

**BENTLEY MOORE EXECUTIVE**



**Troubleshooting-as-a-Service Business  
Solutions Service Brief**

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## 1. Introduction

Bentley Moore Executive's Troubleshooting-as-a-Service provides organisations with rapid, outcome-focused intervention to diagnose, stabilise, and recover failing initiatives, projects, or operations.

It delivers senior-level remediation capability on demand—combining governance discipline, analytical rigour, and delivery expertise under the control of a single accountable partner. Each engagement operates within the **Master Service Agreement (MSA)**, giving clients rapid mobilisation, transparent pricing, and full assurance of quality and performance.

The service allows enterprises to regain control of high-risk portfolios, restore stakeholder confidence, and embed sustainable solutions that prevent recurrence of failure.

## 2. Client Ongoing Capability Delivery

Troubleshooting-as-a-Service provides a governed recovery capability that organisations can activate precisely when delivery or operational integrity is at risk. Clients gain the assurance and speed of an external expert intervention combined with the structure, transparency, and continuity of a managed service.

Key outcomes include:

- **Rapid stabilisation** of failing or underperforming programmes, projects, or services.
- **Objective diagnosis** of root causes across governance, people, process, and technology.
- **Predictable cost control** through transparent rate cards and defined deliverables.
- **Governed recovery execution** led by senior partners under Bentley Moore Executive oversight.
- **Continuous learning and knowledge transfer** ensuring organisational capability strengthens after each engagement.

This capability functions as an assurance and recovery layer that can be invoked whenever the organisation encounters risk to delivery, performance, or compliance.

## 3. Troubleshooting-as-a-Service Core Characteristics

Characteristic	Description
Outcome-Oriented	Each engagement focuses on restoring control, stabilising delivery, and achieving clearly defined recovery outcomes rather than producing diagnostic reports alone.
Defined Scope and Governance	Troubleshooting assignments operate within a defined scope, methodology, reporting cadence, and escalation route ensuring transparency and accountability throughout recovery.
Flexible and	Pre-qualified recovery consultants and specialists can be mobilised within days under the MSA.

<b>Rapidly Mobilised</b>	
<b>Predictable Cost Base</b>	Transparent rate cards tied to seniority and duration enable accurate forecasting and cost containment.
<b>Externally Managed Delivery</b>	Bentley Moore Executive manages all aspects of remediation, quality assurance, and reporting, allowing clients to focus on strategic oversight rather than firefighting.

These attributes make Troubleshooting-as-a-Service a structured, repeatable, and accountable recovery mechanism rather than an ad-hoc crisis response.

#### 4. Troubleshooting-as-a-Service Focus and Benefits

The service is designed to recover value, restore stability, and strengthen governance after failure or underperformance has occurred.

Client benefits include:

- Immediate deployment of senior troubleshooters with multi-domain expertise.
- Clear recovery roadmaps with measurable milestones and outcomes.
- Objective root-cause analysis free from internal bias or politics.
- Protection of delivery continuity, cost, and reputation.
- Embedded learning and process improvements to prevent recurrence.
- Transparent pricing and performance management throughout the engagement.

This focus ensures that remediation not only fixes immediate issues but also strengthens the organisation's resilience for the future.

#### 5. Troubleshooting – As-a-Service Offerings

Bentley Moore Executive delivers a comprehensive suite of troubleshooting services across organisational, operational, and technical domains:

- **Programmes-in-Crisis-as-a-Service** – rapid recovery of failing programmes.
- **Vendor Risk Management-as-a-Service** – remediation of vendor performance and compliance issues.
- **Technical Refresh-as-a-Service** – governed modernisation of legacy technology environments.
- **Portfolio Management Troubleshooting-as-a-Service** – correction of portfolio imbalance and dependency conflict.
- **Outsourcing Troubleshooting-as-a-Service** – resolution of delivery breakdowns in outsourced operations.
- **Governance Troubleshooting-as-a-Service** – repair of governance frameworks and decision bottlenecks.
- **General and Turnaround Troubleshooting-as-a-Service** – holistic stabilisation across organisation, people, and process.
- **Digital Transformation Troubleshooting-as-a-Service** – rectification of failing digital programmes.

