

Unlock extraordinary results.

Cloud Engineering

G-Cloud 14 Service Definition Document



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CREDERA OVERVIEW

Credera is a digital consultancy that helps leading brands unlock extraordinary results

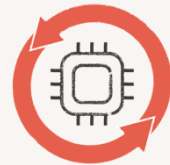


We help our clients across five main areas



STRATEGY

We help organisations to build a strategy that delivers them the results they need to create and sustain their competitive advantage



TRANSFORMATION

We help organisations change the way they succeed in operations, technology, strategy, and innovation to ignite business results



CLOUD

We help organisations to harness the benefits of the cloud, to enable tangible business outcomes, through strategy, architecture, delivery, and optimisation



DATA

We help organisations transform the way they work by exploiting the power of their data and applying practical data approaches



ENGINEERING

We help organisations to deliver technology platforms, taking a holistic approach that addresses tech, process, and structure to make a lasting impact

Our teams bring deep capabilities in five core disciplines, and many of our client engagements span multiple areas of focus

CAPABILITIES

Credera's capabilities span the disciplines of management consulting, user experience, data, AI and technology solutions



MANAGEMENT CONSULTING

We partner with clients to define and implement strategies and modern operating models that enable high performance and sustainable growth.



eCOMMERCE

We help our clients go beyond a functioning consumer website by leveraging a dynamic strategy, robust implementation, and actionable optimisation.



INNOVATION

We help companies to innovate better by applying a structured approach that spans the stages of the innovation journey.



AI

Our proven offerings dramatically accelerate our client's journey to building a data culture.



EXPERIENCE DESIGN

We craft distinctive experiences that connect our clients to their customers so both sides better understand each other and achieve their goals efficiently.



CLOUD

We help clients plan their cloud journey, build cloud-native solutions, transform operating norms, modernise and optimise apps, and prepare teams to support it.



MARTECH

We help our clients implement, customise, and activate technology that powers profitable and harmonious cross-channel experiences.



DATA

We help clients capture and refine their data to optimise business value through improving efficiency and accelerating decision making.

OUR GLOBAL PARTNERSHIPS

We partner with leading platforms and providers

Our global partnerships industrialise our consulting offering and accelerate our clients' dynamic customer experience (DCX) ambitions



OUR EXPERIENCE

We bring deep public sector experience

Our team has helped organisations of all sizes across the public sector with initiatives spanning strategy, transformation, cloud, data, and engineering



Our Service Offerings

Data

| | |
|---|--|
| Analytic Data Product Engineering | Data Warehouse Modernisation |
| Cloud Data Transformation | Realtime Analytics Platform Development |
| Cloud Data Platform Governance, Privacy | Data Pipeline Development & Deployment (DataOps) |
| Data Analytics Transformation | Data Analytics Delivery |
| Data and Analytics Maturity Assessments | Data Visualisation |
| Data Engineering | Machine Learnings Model Development and Deployment (MLOps) |
| Data Management Capabilities Review | |
| Data Mesh Transformation | Data Platform |
| Data Migration | Data Platform Service |
| Data Mesh Transformation | GCP Platform Engineering |
| Data Migration | AWS Data Platform Engineering |
| Data Capability Review | Azure Data Platform Engineering |
| Customer Data Strategy | Microsoft Fabric |
| | AWS Data Zone/Lake Formation |

Cloud

| |
|---|
| Cloud Health Check Service |
| Cloud Migration Service |
| AWS Cloud Consulting |
| Microsoft Azure Cloud Consulting |
| Google Cloud Consulting |
| Cloud Service Management |
| Cloud Solution Architecture |
| Cloud Strategy Service |
| Cloud Technical Design Authority and Assurance Services |
| Cloud FinOps Services |
| Cloud Governance and Compliance Services |
| Cloud Sustainability Design and Assessment Services |
| Multi-Cloud Implementation Services |
| Private Cloud Implementation Services |

