

BENTLEY MOORE EXECUTIVE



**Staff Augmentation-as-a-Service
Business Solutions Service Brief**

Staff Augmentation-as-a-Service Business Solutions Service Brief

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Staff Augmentation-as-a-Service Business Solutions Service Brief

1. Introduction

Bentley Moore Executive's Staff Augmentation-as-a-Service provides organisations with rapid, governed access to skilled professionals, teams, and managed functional units—available precisely when required and under transparent commercial terms.

The service converts traditional recruitment and contractor models into a managed capability framework that offers the flexibility of on-demand resources with the assurance, governance, and accountability of a fully structured service.

Under a Master Service Agreement (MSA), clients can scale capacity up or down quickly, access pre-qualified talent within five working days, and maintain complete visibility of cost, performance, and quality, without the overhead of traditional staffing processes.

2. Client Ongoing Capability Delivery

Staff Augmentation-as-a-Service enables clients to sustain delivery momentum and business continuity through a controlled, scalable, and pre-governed resource model.

Instead of repeatedly sourcing individual contractors, clients can draw on a standing ecosystem of pre-qualified professionals and teams governed by Bentley Moore Executive.

Each engagement delivers capacity and capability aligned to the organisation's current objectives, operating rhythm, and governance standards.

Key outcomes include:

- **Speed:** mobilisation of qualified professionals within days.
- **Predictability:** cost control through transparent rate cards and pre-agreed commercial schedules.
- **Assurance:** consistent quality and compliance governed centrally.
- **Continuity:** knowledge transfer and managed handovers preserving institutional learning.
- **Scalability:** resources increased or reduced seamlessly as demand fluctuates.

This model allows clients to treat resourcing as a governed capability—available on demand, performance-managed, and aligned with strategic delivery priorities.

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3. Staff Augmentation-as-a-Service Core Characteristics

Characteristic	Description
Outcome-Oriented	Engagements are designed around defined business outcomes such as delivery capacity, speed-to-mobilise, and quality adherence—not simply head-count supply.
Defined Scope and Governance	Each engagement includes scope, role profiles, SLAs, reporting cadence, and escalation paths, ensuring predictability and client oversight.
Flexible and Rapidly Mobilised	Bentley Moore Executive's rapid-mobilisation network enables deployment of individuals, teams, or functions within five working days.
Predictable Cost Base	Transparent rate cards linked to role, seniority, and duration ensure accurate forecasting and budgetary control.
Externally Managed Delivery	Bentley Moore Executive manages quality, performance, compliance, and reporting, freeing clients from administrative and HR overhead.

These characteristics convert staff augmentation from a transactional procurement activity into a reliable, outcome-driven capability integrated with the client's operational governance.

4. Staff Augmentation-as-a-Service Focus and Benefits

Staff Augmentation-as-a-Service provides the flexibility to meet short-term project demands or longer-term capacity requirements while maintaining governance, compliance, and cost transparency.

Key benefits to the client include:

- Rapid access to vetted professionals across multiple disciplines.
- Flexible scaling of resources to meet fluctuating workloads.
- Consistent quality and governance across all supplied personnel.
- Reduced administrative, legal, and HR burden.
- Transparent cost control and predictable financial planning.
- Retention of organisational knowledge through structured handovers and managed continuity.

This service line gives clients the agility to meet demand without compromising control, quality, or compliance.

5. Staff Augmentation-As-a-Service Offerings

Bentley Moore Executive delivers multiple engagement modes within its Staff Augmentation-as-a-Service portfolio:

- **Individual Resources-as-a-Service** – supply of individual specialists under managed governance.
- **Multiple Resources-as-a-Service** – deployment of coordinated resource groups for sustained engagements.

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- **Teams of Resources-as-a-Service** – provision of pre-integrated, cross-functional teams with defined outputs.
- **Team-in-a-Box-as-a-Service** – fully provisioned operational teams managed end-to-end by Bentley Moore Executive.
- **Specialist Function-in-a-Box-as-a-Service** – outsourced functional units delivered under SLAs and KPIs.

Each mode operates under the same commercial and governance standards defined in the Master Service Agreement, ensuring consistency, scalability, and accountability.

