

G-Cloud 14 - Service Definition

# Cloud Migration Service

Airwalk Reply

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# Introduction and Service Overview

# Company Overview

Airwalk Reply is one of the UK's [leading transformation consultancies](#). We are experts in delivering complex technology change programmes in regulated industries, particularly the public sector and financial services.

Our focus is on delivering [business change through technology](#).

We have expertise across several disciplines, including:



We are [specialists in dealing with programmes with high levels of technical and organisational complexity](#) combining delivery capability with technical expertise to successfully and consistently deliver for our clients, helping them realise significant and tangible benefits from cloud and other technologies.

We are certified partners with several technology providers, including the major Cloud Service Platforms, and work with many other leading partners.



We operate across the UK, working with clients on-site and remotely.

# Value Proposition (i)

## The challenges of migrating to Public Cloud services

The development and implementation of a successful cloud migration strategy for public sector organisations can be complex and challenging to deliver:

- Difficult to scale beyond POCs or greenfield builds
- Difficult to upskill and enable staff
- Complex technologies and new ways of working
- Excessive focus on cost reduction without a clear path for data centre exit
- Challenge of security in public cloud environments

We recognise that many organisations have begun their cloud journey. Perhaps you have successfully built several new 'greenfield' services on the cloud or have proven your approach with several Proof of Concepts. These are both big steps forward, but the challenge of migrating existing workloads to the public cloud is much more complex.

Taking legacy systems and services designed and built using traditional architectural and engineering principles, integrated with multiple internal systems and data sources (usually on-premise), and moving these to the public cloud takes work. Many decisions need to be made:

- Should we redesign and 'refactor' the systems to be more cloud-native?
- Will our existing operations teams continue to support the system on the cloud, or should we pursue a more modern DevOps model?
- Should we avoid our large traditional partners and leverage new options such as open-source software or cloud-native providers?
- What is the basis of the business case for moving services to the cloud? Is it cost-focused, and in which case must we shut data centres? Or should we focus more on speed to market, flexibility, scalability, and resilience?

These are just some strategic and challenging questions that need to be addressed before you embark on any level of migration to the cloud.

Our service helps clients address these challenges.

# Value Proposition (ii)

## Our service helps clients to address these challenges

Our Cloud Migration service is designed to help clients address these issues and many others by providing a modular approach that can be adapted to your specific goals.

Our focus is on enabling you to accelerate and scale your migration to the cloud and achieve your business goals in a cost-effective, secure, scalable, and achievable way.

We bring unique expertise, frameworks, methodologies, significant experience, and a track record of successful delivery to make this happen.

Ultimately, our service provides clients with guidance, support, expertise and capabilities that enable:

- The design, development and evolution of an organisational cloud migration strategy
- A pragmatic and implementable plan to achieve that strategy
- Programmatic, technical and operational support to execute
- Delivery of the key components required to realise the benefits of cloud



# Overview of our Cloud Migration service

Our Cloud Migration service consists of multiple components or modules, allowing clients to select the elements that will add the most value to their organisation or, where appropriate, to take the full suite of options for a comprehensive and holistic strategy.

The key modules that form our Cloud Migration service include:

1. Analysis of existing IT estate



2. Business case development



3. Target-state & strategic roadmap development



4. Architecture & technical design



5. Governance and delivery framework development



6. Cloud operating model design



7. Cloud Migration Factory



8. Cloud Continuous Security & Compliance Framework



9. Cloud Service Management



10. Training and enablement



11. Cloud operational support – Managed Service



# Cloud Migration - Service Modules (i)

## 1. Analysis of existing IT estate

- Comprehensive assessment of existing IT estate within the organisation
- Review of candidate applications and digital services for migration
- Assessment and recommended approach based on an architectural, operational and business case review at the workload level