Our Service Offerings

AI

Scaling AI for Enterprise

AI Academy

AI Maturity Assessment

AI Powered Experiences

AI Powered Engineering

Generative AI Acceleration

AI for Healthcare

AI for Education

GenAI for Knowledge Management

Large Language Model Operations

Intelligent Workplace Automation Using AI

Data Readiness and Cleansing for AI

Agile, Agility and Adaptive Delivery

User Research and Total Experience Strategy

Agile Programme Delivery and Advisory

Agile Transformation

Digital and Cloud Operations

Rapid Prototyping

User Experience (UX) Design

Product Centric Delivery

Engineering

Cloud Application Modernisation

Cloud Engineering Service

Cloud Low-Code Delivery Expertise Service

Full Stack Engineering

Site Reliability Engineering

Cloud Native Software Engineering

DevOps Transformation and Improvement Services

Innovation

Bespoke Innovation Service

Innovation Readiness and Maturity Assessment

Structured Innovation

Innovation for Healthcare

Innovation for Data

Innovation for IT Operations

Scaling Innovation

Innovation and Prototyping

Our Service Offerings

Architecture

Cloud Architecture Services

Cloud-Native Architecture Service

Current State Assessment

Effective Cloud Architecture

Enterprise Cloud Architecture

Integration Platforms and Services

Network Service Migration Management

Strategic Cloud Architecture

Solution Architecture

Strategic Architecture

Architecture Operating Model Design

Architecture Assurance

Modern Marketing Transformation

CRM Strategy and Implementation

Marketing Cloud Maturity Assessment

Marketing Cloud Optimisation

Marketing Cloud Strategy

Single Customer View Development

Single Customer/Citizen View

Content Management Systems

Customer Data Platform

Enterprise Content Management

Search Engine Optimisation

MarTech Operating Model

Programme and Solution Delivery

Cloud Programme/Project Management

Cloud Service and Vendor Transition

Delivery Assurance

PMO as a Service

Portfolio Management

Delivery Partner

Sourcing and Managed Procurement

Migration of SaaS Applications

Performance Testing and Quality Assurance

Business Analysis

Our Service Offerings

Business Transformation

| |
|----------------------------------|
| Cloud Business Case Service |
| Data and Analytics |
| Operating Model Service |
| Service Design |
| Business Strategy |
| People Change and Communications |
| Operating Model Design |

Digital and Partner Services

| | |
|--|--|
| Salesforce Consultancy, Implementation and Support | Adobe Experience Cloud Platform Solution |
| Pega Cloud Support Service (Business Value as a Service) | Adobe Experience Manager - Websites Implementation |
| Pega Intelligent Automation Implementation Service | Adobe Experience Manager - Health Check / Audits |
| Pega MarTech Consulting Service | CMS Bridge - Adobe Experience Manager Content Migration Tool |
| Pega Digital Experience Design | Content Supply Chain |
| Pega Customer Relationship Management Service | Adobe Analytics to Customer Journey Analytics Migration |
| Pega Customer Engagement as a Service | Google Analytics Universal to Customer Journey Analytics Migration |
| Pega Modernisation Service | Implementing Real-time CDP |
| | Implementing Adobe Journey Orchestration |
| | Adobe Target Run-and-Operate Personalisation |
| | Adobe WebSDK First Party Data Preservation |

Cloud Engineering

Credera provides Cloud Engineering Consultancy services that help organisations establish the modern software engineering practices that are needed to build and operate cloud systems. We help our clients to understand and implement secure continuous delivery in the cloud with infrastructure-as-code, automated infrastructure tests and CI/CD for cloud infrastructure.

Features

- Implementation of an 'infrastructure-as-code' based approach to cloud infrastructure
- Implementation of an automated infrastructure testing methodology to enable agility
- Use of automation to eliminate repetitive, error-prone development and operations activity
- Use of best-of-breed hybrid cloud automation and configuration management tooling
- Ability to share and reuse reference infrastructure implementation
- Cloud developers that build with production in mind
- Agile, iterative, collaborative approaches customised to your needs
- Certified Google Cloud engineers, Azure Cloud engineers, and AWS Cloud engineers
- Cloud infrastructure services, cloud networks, and cloud engineering

Benefits

- Shorter time for new requirements to reach production
- Rapid delivery with risk managed through automated controls
- Empowered teams able to manage their own cloud infrastructure safely
- More time available to deliver new capabilities
- Minimise technical debt, ensuring rapid progress to production
- No single points of failure through strong, collaborative working focus
- Swift governance approval due to best practice designs and implementations

Cloud Engineering

SERVICE DEFINITION

OUR PERSPECTIVE

- Development in the cloud provides the opportunity to take advantage of modern development practices that enable quicker development of internal and citizen-facing applications.
- Each cloud provider provides an overwhelming array of service and configuration options, and, without experience or solid platforms, it is easy to create unmaintainable solutions or infrastructure that cost more in the long run.
- Successful, sustainable development in the cloud requires solid platform foundations proven through experience to mitigate against that unmaintainability, underpinned by modern practices such as infrastructure-as-code, automated testing, automated guardrails, infrastructure pipelines and FinOps.