- **Budget Management Troubleshooting-as-a-Service** – restoration of cost control and budgetary discipline.
- **Software Licence Compliance Troubleshooting-as-a-Service** – correction of non-compliance and cost variance.
- **Transformation Troubleshooting-as-a-Service** – recovery of underperforming change initiatives.
- **Failing Projects Troubleshooting-as-a-Service** – targeted intervention to bring projects back on track.
- **Supplier Exit Troubleshooting-as-a-Service** – assured withdrawal and handover management.
- **Risk Management Troubleshooting-as-a-Service** – resolution of critical enterprise or operational risks.
- **Organisation Design Troubleshooting-as-a-Service** – realignment of structures, accountability, and control.
- **Service Transition Troubleshooting-as-a-Service** – stabilisation of services moving into live operation.
- **Third-Party Supplier Management Troubleshooting-as-a-Service** – resolution of disputes and supplier underperformance.

Each can be mobilised individually or combined under a unified recovery programme governed by Bentley Moore Executive.

## 6. Cross-Service Integration

Troubleshooting-as-a-Service integrates seamlessly with other Bentley Moore Executive service lines to deliver coordinated recovery and assurance:

- **Consulting-as-a-Service** provides analytical insight to identify root causes.
- **Transformation-as-a-Service** ensures stabilised programmes transition smoothly back into structured delivery.
- **C-Level Advisory-as-a-Service** gives executive oversight and decision support during remediation.
- **Staff Augmentation-as-a-Service** supplies the rapid resource uplift required to execute recovery actions.

This integration enables a unified pathway from diagnosis through remediation to stable operations under consistent governance.

## 7. Client Maturity Alignment

Stage	Troubleshooting Focus	Outcome
Advisory	Diagnostic review and independent assessment of failure causes and recovery options.	Clarity on root causes and roadmap to stabilisation.
Delivery	Direct implementation of recovery plan, remediation, and stabilisation measures.	Restored control and performance within defined timescales.
Managed	Continuous monitoring, assurance, and improvement following recovery.	Sustained stability and proactive risk prevention

capability.

This alignment ensures that clients receive the appropriate level of troubleshooting support—from one-off recovery through to a standing managed assurance function.

## 8. Engagement and Commercial Models

All Troubleshooting-as-a-Service engagements operate under the **Master Service Agreement (MSA)**, defining governance, commercial terms, and quality obligations.

Assignments are initiated via **Statements of Work**, giving clients immediate access to governed recovery capability without new procurement cycles.

The model removes the inefficiency and risk of ad-hoc consultant hire, providing rapid, accountable mobilisation under a single consistent commercial and assurance framework.

Each engagement is structured for measurable value delivery—scope, milestones, and outcomes are defined from the outset and reviewed throughout remediation.

## 9. Engagement Formats

Clients can select the engagement format that best aligns with their situation and governance environment:

- **Advisory Format** – independent diagnostic and assessment of failure or risk.
- **Delivery Format** – hands-on remediation led by Bentley Moore Executive troubleshooters.
- **Managed Format** – full recovery and ongoing assurance operated as a service.
- **Bespoke Format** – combination of advisory, delivery, and managed recovery across multiple domains.

Each format integrates with the client's existing governance cadence to ensure visibility, control, and consistent reporting to senior stakeholders.

## 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 troubleshooting capability rapidly, critical in crisis or recovery scenarios.

### 10.2. Fixed-Term or Hybrid Delivery Engagements

Defined-duration engagements or blended models combining assessment, remediation, and assurance—ideal for stabilising transformation portfolios or recovering key programmes.

### 10.3. Outcome-Based or Performance-Linked Contracts

Payment tied to achievement of defined milestones, recovery targets, or performance metrics—ensuring alignment between commercial incentive and client success.



## 10.4. **Bespoke Engagements**

Tailored contractual structures for complex or multi-domain recoveries. Pricing, deliverables, and review cycles are co-designed to ensure transparency and accountability.

Together, these options provide speed, control, and confidence under one governed framework.

## 11. What This Looks Like in Practice

### 11.1. **Commercial Structure**

- The client operates under a standing **Master Service Agreement (MSA)**.
- Recovery engagements are activated via Call-Offs or Statements of Work.
- Forecast and spend are predictable through transparent rate cards.
- Central governance and documentation preserve continuity and auditability.

### 11.2. **Service Management**

- A senior Bentley Moore Executive partner acts as the single governance lead.
- Advisory, Delivery, and Managed components can be scaled independently.
- Standardised frameworks and methodologies ensure consistency across recoveries.

### 11.3. **Operational Experience for the Client**

- Capability activated immediately without procurement delay.
- Functions as an embedded recovery and assurance layer within the client organisation.
- Findings, insights, and recommendations captured for institutional learning.

