



G-Cloud 14

Cloud Transformation & Deployment

Kubrick

Service Definition

Lot 3 - Cloud Support

Contents

Introduction.....	4
Company Overview	4
Value Proposition	4
What the Service Provides	5
Social Value	5
Overview of the G-Cloud Service	6
Associated Services	7
Data Protection.....	8
Information Assurance.....	8
Data Back-Up and Restoration	8
Business continuity statement/plan.....	8
Privacy by Design	8
Using the service.....	9
Ordering and Invoicing.....	9
Availability of Trial Service.....	9
On-Boarding, Off-Boarding, Service Migration, Scope etc.	9
Training	10
Implementation Plan.....	10
Service Management	10
Service Constraints	11
Service Levels.....	11
Outage and Maintenance Management	11
Financial Recompense Model for not Meeting Service Levels	11
Provision of the service.....	12
Customer Responsibilities	12
Technical Requirements and Client-Side Requirements.....	13
Outcomes/Deliverables	13
After-sales Account Management	14
Termination Process	15
Our experience	15
Case Studies	15
Client List	17

Contact Details2

Introduction

Company Overview

Kubrick is a UK-based company founded in 2016 by CEO Tim Smeaton and CCO Simon Walker to address the growing digital skills gap across Cloud, Data, AI, and next-generation technologies. We have built a unique consulting model consisting of our own workforce of consultants, trained in-house by our expert professionals and Principal Consultants across our growing disciplines within the Cloud space that can be complimented by:

- Data Engineering
- Machine Learning Engineering
- AI Engineering
- Data Governance & Management
- Data Products and
- Business Analytics to name a few.

With a curated team of professionals, we deliver to your project plan and allow you to retain the talented core team. Over the years, we have trained over 2,000 professionals and have supported over 160 different clients across various industries. Our mission is to increase accessibility and improve diversity in Data, AI, and Cloud by hiring all trainees in a salaried role and encourage professionals from all backgrounds. We offer comprehensive cloud transformation and deployment services, focusing on agility, resilience, and operational efficiency.

Value Proposition

We work with customers at any and all stages on their journey to cloud. If you are taking your first steps into cloud and need expert design, implementation and ops services to get those first environments and workloads up and running to demonstrate value we can support you on each step of that journey. We are equally capable of providing these services within more mature cloud environments that require on-going enhancement and evolution. We recognise the need more than ever for Public Sector organisations to migrate to cloud to benefit from the flexible costs of scalable infrastructure, make quick data-driven decisions, and continually and transparently show ROI within their cloud estates at whatever stage in their journey they find themselves. In order to do this, they need cloud partners that are highly knowledgeable and know how to implement secure, but agile cloud processes. We are well versed in the major

Hyperscaler vendors and have a proven track record delivering enterprise grade capability across these vast technology landscapes for our customers. Our delivery services are thorough and methodical, and we always begin with understanding the requirement and the business context before identifying and designing the correct technological solutions for the job. As the trusted advisor we seek to employ the most effective and appropriate solutions to our customer's problems striving to use best of breed technologies and techniques while encouraging a culture of collaboration across technology, digital, and business teams. We are skilled in the use of modern techniques such as Infrastructure as Code, Devops, Continuous Delivery and Deployment which allow us to engineer in high levels of automation, efficiency and durability into our customer's cloud environments. Lastly, we recognise the importance of strong security posture and the assurances this provides to business stakeholders when running business critical workloads. We have deep experience working in highly regulated industries where extensive security and governance controls must exist in order for cloud environments to be deemed viable.

What the Service Provides

Our Cloud Transformation & Deployment service offers a comprehensive approach to cloud transformation, focusing on agility, resilience, and operational efficiency. We provide initial architecture planning with IaaS and PaaS, detailed migration strategies for applications and data, and ongoing optimization for cost-efficiency, scalability, and performance. Our service is suitable for any Public Sector organisation aiming to adopt or enhance their cloud infrastructure. We work with a wide range of technologies and can support various types of projects from modernising architecture, improving the time to deployment of digital products, to developing automations to remove delivery bottlenecks. In addition, we can also design and build the Continuous Integration and Deployment processes that sit around your cloud environments and build Site Reliability Engineering concepts into your Engineering culture. Our team of expertly trained tech professionals will guide and support buyers throughout the entire process, ensuring successful outcomes and a smooth transition to the cloud.