SERVICE PURPOSE AND OBJECTIVES

- Credera helps our clients to build solid foundations for continuous delivery of software in the cloud, bringing proven patterns and experience from the public and private sector to help clients avoid common pitfalls.
- Depending on client need, we achieve this through a range of offerings ranging from the creation of reusable platforms in the cloud, through to coaching and development of client staff in how to build effectively in the cloud.
- Whatever the approach, we work with our clients to enable them to release software more quickly than before using the best capabilities in the cloud.

OUR APPROACH

- We focus on delivering the smallest possible service to production in the cloud as early as possible, to demonstrate and prove all the components needed for complete releases.
- We focus on automating every aspect of that release, at every level in the stack, aiming to maximise repeatability and remove the possibility of error-prone steps.
- We bring a range of cloud engineering stories to the table from other clients, to help understand what might work and what might not.

OUR CAPABILITIES

- Engineers and architects experienced and certified in every major cloud provider (AWS, Azure, GCP), as well as private cloud offerings (e.g. OpenShift and VMWare).
- Infrastructure as code and automation accelerators, based on proven cloud engineering practices.
- Expert technical product owners who can lead the delivery of whole platforms down to individual shared services.

OUR EXPERIENCE

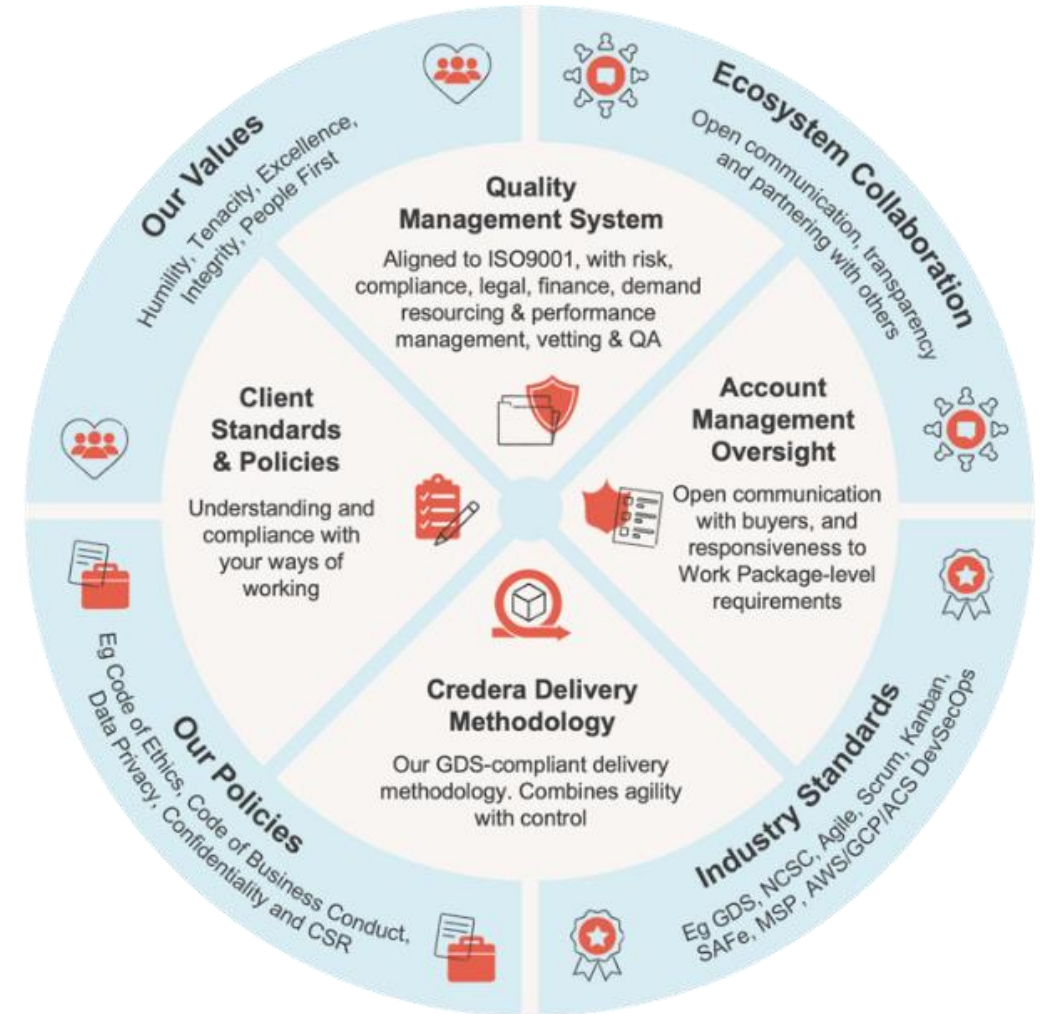
- Credera has designed and built cloud platforms for organisations across the public and private sector with demanding security and reliability requirements, from data analytics solutions to banking experiences.
- Furthermore, we have helped existing cloud teams to improve their performance, focusing on automation of toil and optimisation of value streams.

