Service Catalogue

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About dstilld

dstilld technologies is a specialist policing technology advisory consultancy. We help police forces, policing programmes and their technology partners set direction, define change and assess technical and delivery risk.

Our work combines operational understanding with architecture-led advice and practical outputs. Every engagement receives senior advisory attention. We work through channel partners, alongside technology vendors and directly with police customers where an appropriate procurement route and scope are available.

Our Services

The catalogue is organised around four service groups. Use the service IDs when discussing a requirement; individual services can be combined into a proportionate engagement.

Service Group	Purpose	Page
Strategy	Decide technology direction and investment priorities.	3
Transformation	Define requirements, architecture and plans for change.	4
Assurance	Review evidence, challenge assumptions and identify risks.	5
Partners	Strengthen market positioning, opportunities and proposals.	6

Table 1: Service Groups

How We Work

We begin with the operational need, agree the decisions to support and establish the evidence and stakeholder input required. Each proposal confirms the scope, outputs, responsibilities and relevant assessment criteria.

Our role is advisory. Detailed engineering, implementation, migration execution and operational support remain with appropriately qualified delivery organisations. The client retains investment, procurement and go-live authority.

Independent Advice

We provide supplier-neutral advice and make the commissioning party, purpose and reporting arrangements clear. Relevant commercial relationships and prior involvement are disclosed before work begins.

Strategy

Technology Direction and Investment

Establish the baseline, evaluate choices and define a practical direction for technology investment.

Service	Purpose and Scope	Principal Outputs
S01 Technology Strategy and Investment Roadmap	Set direction where legacy constraints, competing priorities or fragmented plans make investment decisions difficult. We align operational objectives, technology priorities and the sequence of change.	Technology strategy; prioritised initiatives; investment roadmap with dependencies and decision points; leadership briefing.
S02 Technology Estate and Capability Assessment	Understand what to retain, improve, consolidate or replace. We assess the agreed estate and workflows, map dependencies and compare current capability with operational needs.	Current-state assessment; capability and dependency map; gap and risk register; prioritised improvement recommendations.
S03 Platform Options and Investment Appraisal	Choose a route at a renewal, replacement or consolidation decision. We compare agreed options against operational fit, architecture, risks and available cost assumptions.	Options paper; evaluation matrix; recommended direction and rationale; technical business-case input.
S04 Target Architecture and Technology Principles	Agree the intended future estate. We define architecture principles, target-state views and transition states across the platforms, data, integration and infrastructure in scope.	Target architecture views; technology principles; transition-state outline; key dependencies and design decisions.

Table 2: Strategy Services

Engagement and Client Inputs. Usually, a defined engagement or agreed strategy phase. Client inputs include operational priorities, estate and architecture records, investment constraints and access to decision-makers.

Service Boundaries. Strategic direction and assessment only. Detailed engineering, model development, implementation, formal certification and investment approval are outside scope.

Transformation

Architecture and Change Planning

Turn an agreed direction into clear requirements, coherent designs and a practical plan for delivery or recovery.

Service	Purpose and Scope	Principal Outputs
T01 Requirements and Capability Definition	Translate operational needs into a basis for design or procurement. We map workflows and define prioritised capability, functional and non-functional requirements.	Requirements baseline; capability and workflow views; priorities and constraints; traceability and proposed acceptance measures.
T02 Solution and Integration Architecture	Define the architecture for a specific change. We develop solution views, data flows and interface responsibilities, resolving dependencies with the relevant delivery partners.	Solution architecture baseline; integration and data-flow views; interface responsibilities; design decision and dependency records.
T03 Transformation Programme and Transition Planning	Sequence change around operational continuity. We define work packages, dependencies, transition stages, governance and responsibilities, including readiness and cutover decision points.	Programme and transition plan; sequenced work packages; risk and dependency register; responsibility and governance model.
T04 Technical Procurement and Supplier Evaluation Support	Support a client-led technical evaluation. We help define criteria, review supplier evidence and demonstrations, and structure clarification of gaps and assumptions.	Technical evaluation framework; assessment findings and rationale; clarification log; recommendations for the client evaluation team.
T05 Programme Recovery and Replanning	Reset a stalled or unstable programme. We assess root causes, test architecture and delivery assumptions, and replan priorities and governance with accountable parties.	Root-cause assessment; recovery priorities; revised plan and dependencies; governance actions and decision briefing.

Table 3: Transformation Services

Engagement and Client Inputs. Defined engagements or phased programme advisory. Client inputs include requirements, architecture, delivery and procurement plans, supplier evidence and access to accountable stakeholders.

Service Boundaries. Implementation and day-to-day programme management are excluded. T04 provides technical support, not a formal procurement service; the client owns evaluation approval and award decisions.

Assurance

Technical Confidence and Delivery Oversight

Make evidence gaps, technical risks and decision conditions visible to accountable leaders.