## 2. Business case development

- Formulation of business case for migration of individual workloads as well as at an organisational and business unit level (if required)
- Assessment of estimated costs to migrate, recommendations for key business case drivers (e.g. reduced hosting costs, increased speed to market, scalability, etc.) and view of likely overall benefit of migration

## 3. Target-state and strategic roadmap development

- Assessment of technical and strategic goals for cloud across the organisation and business unit, including across on-prem, hybrid and multi-cloud strategies
- Definition of target operating model and end-state (at one, three and five years) at business unit and workload level
- Development of roadmap with granular milestones towards end-state

## 4. Architecture and technical design

- Review existing service architectures, assessing the technical viability and complexity of proposed migration and recommendations for migration treatment (e.g., refactoring, lift-and-shift, and transform, etc.).
- Architectural design for optimisation of workload on the cloud, leveraging cloud-native and modern technology principles
- Development of core architectural principles and design governance for the migration programme

## 5. Governance and delivery framework development

- Establishment cloud risk management framework to guide migration, including governance and controls for deployment and operational readiness (including Path to Live)
- Definition of standards for deployment to the cloud, including design and delivery of tooling, methodologies and processes

## 6. Cloud operating model design

- Review of existing operational structures involved in the development and support of candidate workloads
- Assessment of skills, expertise and capabilities, including identification of potential gaps and recommendations for recruitment and training
- Recommended organisation design and operating model changes to enable end-state and ongoing operational support of migrated services



# Cloud Migration - Service Modules (ii)

## 7. Cloud Migration Factory

- The Cloud Migration Factory is an efficient, self-contained engine for delivering the migration of workloads in an accelerated and efficient manner
- Includes the design, set-up and running of a structured delivery team, execution approach and cadence for migration of workloads in line with the strategic roadmap
- This includes all engineering, tooling, environment management, security, programme management and reporting, any ongoing architectural inputs
- It also includes the critical foundational elements required for effective and secure engineering and development in the cloud, including:
  - Source code management
  - Infrastructure automation
  - Application automation and release management
  - Automated testing
  - Cloud network services
  - Operating system management
  - Database standards
  - Serverless computing
  - Container orchestration

## 8. Cloud Continuous Security and Compliance Framework

- Airwalk Reply's Continuous Compliance Framework is a lightweight serverless framework which enables your organisation to apply consistent security policies and controls across your cloud estate
- Controls can be implemented in four ways – preventative, detective, corrective or exemptions
- Is a key enabler of innovation, providing guardrails for a multitude of cloud services whilst providing information to Cyber Security teams, allowing them to manage risk in their cloud environments

## 9. Cloud Service Management

- Definition and design of the key service management components required to operate migrated services in the cloud, reflecting where changes are necessary from existing processes
- These include:
  - Change management
  - Incident management
  - Operations support
  - Asset management
  - Service desk
  - Security management

## 10. Training and enablement

- Assessment of existing development and operational teams, with identification and prioritisation of risk areas, gaps and opportunities
- Development of training and development pathways, including cloud certifications, peer programming and mentoring, hands-on training and support
- Optional design and delivery of Airwalk Reply Academy, a structured training programme that aims to provide individuals with the requisite skills to support Cloud Services for their relevant project or functional teams

# Cloud Migration - Service Modules (iii)

## 11. Cloud operational support – Managed Service

- Post-migration support, delivered as a Managed Service (fixed monthly fee), providing a team of experienced Engineers and Architects to assist with major incidents, project support requests, operational issues and other cloud-related matters
- This is designed to augment the existing IT operational support functions within your organisation, providing specific Cloud expertise where it is needed
- This service enables clients to mature and develop their capability at their own pace without leaving them exposed to significant risks whilst still accelerating their migration to the cloud and reaping the benefits

# Our Cloud Methodology

We deliver end-to-end transformation, from strategy and ideation to execution and optimisation, through our methodology:

