



Quarphix Problem-First Approach

SOW delivery using the House Framework

We start with the problem, isolate the constraints, and deliver measurable outcomes through People, Process, Systems and Governance.



Systems

Integrated and secure



Process

Standardised and lean



People

Aligned and enabled



Governance

Clear, measurable
control



Quarphix Problem-First Approach™

• Outcomes, not commodities • Repeatable execution • Executive-ready reporting



Platforms, integration, security, data foundation



Operating rhythm, governance and execution model



Capacity, capability and role clarity



Reporting, decision-making and performance control

Quarphix turns complex change into controlled execution.



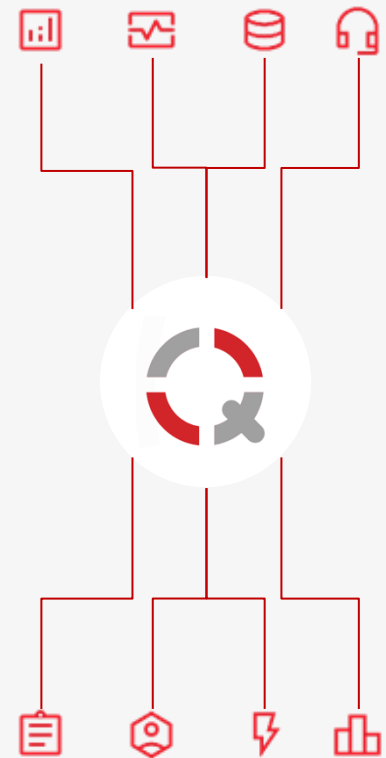
What we solve

- Transformation work that starts with tools and architectures, but doesn't land outcomes.
- Busy delivery with unclear ownership, weak cadence, and inconsistent prioritisation.
- Platforms 'installed' but under-adopted; data not trusted; integration and security gaps.
- Training measured by attendance, not job-ready capability and proof.



The promise

- Quarphix turns complex change into controlled execution. We apply a Problem-First discovery to identify high-impact constraints, then delivery SOW outcomes using the House Framework – aligning Systems, Process, People and Governance so results are usable, measurable and repeatable..



Architecture/Integration Visual

SOW delivery using the House Framework

We start with the problem, isolate the constraints, and deliver measurable outcomes through People, Process, Systems and Governance.

Business outcomes

Sustainable value. Measurable impact.



Systems

Integrated and secure



Process

Standardised and lean



People

Aligned and enabled



Governance

Clear, measurable control

Business value Faster results. Lower risk. Confident decisions

The House Framework (how we deliver outcomes)

- Tools stop being “installed” and start being useful and measurable
- Work moves from chaos → controlled execution → repeatable delivery
 - Faster execution, fewer bottlenecks, clearer accountability
- Clarity, trust, improved decision velocity, and sustained performance

Systems

Platforms, integration, security, data foundation.

Processes

Operating rhythm, governance and execution model.

People

Capacity, capability and role clarity.

