



Delivery Obsessed®

G-Cloud 13 Service Definition

Secure Cloud Operations

Aker Systems enables the secure, fast and efficient flow of data in the Public Cloud when exceptional **security** and/or **performance** are required



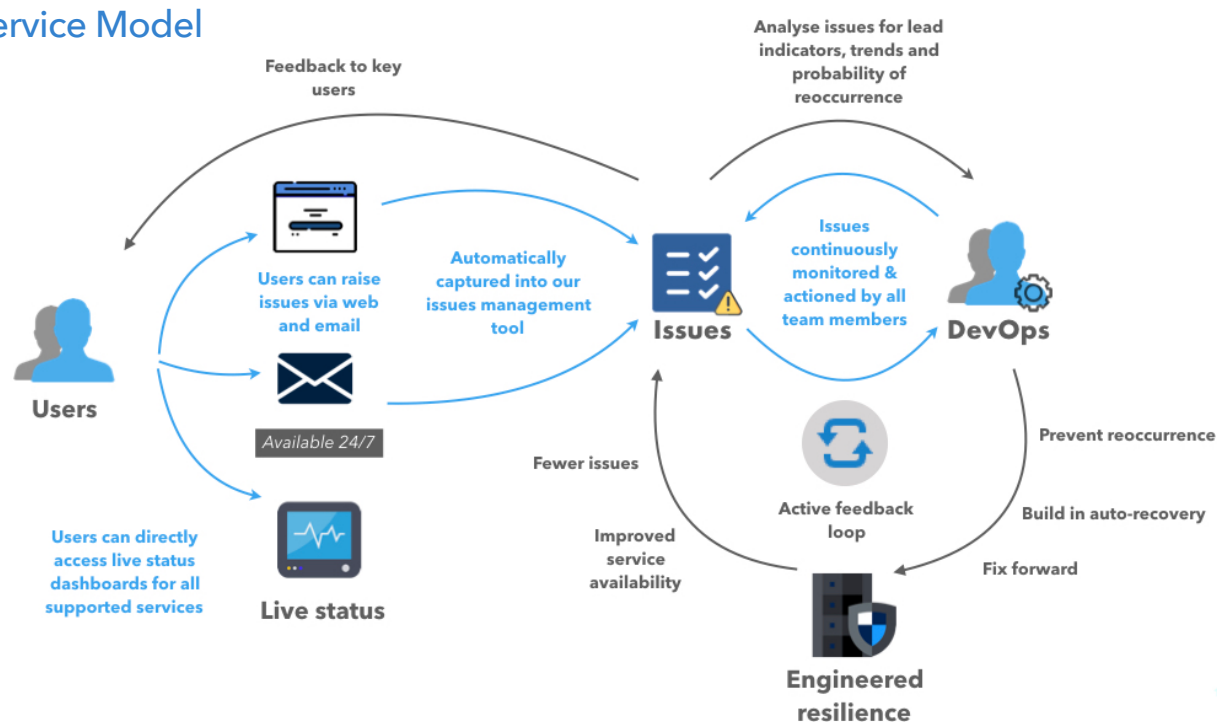
Service Overview

Aker provides expert **managed services** for **operating** secure and cost-efficient **environments** and **services** in the public cloud (AWS, Azure, Google) to UK-OFFICIAL SENSITIVE, including OFFICIAL HIGH.

Agile Security Cleared (SC/DV) **DevOps** and **support** engineering teams enable automated cloud operations. ITIL service management, service optimisation and active governance for service reliability at reduced cost and compliance risk.



Agile Service Model



Operate



Outcomes

- Service Management
- Service Reporting

- Our service starts with the rapid take on and knowledge transfer of existing infrastructure, applications and current ways of working.
- We use a 'fix forward' process so issues from a release are resolved quickly by developing a fix and releasing immediately - avoiding uncertain 'rollback' procedures
- We use a shared responsibility model within our teams; ensuring that everyone proactively engages to deliver the best service possible

Optimise



Outcomes

- Service Improvement Plan
- Cost Reduction

- Service improvement plans are part of our core offering to help customers improve, rather than just maintain a live system
- Evergreening enables us to benchmark capabilities and seek improvements to security, cost and performance
- We practice failures to test system resilience and ensure they recover from issues as expected and eliminate downtime

Service Features & Capabilities

Aker's **Secure Cloud Operations** has the following key features and capabilities, proven on multiple successful projects in the public and private sectors.