Service	Purpose and Scope	Principal Outputs
A01 Architecture and Solution Assurance Review	Assess a design before approval or commitment. We review the agreed architecture against operational requirements, principles, integration, resilience and relevant assessment criteria.	Assurance report; prioritised technical findings; evidence gaps and risks; corrective recommendations and decision briefing.
A02 Programme Health and Delivery Risk Review	Assess whether a programme is structured to succeed. We review plans, governance, architecture alignment, dependencies, supplier responsibilities and the treatment of material risks.	Programme health assessment; risk and dependency findings; prioritised corrective actions; sponsor or programme board briefing.
A03 Operational Readiness and Go-Live Review	Assess the evidence for a planned transition. We review architecture, integration, test results, operational support, transition arrangements and unresolved risks.	Readiness assessment; outstanding conditions and risks; action priorities; recommendation to the accountable go-live decision-maker.
A04 Design Authority and Technical Governance Support	Maintain coherent technical decisions across teams and suppliers. We support design forums, assess changes and exceptions, record decisions and escalate architectural risks.	Review cadence and criteria; design findings; decision and exception records; technical risk escalations.
A05 Supplier Proposal and Cross-Supplier Coherence Review	Check that supplier contributions form an end-to-end solution. We compare proposals and designs against requirements, interfaces, dependencies and responsibility boundaries.	Proposal and coherence findings; integration and accountability gaps; dependency conflicts; clarification questions and corrective recommendations.

Table 4: Assurance Services

Engagement and Client Inputs. Defined reviews or phased assurance; A04 may use a retainer. Client inputs include design and programme records, test evidence, supplier proposals and access to relevant owners.

Service Boundaries. Scope, independence and decision rights are agreed in advance. Reviews do not constitute certification or accreditation, execute testing, or replace client approval and supplier obligations.

Partners

Market Engagement and Opportunity Support

Help vendors, channel partners and system integrators engage policing customers with relevant, credible propositions.

Service	Purpose and Scope	Principal Outputs
P01 Policing Market and Go-to-Market Strategy	Develop a credible market approach. We assess the proposition, customer needs, operational context and route to market, then identify positioning and engagement priorities.	Target segments and customer profile; market positioning; channel approach; prioritised engagement plan.
P02 Opportunity Qualification and Shaping	Decide whether and how to pursue an opportunity. We assess operational need, stakeholders, architecture fit, procurement context and delivery dependencies.	Qualification assessment; stakeholder and requirement map; risks and assumptions; shaping recommendations and next steps.
P03 Policing Proposition and Solution Positioning	Connect technology capability to a policing need. We map use cases and governance expectations, test the narrative and identify gaps or unsupported claims.	Policing value proposition; use-case narrative; capability-to-requirement mapping; evidence and positioning improvements.
P04 Force Discovery and Architecture Workshops	Clarify customer needs and architecture constraints through structured discussion. We prepare and facilitate workshops with force and partner participants, then consolidate findings and actions.	Workshop agenda and preparation brief; facilitated sessions; findings and requirements summary; agreed actions and next steps.
P05 Policing Bid Assurance	Provide technical assurance for UK policing pursuits. We review requirements, challenge solution architecture and technical responses, and assess submission readiness within an agreed pursuit entitlement. Bid drafting is separately scoped.	Pursuit assurance review; actionable bid recommendations; risk and assumption highlights; specialist advisory access.

Table 5: Partners Services

Engagement and Client Inputs. Defined packages or agreed retainer work. Client inputs include proposition and opportunity information, published requirements, technical evidence, draft responses and the relevant partner team.

Service Boundaries. Partner-funded advisory is identified as such. Conflicting buyer and bidder roles require appropriate separation. Bid approval and submission remain with the partner; sales outcomes are not guaranteed.

Working Together

Start with the decision you need to make. We will identify a proportionate service or combination of services and confirm the expected outputs before work begins.

Engagement Model	Scope and Commercial Basis
Defined Engagement	Agreed scope, outputs and completion point. A fixed fee may be proposed where the requirement and evidence base are sufficiently understood.
Phased Programme Advisory	Agreed stages or work packages with review points. The proposal defines stage fees or the time-based basis and any cap.
Advisory Retainer	Agreed capacity over a defined period. The proposal specifies included work, cadence, response expectations, term and additional-work arrangements.

Table 6: Engagement Models

Scope and Pricing

Pricing and delivery dates are set out in a written proposal. Scope depends on organisational and technical breadth, evidence quality, stakeholder access, workshop requirements, review depth and timetable. Detailed terms and deliverable acceptance are agreed in the statement of work.

From Discussion to Delivery

Discovery. Clarify the situation, decision, stakeholders and available evidence.

Proposal. Agree service IDs, outputs, exclusions, responsibilities, fees and timetable.

Commissioning. Confirm the contracting route, terms and access.

Delivery and Review. Complete the agreed work, review findings and hand over outputs.

Delivery Routes

We work through channel partners, alongside technology vendors and directly with police customers where a suitable procurement route and scope are available. Any proposal will identify the commissioning organisation and each party's role.

Contact

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