- 1. Assess**  
Understanding your business objectives, where you are against these, and setting the direction for your migration to the cloud
- 2. Design**  
Defining the path for change, the structure for delivery, and the optimal design for the technology that will deliver your objectives
- 3. Build**  
The execution phase, delivering tangible technical and programmatic outcomes, from MVP to live products
- 4. Migrate**  
Taking both technology and people forward, moving your business from old to new, realising the benefits of your transformation
- 5. Optimise**  
Rescuing failing programmes or costly technologies, ensuring delivery fully evolves into operations, and driving enablement to ensure we leave you stronger than we found you

# Key benefits of our service

By engaging with Airwalk Reply on your cloud migration strategy, we can help your organisation achieve significant benefits. These include:

Detailed, holistic plan for migration of your estate to the cloud

Accelerated migration enabled by the structured framework and significant Airwalk Reply experience

Move beyond POCs and greenfield development to scaled organisational deployment

Faster speed of delivery of new digital services and applications

Significantly greater scalability and resilience of your digital services

Opportunities for cost reduction and consolidation from leveraging public cloud

Enhanced security and reduced operational risk through automated continuous compliance

Faster, more impactful change management through improved service delivery

Reduced cost, risk and waste of your IT operations

Benefit from the significant expertise and experience of Airwalk Reply's certified experts

# FAQs and Key Client Considerations (i)

## 1. What if we've already started moving to the cloud?

The migration from legacy technology to the public cloud can take several years. Constant development will be required to increase maturity and ensure your organisation makes the most of the cloud while remaining secure and resilient.

We have designed our service to enable clients at all stages of the journey to leverage our expertise while allowing you to pick and choose the elements that make the most sense for your organisation.

## 2. What skills do we need to make the most of the service?

If your goal is to scale and accelerate your cloud migration and adoption and build a capability to support and operate this in the long term, then you will need to be able to identify the team(s) internally that will make this happen. Airwalk Reply can work closely with them to ensure they are building the capability they need, but there needs to be an appetite and investment in training and enablement to facilitate this process.

Core skills that will need to be developed and recruited in the medium term include Cloud architecture, DevOps and Infrastructure engineering, Cloud Security, and Service Management.

## 3. We need help prioritising the work that needs to be done. Can you help?

This is a common challenge - clients often have a long list of workloads that they wish to move to the cloud. The challenge is usually knowing which services need to be prioritised versus those that can be delivered later, as no organisation's resources are infinite.

We apply our framework to determine the services that, based on industry good practice, technical principles and complexity, regulatory guidance, and our experience, should be prioritised to achieve your objectives in line with your risk appetite and goals for your cloud migration.

# FAQs and Key Client Considerations (ii)

## 4. We don't have huge budgets. Can you still help?

We have designed our service to be modular, with each module representing a distinct piece of work with its own outputs and objectives. This means that we can recommend an engagement that requires the minimum level of investment while still delivering significant value.

An example of this is our Cloud Operating Model Assessment. This module of our service can be a relatively short engagement (two to three weeks), with the prime objective being to identify the key risks, opportunities, and priorities for your organisation to scale to the public cloud. The resulting action plan could inform your work on the cloud for the next 2-3 years or give you greater clarity on the potential risk areas and mitigating actions, giving you complete flexibility to invest (or otherwise) in line with your available budget.

## 5. What happens after we've finished the project? Is there ongoing support?

Airwalk Reply provides several managed service options that can form the basis for ongoing support services for our clients. Examples include Incident Management, where we provide a team to deal with any issues with your cloud estate (full-time or out of hours). Another example is providing advisory services on a retained basis, providing a fixed number of monthly hours on a rolling basis to support ad hoc requests or specific deliverables.

In addition, once you have worked with Airwalk Reply, our team are always on hand to assist informally with questions or support in specific areas. We view our engagement with you as the beginning of a partnership that we hope continues long after we have enabled you to migrate to the cloud.

## 6. Are there any technical or organisational requirements to use the service?

There are no specific technical or organisational requirements at a high level. Many of the modules we provide as part of the service include working with you to identify the key foundational technical and organisational elements you will need in the medium term or identifying gaps that should be remediated.