Social Value

At Kubrick Group we take our responsibility as an employer within Technology very seriously and continue to remove as many barriers to entry as possible for those who are typically underrepresented within Technology spaces. These can be summarised within two main areas:

Reduce the disability employment gap:

Our workforce reflects the world around us, and our culture enables all employees to thrive in a respectful environment. From an employee's first day we emphasise our zero-tolerance approach to non-inclusive behaviour. Additionally, we support managers implement reasonable adjustments and accommodations to ensure everyone has individualised support

to thrive in the workplace. We are an official partner of Neurodiversity in Business, an industry group sharing good practice on neuro-inclusive recruitment, retention and empowerment, and we amplify voices of neurodivergent guest speakers as well as storytelling from our team on our Diversifying Data Podcast. Our efforts are paying dividends. Our latest companywide survey showed over 85% of employees believe diversity and inclusion is valued at Kubrick, with 13.5% considering themselves to have a disability and 12.2% self-identifying as neurodivergent.

Tackle workplace inequality:

Learning critical technological skills should be open to all, not just those that can afford private training or bootcamps, therefore training is accessible to those with non-STEM backgrounds and degrees, with socio-economic barriers reduced by paying our consultants during training. We partner with Women in Data, which aims to redress the gender imbalance in data, and Black Girls in Tech, which aims to increase representation of Black women in technology. We recently welcomed 10 interns from 10,000 Black Interns, who provide paid internships for Black and disabled students. We also launched TrailBlazeHER, an accelerator programme for women and non-binary employees, to provide aspiring leaders with commercial knowledge and career development tools. We are proud of our employee networks; ELEVATE for women and non-binary people; our LGBTQ+ community; our Working Parents Network; and our Diversity Champions, who advocate across the wider organisation. Any cases of modern slavery or human trafficking identified in our supply chain or business are not tolerated, and our whistleblowing policy sets out how to raise concerns.

Overview of the G-Cloud Service

For any cloud transformation we'll undertake Architecture & Design activities to specify in detail what needs doing. Once design is completed implementation will proceed using our preferred agile delivery methodology including robust testing and quality assurance activities. We will work with you to adopt modern techniques such as Infrastructure as code, CI/CD and Site Reliability Engineering practices and processes. In addition, we'll work closely with customers to define the specific technologies we will use. We can accommodate a wide range of technologies in order to focus on what is right for the customer and their stack. Any areas of uncertainty we are always happy to rapidly prototype and demo to customers to get buy-in.

- We can help plan any complex data transfers and migrations as part of cloud transformation and deployment work. We are experts in all things data and will make sure that any data migration work is fully planned, rehearsed and wrapped with rigorous and detailed rollback and DR planning.
- During discovery phases we'll work closely with customers to understand the environments and workloads that are within scope of deployment works. We will deep dive to understand these workloads to surface any and all opportunities to drive efficiencies in terms of both compute and cost.

- As a component of all cloud deployment activities, we would configure environments with full cost reporting and usage pattern analysis.
- We will always seek to understand our customer's CI/CD landscape and aspirations during discovery for cloud deployments. Sometimes this may be a very new area for customers, and we can advise, design and implement the stack for them. For customers with mature cloud estates, we are able to work within existing CI/CD systems owing to our experience with a wide range of such tools and automations.
- We work closely with customers to understand their security requirements, processes and procedures and can in addition provide our own recommendations on cloud specific best practices. Our customers can be assured that our delivery service will leave cloud environments in a secure state using cloud native patterns.
- Our service can be extended to include design and implementation of solutions to optimise for energy efficiency. We are seeing a new and emerging suite of cloud enabled tools that companies can leverage to gain actionable insights into the carbon footprint of their cloud environments and workloads.
- Site Reliability Engineering is a discipline we live and breathe the principles of which we incorporate into everything we do with customers and their cloud environments. This allows us to implement continuously monitored and auditable cloud environments.
- We have a substantial base of customers with extensive regulatory responsibilities, and we are no stranger to working within cloud environments that come under such requirements. We work closely with compliance teams and stakeholders to streamline the process of gaining compliance without impeding delivery and timescales.

Associated Services

The service primarily focuses on architecting, planning and implementing cloud environments and workloads. This encompasses design, implementation and testing of capabilities needed to meet requirements within that scope. These services can be provided in a complementary fashion to other services we provide such as Cloud Operational Excellence, FinOps and Sustainability and Cloud Security and Compliance within wider programmes of work. All these services are priced within our SFIA rate card and initial scoping services are provided free of charge.

Data Protection

Information Assurance

As Kubrick Group consultants work on our clients systems, equipment, and network we do not store, process, transfer, or manage any client data within Kubrick Group. Our consultants will adhere to the standards set by the client

We have achieved Cyber Essentials certification, which verifies that we have implemented essential security controls to protect against common cyber threats.

