



BENTLEY MOORE EXECUTIVE

Individual Resources



**Staff Augmentation
Individual Resourcing Services**

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Introduction

All organisations undertake both Business-as-Usual (BAU) and Transformation activities.

BAU functions are typically delivered by permanent members of staff operating within existing business structures, whereas Transformation activities are executed through defined projects and programmes that introduce new ways of working, technologies, services, and capabilities.

In practice, many organisations experience *capability, capacity, or experience deficits* at critical times. They may lack sufficient skilled personnel to deliver operational objectives, or they may not possess the specialist expertise required to drive complex change and transformation. These resourcing gaps can significantly impact delivery performance, service quality, compliance, customer satisfaction, and ultimately, financial results.

Our Staff Augmentation Individual Resourcing Services provide a flexible, scalable, and targeted means of addressing these challenges. We enable organisations to access the right expertise at the right time across any domain including organisation, people, technology, process, services, operations, efficiency, third-party supplier management, legal compliance, procurement, or commercial delivery.

Whether to fill short-term operational gaps or to embed specialist capability into major transformation initiatives, our approach ensures continuity, competence, and confidence in achieving business outcomes.

Staff Augmentation Individual Resourcing Services

Our Individual Resourcing Service provides highly skilled professionals on an interim or contract basis to supplement internal teams and deliver specific outcomes. These resources can be deployed to perform defined roles within existing functions, lead discrete workstreams, or provide expert input into strategic initiatives.

We offer access to an extensive network of experienced specialists spanning project and programme management, business analysis, governance, service management, commercial and supplier management, technical architecture, IT operations, data, and many other business disciplines.

Each resource is selected based on precise alignment to your organisational needs, ensuring immediate value, minimal onboarding time, and measurable performance impact.

The Challenge

Scenario 1: Private Sector – Short-Term BAU and Transformation Skills Shortfall

Imagine the following scenario, a private sector organisation operating in the technology services sector faced a dual resourcing challenge.

During business-as-usual operations, several permanent employees departed at short notice, creating immediate capacity gaps in project delivery and service operations. Simultaneously, the company embarked on a multi-year IT outsourcing and transformation initiative that required skills far beyond those available internally.

The transformation included outsourcing nearly 50% of its in-house IT services — covering application development, hosting, infrastructure, and service support — alongside novation of supplier contracts, redefinition of service levels, and implementation of new governance and performance frameworks.

The business lacked in-house expertise in *transition and transformation management, commercial contracting, service integration, and supplier governance*.

Hiring permanent staff for these short-term, highly specialised roles was neither cost-effective nor strategically appropriate.

The impact of this is that without access to suitably skilled resources, the organisation risked delays to the outsourcing transition, uncontrolled cost escalation, contractual exposure, regulatory non-compliance, and deterioration of BAU service levels.

The potential detriment could run into tens of thousands of pounds in additional spend, reputational risk with clients, and a loss of stakeholder confidence.

Scenario 2: Public Sector – Multi-Year Legislative Transformation Programme

A major UK public sector central government department initiated a multi-year transformation programme to implement policy-driven legislative change.

The programme required new IT systems, applications, and data platforms; new processes and operating models; and substantial organisational restructuring to support the delivery and management of new citizen-facing services.

While the department had capable permanent staff, they did not possess the breadth of expertise or volume of resources needed to deliver this scale of change.

Critical gaps existed across *programme management, solution architecture, data migration, service design, supplier management, and commercial assurance*.

Moreover, the programme's temporary nature and evolving scope made permanent recruitment impractical.

The lack of immediate specialist capability risked project overruns, non-compliance with statutory deadlines, cost overruns, and adverse audit outcomes.

The impact of the absence of experienced transformation specialists would jeopardise delivery of key delivery milestones, create uncertainty in financial forecasting, and increased the likelihood of negative scrutiny from central government oversight bodies.

How We Can Help

We have extensive experience in delivering Individual Resourcing Services across both the private and public sectors, providing targeted expertise that bridges internal capability gaps and enhances delivery performance.

Our approach is built on three core principles: agility, alignment, and assurance.

1. **Agility** – We can rapidly mobilise high-calibre professionals with the exact skills required, whether for a few weeks, several months, or multi-year engagements.
2. **Alignment** – We work closely with clients to understand strategic objectives, organisational culture, and delivery context, ensuring each individual resource integrates seamlessly into existing structures and contributes effectively from day one.
3. **Assurance** – Every professional we deploy is vetted for capability, experience, and results. We monitor performance and ensure measurable outcomes that align with our clients' goals.

We provide individuals across the full spectrum of business and transformation activities, including:

- Project and Programme Management
- Business and Process Analysis
- PMO and Governance
- Change Management and Communications
- Service Integration and Management (SIAM)
- IT Operations and Infrastructure Specialists
- Commercial, Contract, and Supplier Management
- Risk, Compliance, and Assurance Experts

In addition, we advise C-level executives on optimising resource strategies — balancing cost, risk, and capability — to ensure sustainable delivery outcomes and value for money.

This includes guidance on whether to augment internal teams, outsource specific functions, or establish hybrid delivery models that optimise performance while minimising delivery risk.

Our proven experience and structured approach ensure that clients not only fill immediate skills gaps but also strengthen their overall organisational capability and delivery resilience.

By leveraging our Individual Resourcing Services, organisations achieve:

- Immediate access to specialised expertise
- Reduced time-to-delivery for critical initiatives
- Enhanced delivery confidence and quality
- Optimised cost efficiency and resource utilisation
- Reduced operational and delivery risk



Staff Augmentation Individual Resourcing Services

In today's complex business environment, agility and access to skilled talent are critical enablers of success.

Our 'Staff Augmentation Individual Resourcing Services' give organisations the flexibility to scale capability on demand, ensuring that both BAU operations and Transformation initiatives are executed efficiently, effectively, and with confidence.

Whether addressing short-term resource gaps or delivering major change programmes, we provide the expertise, experience, and assurance to help our clients achieve their strategic objectives with precision and professionalism.

Bentley Moore Executive

We are Bentley Moore Executive, we are here to lead, advise, assist and provide you with Staff Augmentation Individual Resourcing Services.

Contact Us

Should you wish to discuss any of your requirements and how we can help you, you can contact us as follows:

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www.bentleymoore.co.uk/services

Our Services



C-Level Advisory



Transformation



Professional
Services



Staff
Augmentation



Troubleshooters



As a Service
Solutions



Website Services



Contact Details



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