Our Cloud Migration service can be complemented by a number of other services that Airwalk Reply offers through G-Cloud. If any of the following are of interest, please let us know, and we would be happy to discuss them further (see contact details at the end of this document). Further details can also be found on the corresponding service pages on G-Cloud.

## Multi-Cloud Strategy

Our Multi-Cloud Strategy service helps organisations design and successfully implement cloud across multiple cloud service providers, securely and at scale, whilst delivering maximum benefit.

## Microsoft Azure Cloud Strategy

Our Azure Cloud Strategy service helps organisations design and successfully implement their Azure migration programmes securely and at scale whilst delivering maximum benefit.

## Cloud Business Case development

This service assists clients in developing robust business cases to actively support investment in a broad range of Cloud and related technologies against rigorous spending assessment criteria.

## AWS Cloud Strategy

Our AWS Cloud Strategy service helps organisations design and successfully implement their AWS migration programmes securely and at scale whilst delivering maximum benefit.

## Cloud Security Strategy

Our service helps organisations implement a proactive approach to cloud security, allowing organisations to launch new products and services on the public cloud confidently.

## Continuous Compliance Framework

Airwalk Reply's CCF is a comprehensive, automated approach to delivering ongoing, dynamic management of your cloud estate, ensuring visibility and active management of security and compliance.

## Cloud Architecture Review service

Our certified experts analyse your design's cloud and on-premise components in detail to ensure you are delivering efficient, robust, and secure digital services on AWS or Azure.

## Cloud Operating Model Assessment

We comprehensively assess your Cloud operating model, reviewing foundational areas, including Engineering, Architecture, Cloud Security, Governance, People, Skills and Service Operations.

## DevOps Strategy and Transformation

This service helps clients modernise their working practices and tooling, accelerate release cycles, drive security through automation, and improve delivery quality and consistency.



# Data Protection

# Data Protection



## Information Assurance

**Airwalk Reply is accredited with Cyber Essentials Plus and ISO 27001.**

We operate an Information Security policy applicable to all devices and data internally and when engaging with clients. This policy includes the appropriate security protocols and standards and the safe storage of data and equipment in line with industry standards.

## Data Back-Up and Restoration

All data shared with Airwalk Reply will be stored following client data protection and security standards. In most circumstances, our consultants will operate using client IT equipment, ensuring the integrity of our client's data is not compromised by moving it back and forth between the client and our systems unless necessary.

## Privacy by Design

Airwalk Reply has an established Privacy Policy created by our leadership team. As a company, we are committed to supporting and providing guidelines for data protection compliance through a framework of standard policies and procedures. We define metrics for monitoring and governing the health of the Privacy Policy, which is independently run under the direct control of the Airwalk Reply Management Committee. Programmes, projects, and processes are aligned with privacy principles right from the inception of an idea or project, thereby supporting privacy by design and default principles.

# Business Continuity Plan

Airwalk Reply views Business Continuity Management (BCM) as a fundamental part of our ability to protect our staff and fulfil our client responsibilities.

We maintain Business Recovery Plans to facilitate the management of any incident that has the potential to harm our staff, damage our premises, or disrupt our business. Airwalk Reply's leadership team is responsible for overseeing the firm's BCM programme and is supported by the management committee.

To maintain a resilient Information Technology (IT) environment, we are committed to a strategy for near-zero downtime and near-zero data loss for all applications supporting critical business processes.