Data Back-Up and Restoration

As Kubrick Group consultants work on our clients systems, equipment, and network we do not store, process, transfer, or manage any client data within Kubrick Group. Our soci consultants will adhere to the standards set by the client

Business continuity statement/plan

Kubrick Group has a business continuity plan that would allow us to continue providing our consulting services should there be an unplanned interruption. As a consultancy we do not host, transfer, store, or collect any data as part of the services that we provide so we do not have a customer facing continuity plan.

A more detailed business continuity plan can be provided upon request, however as a consultancy our services can be provided remotely if necessary.

Privacy by Design

Our Cloud Transformation & Deployment service is designed with privacy by design principles in mind, ensuring compliance with the EU General Data Protection Regulation (GDPR). We have been proactive in integrating privacy measures into our service from the start of the design process by ensuring that all consultants have the appropriate level of training and familiarity to allow them to incorporate this into their cloud design and implementation. Our service includes conducting privacy impact assessments, implementing privacy by design frameworks, and recommending privacy-enhancing technologies. By following the seven foundational Privacy by Design principles, we ensure that personal data is protected in the cloud by design, and that our clients can achieve and maintain compliance with GDPR requirements.

Using the service

Ordering and Invoicing

Our services are typically procured under a statement of work that will set out the consultants who will undertake the work, the objectives of the engagement, and an estimated engagement time. You can reach the team at Kubrick by contacting speaktous@kubrickgroup.com for a non-committal chat to discuss our service.

Our engagements are flexible with a 30-day notice period at any time, and they can be extended continuously if required to meet your needs as they evolve.

Invoices are generated at the end of the calendar month with 30 day payment terms.

Availability of Trial Service

We provide 2-week Accelerators completely free of charge as part of our service; this acts as a proof of concept options for clients who want to test the feasibility and effectiveness of our service in their specific environment or which to trial a specific solution. The details of these trial services, discretionary usage, and proof of concept options can be discussed and agreed upon with our team to ensure alignment and suitability for your organisation.

There is no obligation to continue with paid services beyond an initial 2-week POC.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

As a next-generation consultancy, we are technology agnostic and will work to our clients' working patterns whether hybrid, remote, or on-premise. We have consultants based across the UK with geographic flexibility a priority for us to service the Public Sector effectively.

To start any engagement with Kubrick, we would typically require an overarching niche consulting or time and materials services-based agreement that can be evergreen or can last the duration of a particular programme work work, that allows you to generate a Statement of Work (SOW). An SOW will name the individuals of the team, state the intended length of time they will be engaged on the project, the absolute maximum spend on the team if they were to work every day, and if appropriate can include objectives.

All our SOWs, regardless of their length, will include a 30-day notice regardless of the length of the SOW as this can be as short as 1-month to 24-months. This is to give our Public Sector clients the flexibility required to scale the team up or down if required, or to stop the work completely if there is a change of direction.

Our consultants should be onboarded as you would any other employee into the team. They should receive the appropriate equipment, induction, and access to complete their duties safely and effectively while working with you.

As a consultancy, the implementation of tools or applications that we provide will be dependent on supplier selection. However, we have strategic partnerships and provide migration services for Microsoft, AWS, GCP, Databricks, Snowflake, Neo4j and many others as we grow our technology partnerships.

There is no minimum spend associated with have an agreement with Kubrick and all billing is based on time & materials as recorded by timesheets signed by onsite managers.

Training

As a consultancy, Kubrick Group do not provide external training as part of our services.

Our trainers and principal consultants provide additional layers of support that is bespoke to each consultants' technical requirements. Where appropriate consultants are able to lean on the expertise of our Associate Principal and Principal consultants to provide additional technical expertise to the benefit of our clients.

The training team also offer an 'open-door' policy allowing consultants to book time with them either virtually or at our offices to work through technical challenges to the benefit of our clients.

Implementation Plan

An implementation plan is unique to each of our clients and can be provided to the buyer following a consultation/scoping.

Service Management

Our consultants will work under the client's direction to deliver the services however should you require a delivery focused approach we have a delivery capability through our Kubrick Advanced part of the business. They oversee the onsite activities, ensuring that projects are delivered on time and according to the agreed-upon scope. Kubrick Advanced services are pre-agreed and stated on the SOW, all Kubrick Advanced prices are included in the more senior levels (4-7) of the SFIA rate card.

They can provide regular progress reports to our customers, keeping them informed about the status of their projects. These reports include key milestones, achievements, and any potential risks or issues that may arise.

By leveraging the right mix of people, we ensure the effective management of our Cloud Transformation & Deployment service, delivering high-quality results to our clients.