■ Full lifecycle automation

- Ability to support complex automation across the entire system development lifecycle using Infrastructure-as-Code (e.g. Terraform/Ansible) and CI/CD pipelines (e.g. Jenkins/Drone)
- Experienced in operating secure, repeatable and immutable infrastructure reduces costs to manage & scale
- Minimal manual production access significantly reduces human error risks
- Enables customers to build and deploy faster and at much lower cost

■ Security first

- Zero Trust security architecture with micro-segmentation and least-privilege RBAC model
- Enhanced security aligned to NCSC principle for operating sensitive data in fully accredited environments
- DevSecOps-enabled CI/CD pipelines with built-in automated security testing
- Automated security monitoring, alerting and auditing capabilities with CSOC integration for security and compliance (e.g. GDPR)

■ Enterprise class service

- Highly experienced at supporting enterprise class platforms with extensible, layered architectures
- Meets the strictest data compliance legislation, including cross-jurisdictional data sharing
- Highly automated & resilient to support business-critical use cases
- Massively scalable across people, process, data and technology

■ Service management & operations

- Proven cloud operating models with L1/L2/L3 support (onsite or remote)
- Release and change management processes to ensure secure & consistent deployments
- ITIL Service management to effectively manage incidents and problems through to resolution
- Shared responsibility model within the team; ensuring that all members proactively engage to deliver the best service possible

■ Cloud agnostic and interoperable

- Cloud (AWS/Azure/Google) and service agnostic (IaaS/PaaS/SaaS)
- Experts on supporting loosely coupled architecture and Cloud-native engineering using containerisation technologies (Docker/Kubernetes)
- Multi-skilled DevSecOps engineers experienced in public and private cloud support

■ Continuous optimisation

- Continual service optimisation programmes tailored to meet business objectives
- Components are cloud-native services, optimised for security, performance and cost
- Service is optimised using a combination of native PaaS, SaaS and serverless services
- Services are continually improved by evergreening

Service Benefits

Aker's **Secure Cloud Operations** service has the following key benefits, when combined, provide a truly compelling offering for clients.

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- Proven track record in operating government critical cloud services
 - Flexible Service level agreements (SLAs) to suit requirements
 - High availability with fully redundant diverse services
 - DevSecOps & NCSC principles support strict governance and compliance
 - High levels of automation, reducing cost and enhanced compliance
 - Lower TCO through evergreening and continual improvement
 - Regular, transparent and automated KPI/MI service reporting
 - All security-cleared, full-stack cloud architecture and engineering teams
 - Extensive experience in Government Digital Services (GDS) deliveries
 - Collaborative approach and flexible & innovative commercial models

About Aker Systems

Aker Systems enables the secure, fast and efficient flow of data in the Public Cloud when exceptional security and/or performance are required.

We have experienced, security cleared, subject matter experts who are dedicated to creating highly secure and performant solutions for our customers. Innovative accelerated delivery and DevSecOps approaches ensures the highest level of knowledge and support for bespoke applications.

■ Proven cloud expertise



- Our expertise and heritage is ultra-secure, large-scale public cloud environments for public and private clients
- Delivery track record in delivering cloud solutions with enhanced security, performance and cost-efficiency

■ Enterprise data enablement



- Aker specialises in moving and operating sensitive data sets to the public Cloud with increased performance, enhanced security, scalability and efficiency
- We build solutions that enable the ingestion, unification and serving of data across the enterprise

■ Business outcomes focussed



- We are not a consultancy. We are Delivery Obsessed® because our teams have an unwavering commitment to delivering results and focus on business outcomes
- We automate everything we do to help clients maximise the cost savings and value potential of the cloud

■ Continual optimisation



- We continually optimise/evergreen components and cloud services for better security, performance and cost
- Aker built cloud & data environments can rapidly adapt to changing technical, business and regulatory changes



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