The Airwalk Reply BCM programme is comprised of two main parts:

1. Crisis Management
2. Business Recovery

## Crisis Management

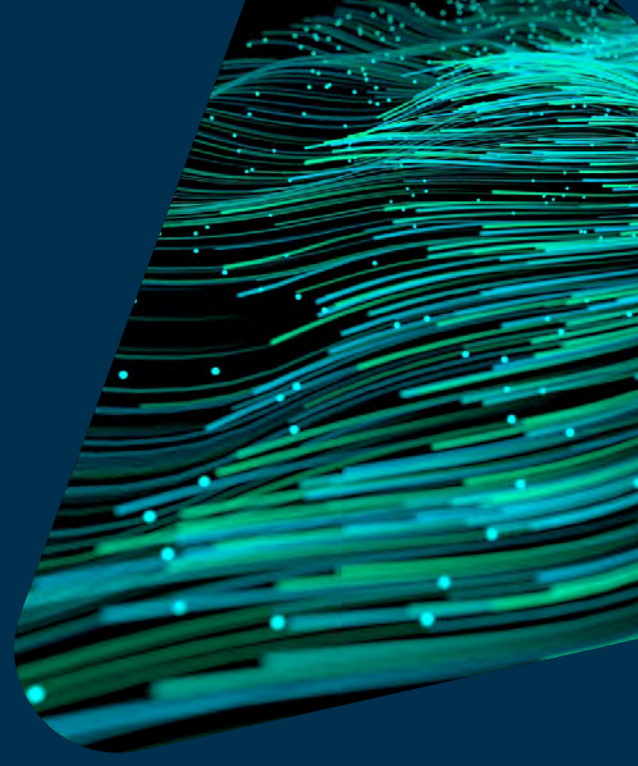
Whether they directly affect the firm or our client engagements, all major incidents require a rapid and coordinated response from senior management, business and functional heads, technical advisors, and support staff.

A simple process has been established to escalate major incidents, assess impact, convene a designated Crisis Leadership Team, and manage the incident.

## Business Recovery

Some major incidents directly impact our staff, premises or technology and disrupt the business. Business recovery refers to the analysis, planning, provisioning, testing, and reporting required to quickly recover the most critical parts of a business after it has been disrupted.

We have an established analysis, planning, provisioning, testing, and reporting process for Business Recovery. Our objective is to ensure that we can continue to operate as a firm and serve our customers with minimal disruption.



# Using the Service

# Ordering, Invoicing and Trials

## Ordering and Invoicing

Our service's modular and tailored nature means that we can provide a blend of fixed-price options alongside time and materials delivery. The option that will best suit you as a client will depend on the scale and complexity of what you are trying to achieve. Pricing for fixed-price options is included in the pricing document.

To begin the process, please contact [bid@airwalkconsulting.com](mailto:bid@airwalkconsulting.com) with details of your organisation, role, and high-level requirements. We will then organise an introductory discussion to discuss your needs in more detail and shape a proposed engagement.

We invoice for both fixed-price and time-and-material engagements one month in arrears. For fixed-price engagements, this takes place upon completion of the deliverable(s) or in stages if the engagement is greater than £40,000 excluding VAT.

Payment terms are 30 days net of receipt of invoice.

## Availability of a Trial Service

The nature of our service means that trials are not an option. However, we can run free half-day workshops or something similar to that to provide an overview of our services and how they might fit into your plans. This may involve exercises to explore elements of your strategy and objectives, discussions on the key applications you are looking to migrate and the technologies involved, and some training or overview of particular services or technologies you are interested in.

Please get in touch with us at [bid@airwalkconsulting.com](mailto:bid@airwalkconsulting.com) if this is of interest to you.



# On-boarding and Account Management

## On-Boarding and Project Mobilisation

### Kick-off Workshop

When we start an engagement with a new client, we begin with a workshop that introduces the team (from both Airwalk Reply and the client), the project objectives, and our anticipated timelines and approach.

This workshop is most impactful when the majority of client stakeholders involved in the project are present and involved (either in person or remotely). Where possible, we can hold separate sessions with teams that cannot participate in the kick-off workshop to ensure that all stakeholders are engaged and brought into the project's objectives.