Service Constraints

Our consultants will work our standard business hours Monday – Friday 8:30 – 17:30. Escalations can be made to the Account manager, Account Director, Kubrick Advanced Delivery Leads or the Success Manager who you will be typically introduced to during the first month of the engagement. Any questions or escalations should be made to the account manager first via email or phone call who will provide the appropriate support.

Service Levels

We are open to discussing and agreeing upon appropriate service levels with our customers before placing an order. This allows us to tailor our service to meet your specific needs and ensure a mutually beneficial partnership.

Outage and Maintenance Management

As we provide a consulting service, we will work under the client's direction to deliver this service. Any outage or maintenance should be planned and managed with the appropriate internal stakeholders who can help to support the business.

Financial Recompense Model for not Meeting Service Levels

As we work on a time and materials basis, we do not provide financial recompense for not meeting SLAs. Our consultants will work under the direction of the customer, any issues that arise can be escalated through the account manager and/or success team via email or phone call.

Where appropriate we can include immediate termination clauses for any material breaches of the contract and additional clauses relating to performance management.

We operate with a 30-day notice period throughout the entirety of the engagement for peace of mind.

Provision of the service

Customer Responsibilities

To ensure the success of the Cloud Transformation & Deployment project with Kubrick Group, we have a few obligations of our clients. These may include:

1. Providing the scope and direction of the project: we would expect the overall project deliverables to be set by the client and for relevant team members to collaborate with our team and provide necessary information or throughout the project.
2. Providing Access to IT Systems and IT equipment: As we work entirely within your systems to protect your data and IP, you will need to grant access to your IT systems and/or infrastructure to facilitate the implementation and integration of the cloud transformation solution. It is also imperative that IT equipment is provided to ensure that we your organisations data stays safe.
3. Collaboration: It is important for you to actively participate in defining and communicating your requirements, goals, and expectations for the project team. This collaboration ensures that the solution aligns with your specific needs and any issues are communicated or escalated effectively so they can be rectified.
4. Timesheet sign off: In order to make sure that we are able to invoice accurately, we need timesheets to be signed off in a timely manner.
5. Engagement in feedback sessions: as part of our commitment to develop our consultants, we hold structured checkpoints with the success team and relevant managers during their respective 8 and 16 month tenures to provide feedback and set SMART goals for them to excel during their time with our clients.

By fulfilling these responsibilities and actively participating in the project, you contribute to its success, the success of the people in the team, and help us deliver the desired outcomes efficiently.

Technical Requirements and Client-Side Requirements

Ahead of any engagement commencing, we would discuss the access needs of the scope of work and gain commitment for this. We will always work under the customers direction and using their own IT equipment, hardware, and software while following their security measures, In order for a successful engagement, this will need to be provided to all Kubrick consultants engaged on the project. Our main requirements are:

1. Non-solicitation: due to our unique consulting model, we ask that our consultants are not solicited during their 24-month development term. Post this time, they are absolutely welcome to be converted into a permanent employee should you wish, for no additional costs. This date is set out clearly in any SOW that we generate for the work. Our Kubrick Advanced team (also clearly stated in the SOW) are not available for solicitation at any time.
2. Provision of IT and systems access: in order for our consultants to effectively do their duties, they will need IT hardware to ensure data security and access to all the relevant systems to complete their work.

Any additional requirements can be discussed and would be explicitly communicated prior to any engagement.

Outcomes/Deliverables

This service can deliver the following outcomes and deliverables to the client, depending on the scope of the request:

- Identification and assessment of the client's current cloud infrastructure and future needs.
- Delivery of a comprehensive cloud transformation model/system, including initial architecture planning with IaaS and PaaS.
- Detailed migration strategies for applications and data to ensure a smooth transition to the cloud.
- Ongoing optimization of the cloud infrastructure for cost-efficiency, scalability, and performance.
- Documentation and materials outlining the cloud transformation process, including architecture plans, migration strategies, and optimization recommendations.

These deliverables and outcomes will enable the client to adopt or enhance their cloud infrastructure, focusing on agility, resilience, and operational efficiency.

After-sales Account Management

To build and maintain customer relationships, we prioritise a collaborative and inclusive approach to our services. Our approach includes:

1. Relationship Management: Your Account Management team is typically made up of an Account Manager and an Account Director/Head of to ensure the ongoing success of the partnership and serve as the primary point of contact for our customers. They proactively engage with customers, manage any change in requirements or scope, address any concerns, and hopefully build a truly collaborative partnership
2. Consultant Success: To help manage the team of consultants onsite we provide a dedicated success team at no extra cost.