6. Cross-Service Integration

Staff Augmentation-as-a-Service integrates directly with Bentley Moore Executive's other service lines, creating an end-to-end delivery ecosystem:

- **Consulting-as-a-Service** provides advisory oversight that defines the skills and structures needed.
- **Transformation-as-a-Service** leverages augmented teams to accelerate delivery and maintain momentum.
- **C-Level Advisory-as-a-Service** ensures governance alignment and executive visibility over deployed resources.
- **Troubleshooting-as-a-Service** uses augmentation capability to stabilise failing programmes through immediate specialist intervention.

This cross-service integration ensures that staff augmentation contributes directly to strategic outcomes rather than operating as a disconnected resourcing activity.

7. Client Maturity Alignment

Bentley Moore Executive aligns staff-augmentation capability to the client's organisational and delivery maturity.

Stage	Augmentation Focus	Outcome
Advisory	Guidance on resourcing strategy, workforce planning, and optimal sourcing mix.	Defined resourcing model and demand forecast.
Delivery	Deployment of governed individual or team-based resources to execute defined work.	Increased delivery capacity and performance assurance.
Managed	End-to-end provision of managed teams or functional units under SLAs.	Continuous capability with built-in improvement and accountability.

This maturity alignment allows clients to evolve from ad-hoc hiring to fully managed, self-improving capacity solutions.

8. Engagement and Commercial Models

All Staff Augmentation-as-a-Service engagements are governed by a Master Service Agreement (MSA), which defines legal, commercial, and quality terms.

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Under this umbrella, resources and teams are activated via Statements of Work, giving clients complete flexibility to scale while maintaining contractual consistency and assurance.

The model removes the inefficiency of repeat recruitment cycles, providing predictable, rapid access to qualified professionals managed under one governed framework.

Each engagement ensures optimal skills alignment, transparent pricing, and measurable performance—all without the fixed overheads of permanent headcount or contractor management.

9. Engagement Formats

Clients can engage through a range of formats that match their operational environment and maturity:

- **Advisory Format** – workforce planning, skills mapping, and sourcing-strategy advisory support.
- **Delivery Format** – individual or team-based deployment to deliver defined outcomes.
- **Managed Format** – end-to-end management of teams, functions, or services under SLAs and KPIs.
- **Bespoke Format** – hybrid models integrating advisory, delivery, and managed components within a single governance and reporting structure.

Each format aligns to the client's governance cadence and performance-management systems, maintaining visibility, accountability, and assurance.

10. Commercial Model Options

10.1. Call-Off Arrangements under the Master Service Agreement (MSA)

Pre-approved rate cards and MSA terms allow clients to activate resourcing capability immediately without repetitive procurement—ideal for multi-programme or rapidly scaling environments.

10.2. Fixed-Term or Hybrid Delivery Engagements

Defined-duration or mixed-mode engagements combining advisory, delivery, and managed components under one governed structure—ideal for project-specific or transitional requirements.

10.3. Outcome-Based or Performance-Linked Contracts

Where applicable, payment can be tied to delivery milestones, SLA achievement, or performance metrics, aligning Bentley Moore Executive's incentives directly with client outcomes.

10.4. Bespoke Engagements

Customised contractual structures integrating multiple resource models across departments or functions. Pricing, review cycles, and performance metrics are co-designed to ensure transparency and mutual accountability.

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Together, these commercial models provide structure without rigidity and flexibility without risk.

11. What This Looks Like in Practice

11.1. Commercial Structure

- The client operates under a single Master Service Agreement (MSA).
- Resources and teams are engaged via Call-Offs or Statements of Work.
- Rate cards and deliverable schedules ensure predictable expenditure.
- Central governance and documentation maintain continuity and transparency.

11.2. Service Management

- A senior Bentley Moore Executive partner provides oversight, ensuring consistent standards and quality.
- Advisory, Delivery, and Managed components can be scaled independently.
- Standard templates and reporting frameworks maintain control across engagements.

11.3. Operational Experience for the Client

- Capability can be activated rapidly without re-tendering.
- Functions as an internal, on-demand workforce layer governed by Bentley Moore Executive.
- Knowledge and learning from each engagement are captured and returned to the client.

11.4. Benefits to the Client

- **Speed:** rapid deployment of skilled professionals.
- **Cost control:** transparent rate cards and predictable spend.
- **Quality:** partner-level assurance and governance oversight.
- **Continuity:** structured knowledge-transfer processes.
- **Flexibility:** resources scaled or redeployed as priorities shift.