## Account Management

### Designated Account Manager

Each client has a designated Account Manager, who will be the main point of contact throughout the engagement. This individual is responsible for ensuring that delivery progresses and is executed to the standards that both Airwalk Reply and our clients expect.

### Fortnightly review meeting

Alongside regular ceremonies and informal daily interaction between the Airwalk Reply project team and the client, we hold formal review meetings with key stakeholders, usually fortnightly. This includes key client stakeholders, senior Airwalk Reply project team members, and the Airwalk Reply Account Manager. Where appropriate, this will consist of a review of work completed and demonstrations or walk-throughs of deliverables.

# Termination and Off-boarding

## Termination

The client can terminate an engagement at any stage by providing four weeks' notice in writing to the Account Manager.

## Off-Boarding

Where an engagement continues to completion, unless the client requests an extension or new engagement, all client IT, documents, artefacts and deliverables will be returned to the client. Our team will ensure a complete handover of data and knowledge to client staff.

An ongoing support or retained advisory service may be implemented where appropriate to provide additional continuity.

# Training

## Our primary approach to training – Enablement

We work closely with our clients and their teams to ensure their skills, knowledge, and experience develop and evolve during our engagement. We describe this as Enablement – our goal is to leave our clients stronger than we found them.

Whilst formal training is part of this, we strongly believe in the effectiveness of working in blended delivery teams with our clients. We use methods such as peer programming and mentoring to transfer knowledge and skills to client team members, over time providing them with greater ownership and responsibility as Airwalk Reply steps back from hands-on delivery and hands over to the client.

Where appropriate, we will structure formal training in specific areas (e.g., DevOps, Terraform, etc.), which can be incorporated into the programme as an additional module—specifically, our Airwalk Reply Academy.

## Airwalk Reply Academy

What is it?

A structured training programme - Cloud Academy – which provides internal client resources and new external hires with the requisite skills to support cloud services for their relevant project or functional teams

### Key outcomes

- Permanent resources with the requisite skills to support the growing use of cloud services across your organisation
- Faster up-skilling of resources, allowing them to become productive members of teams much more quickly
- Reduced reliance on external service providers for operational BAU and support functions
- An enduring, evolving and growing operational capability within your organisation to support cloud services

If this is of interest, please get in touch with [bid@airwalkconsulting.com](mailto:bid@airwalkconsulting.com) for further information.

# Implementation Plan

We collaborate with our clients to help them define their projects' key objectives and broader organisational strategy.

Understanding these drivers, alongside analysing the services, applications, and use cases they have in mind for use on the public cloud, enables us to work with the client to define a strategic roadmap for implementing the cloud in their organisation.

This process includes:

- A detailed analysis of the existing IT estate and operating model
- The development of a business case for cloud migration across individual workloads, business units and organisations
- A prioritisation of the migration and building of new services in the cloud over a 12-18-month period

Once this has been defined, an implementation plan can be developed, including identifying the critical foundational elements needed to realise the business case successfully and its associated benefits.

Airwalk Reply works closely with the client to manage this process, delivering all artefacts while managing inputs from the client. Ultimately, Airwalk Reply provides robust outputs that the client team can use to gain senior management buy-in and move forward with implementation at their own desired pace and scale.

# Service Management

The nature of this service is such that Airwalk Reply does not provide service - level metrics, as we are not providing technology or hosting capabilities themselves.

As such, service management, service constraints, SLAs, outages, and maintenance management are not applicable.

# Provision of the Service

## Customer Responsibilities

To deliver our responsibilities as a partner, we require the following:

- Full access to systems and data that are relevant to the specific project
- Reasonable and timely access to key stakeholders and internal SMEs for information gathering, requirements definition and other key tasks associated with the delivery of our outputs

## Technical and Client-Side Requirements

Other than the system access specified above, there are no specific technical or client-side requirements that would limit our capacity to begin work.