The success team at Kubrick have an 'open door' policy enabling them to provide on demand support, tailored professional development & coaching in order to accelerate consultant's development and provide an additional layer of support for managers. Each client has a team who works closely with the Account Director/Manager with weekly internal touchpoints to ensure that the long-term benefits of the Kubrick model are realised such as speedier onboarding, better consultant performance onsite, higher retention, better conversion rates, and ensuring that any performance/personal issues are dealt with quickly and effectively.

The key responsibilities of this team are to:

- Onboard consultants to client placement (incl. client line manager service introduction sessions)
- Support and navigate of consultants through their Kubrick placement, providing professional & personal development coaching, and promoting openness around mental health & wellbeing
- Promote regular and honest communication with clients to foster collaboration
- Facilitate performance reviews with our clients and consultants focused on performance and continued development aligned to client priorities
- Manage account reviews focused on successful outcomes through best practice adoption of Kubrick's services
- Partner with line management and central workforce strategy functions to deliver solutions to data talent transformation programmes
- Inform consultants of ongoing Kubrick news and additional opportunities for them to explore e.g. volunteering, becoming a guest on the podcast, invitation to conferences etc.

3. Additional technical support: We also provide an additional line of technical support, also at no extra cost for ad hoc support, where consultants are able to lean on the expertise of our Associate Principal and Principal consultants to provide additional technical expertise.

The training team also offer an 'open-door' policy allowing consultants to book time with them either virtually or at our offices to work through technical challenges to the benefit of our clients.

Termination Process

In the event of termination, our approach is to ensure a smooth and fair process for both parties. The specific clauses, rights, obligations, and responsibilities related to termination will be outlined in the contract agreement. This includes provisions for early termination of a Statement of Work by invoking a 30-day notice period. We understand that unforeseen circumstances may arise, and we are committed to working collaboratively to find a mutually agreeable solution. Our goal is to minimise any disruption and ensure a transparent and respectful termination process that protects the interests of both the customer and our company.

Our experience

Case Studies

Kubrick Case Studies

The Challenge

- Small Financial Services client needed to replace retiring Cloud/DevOps SME who was single source of information
- Outdated, difficult to maintain infrastructure and deployments in ARM templates
- Data Platform required deployment and design of Azure Data Factory as Infrastructure as Code to improve reliability
- No Disaster Recovery model in place for Databricks in event of Azure UK West Outage

The Solution

- Blended Squad of two CE consultants and KA squad lead, acting as sub-team to Data Platform
- Architect cross-Azure tenancy networking between on-prem data sources as Azure Data Factory Linked Services

- DevOps/Cloud knowledge augmentation, including documenting composite development and deployment processes, creating Knowledge Shares, and ensuring new DevOps/Cloud hires can maintain infrastructure.
- Redesign Infrastructure as Code patterns from ARM templates to human-readable Terraform scripts through highly regulated environments
- Support Databricks failover from UK West, including consideration of GRS Delta Tables

The Results

In 4 months, the team of Kubrick consultants, with the support of a Kubrick Advanced Squad Lead went on to:

- Successfully deployed Azure Data Factory
- Consolidate DevOps/Cloud knowledge within the team to ensure longevity after departure of SME.
- Create a Business Proposal to Group Architecture Board for ARM to Terraform conversion via Azure Terraform, complete with guide to implement and security risk analysis.
- Develop an approved Disaster Recovery model for Databricks to ensure fail over to skeletal infrastructure in West Europe, with Delta Deep Clone
- Both Kubrick consultants developed both technically and pastorally, leading complex workstreams and pitching technical solutions to high-level stakeholders.

Client List



- | | | |
|----------------------|--------------------------------|------------------------|
| • AbbVie | • Great Portland Estates | • RWE Group |
| • Ageas | • Haleon | • Sage |
| • Aon | • Hastings Direct | • Shell |
| • Arch Insurance | • IG Index | • Sony |
| • AXA UK | • International Airlines Group | • Spire Healthcare |
| • BBC | • John Lewis | • Sporting Index |
| • Beazley | • Kingfisher | • St. James's Place |
| • Belron | • LGIM | • Syngenta |
| • BNY Mellon | • Lloyds Banking Group | • The AA |
| • BT | • M&G | • The Guardian |
| • Canopus | • News UK | • The Pensions Regular |
| • Compare the Market | • Paysafe | • TUI Group |
| • Convex | • Quilter | • Virgin Atlantic |
| • Danon | • Ralph Lauren | • Wesleyan Bank |
| • DNA Payments | | • White and Case |
| | | • Zurich |

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