This operational model combines agility with governance, allowing enterprises to meet fluctuating demand while retaining oversight and accountability.

12. The Challenges Clients Face

Clients turn to Staff Augmentation-as-a-Service to address resourcing constraints, inconsistent quality, and cost volatility.

Common challenges include:

- Lengthy recruitment cycles delaying project initiation.
- High contractor turnover and loss of institutional knowledge.
- Fragmented governance and inconsistent performance oversight.
- Cost unpredictability under time-and-materials models.
- Administrative overhead managing multiple suppliers or agencies.
- Skills shortages in critical domains.
- Compliance and IR35 risk exposure from unmanaged contractors.

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Bentley Moore Executive's governed augmentation framework resolves these issues by providing rapid access to capability under a transparent, compliant, and performance-assured structure.

13. Client Outcomes

Staff Augmentation-as-a-Service delivers tangible organisational value through agility, assurance, and controlled cost.

Clients achieve:

- Swift mobilisation of qualified professionals and teams.
- Predictable expenditure through transparent pricing.
- Reduced administrative and compliance burden.
- Improved quality and consistency across augmented staff.
- Knowledge retention and continuity between projects.
- Increased organisational agility and resilience.
- Assurance through partner-led governance and performance tracking.

The result is a cost-efficient, flexible resourcing capability that scales seamlessly with organisational need.

14. Staff Augmentation-as-a-Service Outcomes

Staff Augmentation-as-a-Service transforms resourcing from a reactive activity into a strategic capability.

Outcomes for clients include:

1. Accelerated mobilisation of capacity and expertise.
2. Reduced resourcing cost through predictable rate cards.
3. Improved governance and compliance oversight.
4. Consistent delivery standards across all deployed personnel.
5. Continuity of service when resources rotate or change.
6. Reduced dependency on multiple agencies or intermediaries.
7. Knowledge capture and transfer embedded within each engagement.
8. Optimised performance management through centralised reporting.
9. Rapid scalability supporting enterprise transformation or recovery.
10. A governed, agile workforce layer aligned to strategic delivery priorities.

Staff Augmentation-as-a-Service gives clients the ability to scale confidently, deliver consistently, and control cost effectively across the enterprise.

15. How We Help

Bentley Moore Executive's Staff Augmentation-as-a-Service model is designed for organisations that need governed flexibility — the ability to scale workforce capacity rapidly without compromising quality, compliance, or cost control.

We help clients who are:

- delivering large-scale transformation or change programmes and require rapid, reliable resource mobilisation,
- facing persistent capability or capacity gaps across business or technology functions,

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- seeking to reduce reliance on multiple recruitment agencies and fragmented supplier management, or
- aiming to embed transparent governance, cost predictability, and performance oversight into all resourcing activity.

Our approach replaces traditional hiring cycles with an agile, outcome-focused capability that provides the right people, governed by the right standards, at the right time.

16. Our Engagement Approach

Every Staff Augmentation-as-a-Service engagement follows Bentley Moore Executive's structured, transparent methodology that ensures precision, control, and measurable outcomes.

16.1. Discovery and Assessment

We begin by assessing the client's operating environment, workforce demand profile, and strategic objectives. This stage identifies the skills, capacity, and governance mechanisms required to deliver sustained performance.

16.2. Design and Definition

We define the optimal augmentation model — individuals, teams, or managed functions — and align scope, deliverables, and governance artefacts such as SLAs, KPIs, and reporting cadence.

16.3. Commercial Alignment

All engagements operate under the Master Service Agreement (MSA) and are priced transparently via pre-agreed rate cards. Clients receive full cost visibility and forecasting accuracy from the outset.

16.4. Integration and Handover

Resources are integrated within existing governance and delivery structures, ensuring alignment with internal processes and reporting. Knowledge-transfer frameworks capture and return institutional learning.

16.5. Operational Delivery

Bentley Moore Executive manages quality, performance, and compliance, providing regular reporting and escalation management under partner-level oversight.

16.6. Performance Review and Reporting

Ongoing service reviews track utilisation, productivity, and quality. Metrics are benchmarked against defined SLAs and KPIs, providing executives with clear insight into value and performance.