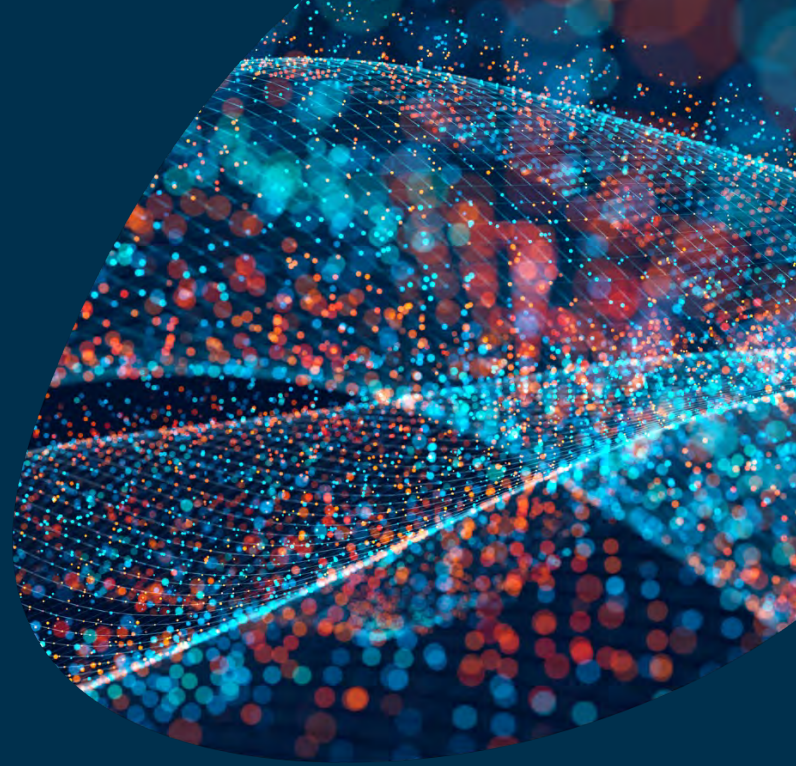
## Outcomes and Deliverables

Our engagement's specific outcomes and deliverables will be determined during the scoping phase before the project begins based on your objectives and the modules you select. For detailed examples of previous outcomes, please feel free to reach out (see contact details at the end of this document).

Below are some example deliverables for our Cloud Strategy service:

- Business case – financial model and benefits tracker
- Prioritised roadmap for cloud migration
- Cloud architecture assessment and refactored designs
- Cloud operating model assessment – report
- Cloud governance framework, including documented processes and decision gates





# Our Experience

## Our Experience (i)

Airwalk Reply has a track record of successful delivery across several major public and private organisations within the cloud strategy and delivery space. These include:



Programme Leadership

Strategy & Design

Technical Execution

### Cloud-native technology transformation

Delivering the technology components of the major renovation and overhaul of the Houses of Parliament, including a full native and greenfield implementation of Office 365 and Azure.



Programme Leadership

Strategy & Design

Technical Execution

### Global cloud migration programme

Delivered the cloud migration programme from end-to-end for HSBC globally, including setting up the cloud operating model, building technical foundations, and migrating mission-critical workloads to AWS and Azure.



**BANK OF ENGLAND**

Programme Leadership

Strategy & Design

Technical Execution

### Technology programme recovery and delivery

Recovery and successful delivery of major technology transformation programme, including divestment and re-formation of the PRA in its current form.



Programme Leadership

Strategy & Design

Technical Execution

### Major digital platform delivery

Recovery and successful delivery of a significant national digital programme enabled every central bank in the UK to facilitate the digital cashing of cheques via mobile app.

## Our Experience (ii)

Airwalk Reply has a track record of successful delivery across several major public and private organisations within the cloud strategy and delivery space. These include:



**London  
Stock Exchange**

Strategy & Design

Technical Execution

### Cloud and technology delivery

Security and architectural delivery across the global cloud programme, including the establishment of core security controls for the use of cloud services across both Azure and AWS.