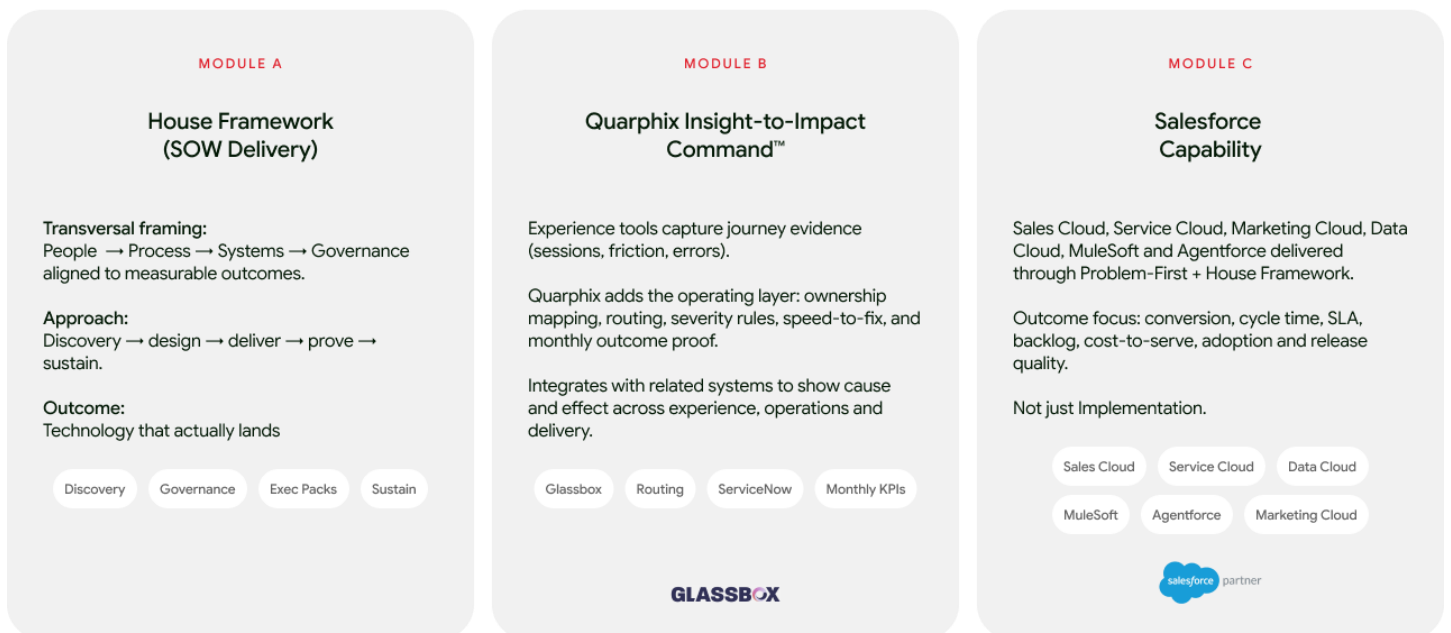
Governance:

Reporting, decision-making and performance control

The House Framework - applied

Quarphix combines delivery structure, enablement and proof to make complex work usable and measurable.

Transformation delivery that actually lands.



Business outcome

Work moves from chaos → controlled execution → repeatable delivery.
Faster decision velocity, fewer bottlenecks, clearer accountability.
Tools stop being 'installed' and start being useful — with measurable impact.

Discover → Design → Deliver → Prove → Sustain

A disciplined SOW delivery model that turns complex change into controlled execution and executive-ready outcomes.

Discover	Design	Deliver	Prove	Sustain
Problem-first discovery to isolate constraints, define outcomes, and baseline metrics.	Solution design across House pillars: operating model, architecture, roles, controls.	Execution using repeatable playbooks, squads/pods, and milestone governance.	Outcome verification: acceptance criteria met, KPI movement, and evidence packs.	Handover + enablement + BAU rhythm (optional managed capability).

Engagement options

Engagement	How it works	Typical mix
SOW Delivery (Project)	End-to-end delivery against scope, milestones and KPIs.	Delivery leads, SMEs, QA, PMO.
Pods / Outcome Teams	Cross-functional pod delivering a defined outcome stream.	Product, engineering, data, UX, ops.
Advisory + Proof Sprint	Rapid diagnosis and proof of value with clear next steps.	Strategist, architect, analyst, facilitator.
Sustain / Operate	Run, improve and support with continuous optimisation.	Service desk, DevOps, QA, ops, governance.



Constraints Map

Key constraints, assumptions and dependencies.



Architecture Flow

Operating model, architecture and control blueprint.



Playbooks & Templates

Repeatable guides and templates for faster execution.



Monthly Proof Pack

Executive-ready view of outcomes, KPIs and evidence.

Four pillars that turn complex change into controlled execution

Quarphix aligns Systems, Process, People and Governance so outcomes are usable, measurable and repeatable.

