness assessment.
- Integration of new supplier performance and governance frameworks.

5. Risk and Governance Management

- Definition and operation of Service Transition governance structures.
- Risk identification, assessment, and mitigation planning.
- Establishment of reporting, control, and escalation mechanisms.

6. Commercial and Contractual Alignment

- Contract review, negotiation, and compliance management.
- Financial planning and cost management for transition activities.
- Integration of procurement, legal, and commercial workstreams.

7. Business Change and BAU Integration

- Change impact assessment and stakeholder engagement.
- Knowledge transfer planning and BAU handover.
- Training and support for in-house teams.

8. Capability Development

In addition to delivering Service Transitions directly, we help organisations establish Service Transition as a business function, embedding frameworks, templates, and

governance structures to enable repeatable, in-house management of future transitions.

Outcomes and Value

Our Service Transition Consulting Services deliver tangible outcomes and lasting business value, including:

- **Controlled transition** of services with minimal disruption to business operations.
- **Full visibility** of interdependencies, risks, and timelines across suppliers.
- **Reduced delivery risk** through structured governance and proactive management.
- **Regulatory and contractual compliance** throughout the transition lifecycle.
- **Operational continuity** from day one of new service commencement.
- **Knowledge retention** through structured documentation and handover.
- **Capability uplift**, enabling future transitions to be managed internally.

Through our structured approach, organisations gain not just a successful transition, but the confidence and tools to manage future supplier changes with independence and assurance.

About Bentley Moore Executive

We are Bentley Moore Executive, a London-based consulting firm specialising in Service Transition, Service Management, and Supplier Governance Consulting Services.

Our consultants have extensive experience leading complex transitions across the public and private sectors — including large-scale supplier exits, multi-supplier integrations, and the establishment of internal Service Transition functions.

We combine commercial acumen, operational precision, and transformation delivery expertise to ensure every Service Transition achieves its intended outcomes, on time, on budget, and without business disruption.

Contact Us

To discuss your service transition needs or explore how Bentley Moore Executive can support your organisation:

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Our Services



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Jason



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