**A Microsoft Azure**



Programme Leadership

Strategy & Design

Technical Execution

### Digital transformation programme

Delivery of a significant transformation programme across thousands of applications and users, including delivery of new devices and technologies across the bank.



Programme Leadership

Strategy & Design

Technical Execution

### Multi-region payment platform delivery

Programme and technical delivery of the world-first multi-currency real-time payments platform across multiple European markets, serving 27 million customers.



Strategy & Design

### Cloud operating model

Comprehensive assessment of readiness to scale and accelerate migration to the cloud in a secure, effective manner, including a review of the operating model and recommendations for improvements.

**A Microsoft Azure**



# Case Study:

## Houses of Parliament - Restoration & Renewal

Airwalk Reply was the lead technology implementation partner for the R&R Programme, which is delivering Parliament's move into new premises before returning to the newly restored and renovated Palace of Westminster.

### The challenge

In 2019, Parliament established two independent bodies tasked with delivering the complex, highly visible challenge of renovating the Houses of Parliament. The scale and level of scrutiny of the programme had not been seen within the public sector since the London 2012 Olympic programme.

### Airwalk Reply's role and our solution

Airwalk Reply was engaged in designing, building, and operating a green-field digital service capable of supporting 1000+ users. We leveraged a complete cloud-native solution using Microsoft's Office365 and Azure service stack, integrated with ServiceNow, to build a bespoke, cost-effective common platform for the R&R Programme. We managed delivery from inception and requirements gathering through funding approvals to the successful delivery and transition to live service, on time and within budget, all amid the COVID-19 pandemic.

### The outcome

- A secure cloud-native digital platform and core Microsoft Office capability for initially 700 users, comprising workplace services and providing access to new CRM, Finance, HR and Payroll systems
- All elements are built as Infrastructure as Code (IaC) to facilitate maximum flexibility and automation, with Azure DevOps underpinning agile delivery.
- A dedicated R&R data environment with an enhanced security posture
- An observability platform using Elastic stack for live service monitoring, logging and alerting
- Build and distribute over 500+ dedicated secure managed client and mobile devices capable of operating over untrusted networks, with a secure BYOD service allowing users to operate from their own devices whilst preventing data exfiltration
- Migration of over 500 users from Parliamentary IT
- An integrated cloud-based service management capability (on ServiceNow) providing a user-friendly, highly automated service platform
- A fully operational and distributed service desk capability
- , a standing DevOps engineering function providing support to live service and a continuous service improvement capability to react rapidly to customer demands while maintaining service integrity and security.

# Case Study:

## HSBC – Global Cloud Adoption Programme

HSBC is one of the world's largest and most complex financial institutions. Its businesses include retail and corporate banking, global markets, insurance, and wealth management. HSBC operates in over 60 markets, has as many regulators, and serves over 40 million customers.

### The challenge

HSBC's IT estate needed to respond and evolve faster to new dynamic competitors, changing customer expectations, and complex regulatory and security challenges. They needed to test new concepts, move away from monolithic solutions creaking at the seams, and pursue new customer service delivery methods. With this in mind, HSBC sought Airwalk Reply's help to mobilise and drive its global cloud strategy.

### Airwalk Reply's role and our solution

We launched a global programme to pursue a Cloud First strategy for HSBC, establishing relationships with the major platform providers, new ways of working, architectural and security principles, and setting up the framework for the bank's rapid and game-changing move to public cloud.

### The outcome

- Establishment of core security and architectural principles, including;
  - Delivery of 100+ security reviews and associated security patterns for cloud services
  - Delivery of service catalogue for approved services
  - Establishment of cloud design authority
- Build core foundational components for development teams to enable cloud platform consumption (including network connectivity, pipelines, etc.)
- Migration and build of 50+ mission-critical workloads in the cloud (across AWS and Azure)
- Design and delivery of operating model for cloud globally
- Recruitment and training for permanent cloud functions across the group, including the central platform team for the bank globally

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