### 11.4. **Benefits to the Client**

- **Speed:** immediate deployment of experienced troubleshooters.
- **Control:** defined governance, escalation, and reporting routes.
- **Assurance:** partner-level oversight ensuring quality and compliance.
- **Continuity:** structured knowledge-transfer protecting organisational learning.
- **Confidence:** restored delivery stability and stakeholder trust.

## 12. The Challenges Clients Face

Clients engage Bentley Moore Executive when initiatives, programmes, or suppliers enter distress or uncertainty threatens delivery integrity.

Common challenges include:

- Programmes off-track or failing to realise intended benefits.

- Fragmented governance causing delay and indecision.
- Unclear accountability between client and supplier.
- Escalating costs and unmanaged risk exposure.
- Lack of independent insight to diagnose issues objectively.
- Reputational risk from prolonged underperformance.

Troubleshooting-as-a-Service addresses these challenges through structured, governed intervention that restores control and prevents recurrence.

### 13. Client Outcomes

Clients using Troubleshooting-as-a-Service achieve tangible recovery outcomes:

- Rapid stabilisation of high-risk initiatives.
- Objective root-cause identification and correction.
- Reinstated delivery confidence and stakeholder assurance.
- Improved governance maturity and decision-making clarity.
- Financial containment through early issue resolution.
- Preservation of business continuity and reputation.
- Organisational learning captured for future prevention.

### 14. Troubleshooting-as-a-Service Outcomes

Troubleshooting-as-a-Service delivers measurable recovery and long-term resilience.

Clients benefit from:

1. Rapid containment of risk and stabilisation of delivery.
2. Clear recovery roadmaps with defined milestones and KPIs.
3. Strengthened governance through evidence-based insight.
4. Cost control achieved via structured recovery planning.
5. Reduced disruption to operations and stakeholders.
6. Institutional knowledge capture improving future readiness.
7. Enhanced confidence from boards, regulators, and investors.
8. Prevention of recurrence through embedded assurance mechanisms.
9. Integration of recovery capability within broader governance structures.
10. Sustainable improvement in delivery reliability and organisational resilience.

Troubleshooting-as-a-Service transforms crisis management into a managed, repeatable capability that protects performance and strengthens confidence across the enterprise.

### 15. How We Help

Bentley Moore Executive's Troubleshooting-as-a-Service model is designed for organisations that need immediate, senior-level intervention when delivery, operations, or transformation activities begin to falter.

We help clients who are:

- facing stalled or failing programmes or transformations,
- experiencing governance breakdowns or loss of delivery control,
- managing supplier, budgetary, or operational crises, or



- seeking objective assessment and recovery of high-risk initiatives.

Our service delivers rapid, independent diagnosis, followed by structured remediation and stabilisation under partner-level oversight. The result is regained control, restored confidence, and demonstrable progress within weeks, not months.

## 16. Our Engagement Approach

Bentley Moore Executive applies a proven and disciplined approach to all troubleshooting engagements, ensuring speed, precision, and measurable outcomes.

### 16.1. Discovery and Assessment

We begin by rapidly assessing the current situation—reviewing plans, risks, governance, and delivery evidence to understand the true state of play. Our consultants identify issues, dependencies, and systemic weaknesses, providing an objective and fact-based diagnosis.

### 16.2. Design and Definition

We define the optimal recovery strategy—establishing a clear roadmap with milestones, roles, responsibilities, and recovery metrics. Engagement scope, deliverables, and escalation routes are agreed upfront to ensure transparency and control.

### 16.3. Commercial Alignment

All troubleshooting engagements are governed under the **Master Service Agreement (MSA)**. Pricing is transparent, typically structured around time-bound deliverables, with rate cards and fixed-fee options for defined recovery workstreams.

### 16.4. Integration and Handover

Our troubleshooters integrate seamlessly within the client's governance environment, ensuring alignment with internal reporting and oversight. Once stabilisation is achieved, control is transitioned back to the client or embedded teams with full knowledge transfer.

### 16.5. Operational Delivery

We manage remediation activities end-to-end—governance re-establishment, delivery realignment, risk mitigation, and supplier correction—under the direction of a Bentley Moore Executive partner.

### 16.6. Performance Review and Reporting

Regular reporting provides visibility of progress, risk status, and outcomes achieved. Each engagement is tracked against defined KPIs to ensure recovery momentum and accountability.

### 16.7. Optimisation and Evolution

Post-recovery, Bentley Moore Executive supports clients in strengthening governance frameworks, refining delivery controls, and embedding continuous assurance to prevent recurrence.