Systems (Tech)	Process (Execution Model)	People (Talent + Training)	Governance (Control Layer)
<ul style="list-style-type: none"> →Platform enablement – Salesforce, Mulesoft & Agentforce →Integration and workflow orchestration →Security and operational readiness →Data foundation 	<ul style="list-style-type: none"> →Repeatable playbooks and templates →Weekly operating rhythm + monthly outcomes pack →Backlog and dependency management →Definition of Done & acceptance criteria 	<ul style="list-style-type: none"> →Capacity uplift →Role clarity: RACI & custodian mapping →Capability uplift aligned to role outcomes →Optional verified capability proof 	<ul style="list-style-type: none"> →Executive-ready reporting packs →Decision cadence with no bottleneck →Performance control →Evidence-based proof

Faster decision velocity

Clearer accountability

Measurable impact



What the client receives

A. Discovery & Design Outputs

- Problem statement + constraints map + baseline KPIs
- Outcome definition (measure, acceptance criteria, and 'Proof' rules)
- House Framework design pack: systems architecture + operating model + roles/ RACI + Governance cadence.
- Delivery plan (milestones, dependencies, risk register)

B. Delivery Outputs (SOW execution)

- Configured platform/integrations (as scoped) + documentation/runbooks.
- Playbooks, templates, and operating rhythm assets (repeatable).
- Training enablement for roles impacted (outcomes-based).
- Quality gates: verification checks, UAT support, release readiness.

C. Proof & Governance Outputs

- Outcome proof pack (before/after KPIs + evidence).
- Executive-ready monthly pack and one QBR per quarter (if engagement spans).
- Handover pack + sustainability plan (optional managed capability).

Engagement Options (consistent with Quarphix tiers)

Engagement	How it works	Typical mix (Tech • Talent • Training • Governance)
SOW Delivery (Project)	Fixed scope, milestones, acceptance criteria	Tech delivery + governance; talent/pods as needed; enablement for adoption
Pods / Outcome Teams	Cross-functional delivery teams with defined outcomes	Talent pods + tech execution; governance cadence; targeted training
Advisory + Proof Sprint	Short discovery + design + prototype + proof	Problem-first discovery + minimum viable deliverable + proof pack
Sustain / Operate	BAU operating layer with monthly reporting	Governance + enablement; optional SkillsCare; continuous optimisation

Commercial Model (High-level guide).

We pride SOW delivery transparency using scope levers so clients can tailor without losing outcome accountability.

Pricing levers (formula-ready)

- Scope complexity (journey/ modules/ integrations/ platforms)
- Delivery model (individuals vs pods vs fixed SOW milestones)
- Environment complexity (security gates, release cadence, multiple stakeholders)
- Governance depths (standard vs enhanced reporting, QA, and proof attribution)
- Enablement requirements (training, role readiness, adoption support)

FAQs and why Quarphix

A concise set of client-facing answers and positioning points to support sales conversations and executive decision-making.

Is this management consulting?

No. We – we start with discovery, but we are delivery-led: build, verify, and prove outcomes.

How do you prevent governance from becoming a bottleneck?

Clear cadence, owners, and evidence-based reporting focused on decisions.

Can you work with our existing tools?

Yes- we're platform capable, but outcomes-first; we integrate into your stack where required.

How do you ensure adoption?

Role clarity + enablement + operating rhythm + measurable performance controls.

Can you include Talent and Training in the same SOW?

Yes – we blend Tech, Talent and Training under one governance model.

WHY QUARPHIX

Built to turn journey insight into measurable operating rhythm.

1

Problem-first approach

isolate constraints and focus work where it moves the outcome.

2

House Framework Delivery

Systems + Process + People + Governance — aligned and measurable.

3

Capability Uplift with Proof

(MiPassport™/SkillsCare™) where required to sustain performance.

4

Executive-ready Reporting

that shows what changed, what improved, and what decisions are needed

Get an SOW proposal in 5 working days

In a short discovery, we identify the top constraints, agree outcome measures, and propose a milestone SOW with proof gates.

Solution

The problem you want solved (2-3 sentences) and why it matters.

Execution systems

The systems involved (platforms, integrations, data sources) .

Outcome

The outcomes you want measured (KPIs, service levels, conversion, cost-to-serve).

Model

Your preferred delivery model (SOW / pods) and timeline.

Ready for a focused discovery?

The goal is not to re-create your environment, but to improve your current infrastructure.

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