Credera Operational Framework

Our operating framework is designed to uphold the highest standard of excellence across all aspects of our engagements. We ensure superior quality assurance through performance evaluations and integrated client feedback. Our account management processes is built on a deep understanding of our clients' needs, ensuring a personalised service and sustained engagement. Our delivery methodologies are rooted in efficiency and adaptability, utilising our deep experience and best practices to achieve timely and successful outcomes.

We adhere to strict standards and policies to maintain integrity and reliability, whilst our commitment to ecosystem collaboration enhances our ability to leverage diverse insights and expertise across industries.

Central to our approach are our core values: Humility, Tenacity, Excellence, Integrity and People First, which guide our every decision, underscoring our dedication to ethical business practices and client service.



Harness the benefits of the cloud

We work with you and our cloud partners to truly understand how cloud can work to unlock extraordinary results with cloud hosting, and achieve your tangible business outcomes



Cloud Migration
& Delivery



Cloud
Optimisation



Cloud Strategy
& Architecture

Production ready engineering

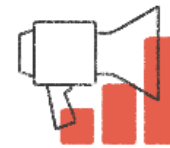
Technology should help achieve business outcomes, not stand in the way. Our engineers take a holistic approach that addresses technology, process, and structure to make a lasting impact



Product Launch
& Scale



App
Modernisation



Data
Enablement



Platform
Engineering

OUR CULTURE

Our consultants are qualified beyond their specialisms

Achieving accreditations plays a big role in ensuring our consultants are well equipped for any challenge



75%
CLOUD CERTIFIED

With certifications spanning Azure, AWS, GCP, Adobe, Pega, Salesforce, etc.



84%
DIGITAL CERTIFIED

Including certified SAFe Practitioners, Scrum Masters, and Product Owners



46%
DATA CERTIFIED

Ranging from architecture, modelling, analysis, and visualisation

Additional Information



PRICING

This service is priced in accordance with the SFIA rate card provided and can be modelled using a range of commercial approaches e.g. time & materials, fixed price, risk/reward and velocity based, etc.. Please refer to our pricing document for more information.

ORDERING/INVOICING

Unless otherwise agreed in the proposal, all fees and charges associated with the engagement will be invoiced monthly in arrears. Invoices shall be paid by the client within thirty (30) days of the date of the invoice.

ONBOARDING / OFFBOARDING

Credera's cloud support services can be ordered by contacting our team via the detailed given in the 'Contact Us' section of this document. Clients can terminate their engagement with us with 30 days' notice.

Additional Information



CONSUMER RESPONSIBILITIES

Consumer responsibilities are closely aligned with the specific requirements of the engagement. As such, these responsibilities must be discussed and agreed upon with the customer before the engagement begins. All responsibilities are clearly outlined in the call-off contract/order form.

TECHNICAL REQUIREMENTS

The technical requirements and dependencies for the services offering under G-Cloud 14 are tailored to each individual call-off. It is essential to discuss and agree on these details with the customer before the engagement commences.

SERVICE CONSTRAINTS

There are no constraints to this service. We work collaboratively with our clients to identify their needs.

TRAINING

Credera strives to facilitate a seamless transfer of knowledge and skills from our consultants to our clients' teams, ensuring an effective and beneficial learning experience.

The Credera Difference

Working with the right partner is crucial to program success. At Credera, consulting is not just solving a tough problem or creating growth, it's that and so much more.

Our clients consistently tell us that working with Credera feels different. Our collaborative approach leaves them feeling empowered, supported, and secure and makes tackling challenges together enjoyable.

That's the Credera Difference.

“

Excellent engagement with experienced people providing good quality guidance and advice, responding to changing situations quickly and effectively, and producing substantive materials for us to build on.

Stuart Moore

Head of Crown Hosting,
HMRC

“

Credera's advice, professionalism and collaborative ways of working over a three-year period have been instrumental to the successful delivery of this major transformation programme.

John Quinn

COO, Government of Jersey

Contact Us



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For more information about this service or any of our G-Cloud services, please contact our Public Sector/Bid Team. In your communication to us, please include the following details:

- The name of this service
- The name of your organisation
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work



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