## 17. Commercial Alignment

All troubleshooting engagements are delivered within Bentley Moore Executive's unified commercial and governance ecosystem:

- **Governed** under the Master Service Agreement (MSA) with clear commercial and legal terms.
- **Activated** via Call-Offs or Statements of Work for each recovery initiative.
- **Cost-controlled** through transparent rate cards, milestone payments, and defined deliverables.
- **Assured** via senior-partner oversight and structured quality reviews.

This framework ensures speed of mobilisation without sacrificing governance, assurance, or financial control.

## 18. Performance Review and Reporting

Every Troubleshooting-as-a-Service engagement includes formal performance and assurance monitoring:

- **Weekly executive reports** tracking progress, issues, and next steps.
- **Monthly assurance reviews** evaluating delivery against recovery milestones and KPIs.
- **Final engagement report** documenting outcomes, lessons learned, and sustainability measures.
- **Optional ongoing assurance** through post-recovery governance monitoring.

This structure ensures visibility, transparency, and evidence of value creation throughout the engagement.

## 19. Optimisation and Evolution

Bentley Moore Executive's troubleshooting capability is designed for continuous improvement.

Following each recovery, findings are analysed to identify systemic weaknesses, refine frameworks, and strengthen future resilience. Clients can choose to evolve from one-off recovery engagements to standing assurance or managed-governance models under the same MSA framework.

This iterative evolution ensures that each troubleshooting intervention delivers long-term organisational benefit rather than temporary stabilisation.

## 20. Our Consulting Credibility

Bentley Moore Executive's troubleshooters are senior consultants and delivery leaders who have successfully recovered complex programmes, transformations, and supplier environments across multiple sectors.

Their expertise is grounded in first-hand delivery experience, enabling them to identify root causes quickly, act decisively, and rebuild governance with authority and credibility.

Each engagement benefits from partner-level governance, ensuring independence, consistency, and professional accountability at every stage.

## 21. Our Value Proposition

Bentley Moore Executive delivers a unique blend of independence, rigour, and pace.

### Clients gain:

- **Speed:** rapid mobilisation of senior troubleshooters within days.
- **Clarity:** fact-based diagnosis that separates cause from symptom.
- **Control:** structured recovery roadmap governed by clear metrics.
- **Assurance:** partner-level oversight and quality review.
- **Continuity:** knowledge transfer ensuring long-term resilience.
- **Value:** lower total recovery cost through rapid containment and reduced rework.

The outcome is a decisive recovery capability that restores stability, protects investment, and strengthens organisational confidence.

## 22. Why Clients Choose Bentley Moore Executive

Clients engage Bentley Moore Executive because we combine independent insight, delivery realism, and structured governance within a single accountable partnership.

They benefit from:

- Immediate access to senior troubleshooters with multi-domain expertise.
- A single contractual and governance gateway under the MSA.
- Proven recovery methodologies aligned to executive reporting.
- Transparent cost structures and predictable spend.
- Direct partner involvement ensuring integrity and accountability.
- Integration with other As-a-Service offerings for end-to-end delivery recovery.
- Knowledge capture and transfer that leaves the organisation stronger and better prepared.

Our reputation is built on turning failing initiatives into stabilised, performance-assured operations.

## 23. Our Philosophy

Bentley Moore Executive believes that troubleshooting should not merely repair failure, it should strengthen the organisation's capability to prevent recurrence. Every engagement is designed to leave the client more informed, more capable, and more resilient. We work as a trusted extension of the leadership team, operating independently yet collaboratively to deliver measurable, sustainable outcomes. Partner oversight ensures objectivity, speed, and professionalism throughout.

Our approach transforms crisis management into a disciplined, repeatable capability that builds confidence and protects enterprise value.

Our guiding principle is clear:

Deliver structured recovery capability on demand—rapidly mobilised, transparently governed, and outcome-assured—to restore control, protect performance, and embed resilience.



## Troubleshooting -as-a-Service Business Solutions Service Brief

### Contact Us

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

0333 012 9079

[info@bentleymoore.co.uk](mailto:info@bentleymoore.co.uk)

[www.bentleymoore.co.uk/services](http://www.bentleymoore.co.uk/services)

[www.linkedin.com/company/bentley-moore-executive](http://www.linkedin.com/company/bentley-moore-executive)



# Troubleshooting -as-a-Service Business Solutions Service Brief

## Our Services



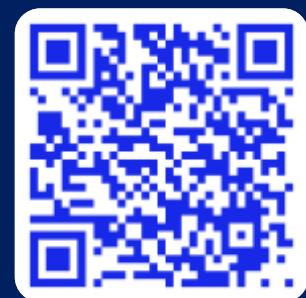
## Website Services



## Contact Details



**Jason**



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