16.7. Service Evolution

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As priorities evolve, the service model is refined — roles, skill-mix, or capacity can be adjusted rapidly without re-procurement, maintaining alignment with organisational needs and budgetary constraints.

17. Commercial Alignment

Under the MSA, all augmentation engagements share a unified commercial framework that ensures governance consistency and financial transparency:

- **Activation** via Statements of Work.
- **Pricing** through role-based rate cards linked to seniority and duration.
- **Assurance** via scheduled service reviews and governance meetings.
- **Accountability** maintained through partner-level oversight and clear performance metrics.

This structure provides the predictability and control of a managed service with the agility of on-demand resourcing.

18. Performance Review and Reporting

All Staff Augmentation-as-a-Service engagements include a formalised performance-management framework:

- **Weekly or bi-weekly activity reporting** showing utilisation, delivery progress, and issues.
- **Monthly service reviews** covering cost, quality, and compliance metrics.
- **Quarterly governance reviews** linking performance outcomes to business objectives.
- **Continuous improvement actions** agreed and tracked for each review cycle.

These mechanisms ensure complete visibility and enable evidence-based optimisation of workforce performance.

19. Ongoing Optimisation and Evolution

Bentley Moore Executive continuously refines augmentation engagements to sustain maximum efficiency. Insights from performance data, client feedback, and delivery analytics drive enhancements in resourcing mix, governance cadence, and reporting.

Capability can be scaled, redirected, or consolidated quickly without contract renegotiation, maintaining service continuity and alignment to the client's strategic agenda.

20. Our Consulting Credibility

Bentley Moore Executive's consultants and delivery leads have extensive experience designing and operating large-scale augmentation and resourcing frameworks across public and private sectors.

Their expertise spans transformation, technology, operations, and business-change environments, ensuring that every engagement is informed by real-world delivery knowledge.

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Each assignment benefits from direct senior-partner governance, ensuring quality, compliance, and accountability throughout.

21. Our Value Proposition

Bentley Moore Executive provides a governed resourcing capability that delivers flexibility, assurance, and transparency.

Clients gain:

- **Speed:** mobilisation of pre-qualified professionals within days.
- **Transparency:** clear rate-card pricing and deliverable-based billing.
- **Assurance:** partner-led governance ensuring consistent standards.
- **Continuity:** knowledge transfer preserving institutional learning.
- **Cost efficiency:** lower total cost of resourcing through managed delivery and elimination of recruitment overhead.

This combination enables enterprise-grade workforce scalability with full governance and cost control.

22. Why Clients Choose Bentley Moore Executive

Clients choose Bentley Moore Executive because we combine senior-level delivery expertise, transparent commercial governance, and responsive resourcing capability under one accountable structure.

They benefit from:

- A single contractual gateway via the MSA.
- End-to-end alignment between resource planning, delivery, and assurance.
- Predictable expenditure through transparent rate cards.
- Rapid access to vetted resources and specialist teams.
- Partner-level oversight maintaining quality and continuity.
- Integrated methods that link people supply with delivery governance.
- Structured knowledge-transfer protecting organisational learning.
- Scalable capability that can expand or contract as priorities evolve.

This partnership model delivers flexibility, performance, and confidence for complex and fast-moving enterprises.

23. Our Philosophy

Bentley Moore Executive believes that resourcing should enhance organisational capability, not create dependency.

Every Staff Augmentation-as-a-Service engagement is designed to strengthen the client's delivery capacity, embed governance discipline, and leave the organisation better informed and more self-sufficient.

We operate as a trusted extension of the client organisation while maintaining full independence and accountability. Partner oversight ensures each engagement is governed effectively, mobilised efficiently, and aligned to the client's objectives.

Our guiding principle is straightforward:

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Deliver governed, on-demand workforce capability , rapidly mobilised, transparently priced, and performance-assured, so clients achieve flexibility, control, and sustained delivery confidence.

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

www.linkedin.com/company/bentley-moore-executive

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Our Services



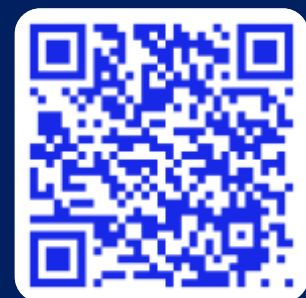
Website Services



Contact Details



Jason



Dave