



# Information Asset Management on the Cloud

G-Cloud 14 Service Offering Document

## Why choose Amey?

Amey Consulting is one of the UK's leading engineering consultancies, inspiring change and driving improvement across the nations critical infrastructure to create a positive impact on society. We make a genuine difference to people's lives, whether we are using data to reduce delays across transportation networks, designing carbon neutral schemes or delivering critical infrastructure projects.

Our ambition is to leave a legacy of sustainable infrastructure for future generations. Our team of designers, engineers and digital consultants – from our offices across the UK – is transforming the way we design, build, maintain and analyse strategic assets. We provide creative solutions to our customers to keep the country moving and support economic growth.

We are trusted partners of both central and local government, managing assets and complex projects vital to sustainable growth. We develop ground-breaking approaches to the way work can be delivered – and then put this into action. We pride ourselves on our ability to embed change into client organisations and deliver benefit assurance through digital strategies and practical delivery to business-as-usual activities.

Our team is inclusive, open-minded and a place where professional development can thrive. We bring together a diverse range of skills and experiences, fostering a collaborative environment that unlocks the best solutions for our clients.

### Amey Advisory & Analytics: Data-driven decisions for an enhanced future

**Empower your business by maximising the potential of your data.** Amey Advisory & Analytics unlocks hidden insights through cutting-edge analytics and technology. Our team of digital consultants acts as your partner in transformation, crafting data-driven solutions that:

- **Boost performance:** We translate data into actionable insights that optimise your operations
- **Improve decision-making:** We enable clarity and confidence with data-backed recommendations
- **Provide long-term value:** We develop solutions that support your business goals and objectives

Our experienced professionals guide you every step of the way. We collaborate closely to:

- **Embed meaningful change:** We ensure technology adoption and empower your teams with the skills and knowledge to thrive.
- **Drive your digital strategy:** We craft a roadmap that aligns technology and data with your vision, future-proofing your business.
- **Navigate the data landscape:** We help you harness the power of data to make high-quality decisions.

Unlock your potential. Transform your business with Amey Advisory & Analytics.

Contents

**Asset Management on the Cloud ..... 4**

**Features and benefits ..... 4**

    Features..... 4

    Benefits..... 4

**Onboarding and offboarding support ..... 5**

**Service levels ..... 6**

**After-sales support ..... 7**

**Technical requirements..... 7**

    Standards and certifications ..... 7

**Security ..... 7**

**Government security clearance: Up to Security Clearance (SC) ..... 8**

**Social value ..... 9**

    Fighting climate change..... 9

    COVID-19 recovery ..... 9

    Tackling economic inequality ..... 10

    Equal opportunity..... 10

    Wellbeing..... 11

# Asset Management on the Cloud

Amey enables customers to accelerate their asset management journey. We deliver improved operational performance through asset management tools and expertise, plus agile and incremental asset insights. Through our expertise, experience, and data analytics capabilities and tools, we ensure customers invest time and resources correctly to deliver sustainable asset management benefits.

---

## Features and benefits

---

### Features

- **Strategic alignment:** Linking asset systems to organisational goals.
- **Stakeholder translation:** Converting external needs into actionable objectives.
- **Risk framework:** Defining risk appetite and decision-making mechanisms.
- **Portfolio strategy:** Crafting a robust asset management plan.
- **Data-driven insights:** Leveraging data science for performance understanding.
- **Lifecycle analysis:** Optimising asset longevity and value.
- **Resource provision:** Efficiently allocating financial, material, and personnel resources.
- **Inventory control:** Streamlining asset tracking and work records.
- **Flexible sourcing:** Balancing in-house and outsourced solutions.
- **Performance evaluation:** Continuously assessing asset management effectiveness.

### Benefits

- **Strategic planning:** Aligned capital investments with objectives.
- **Process clarity:** Understand business priorities for targeted improvements.
- **Risk visibility:** Properly managing identified risks.
- **Risk mitigation:** Potential insurance premium reductions.
- **Consistent outputs:** Enhanced business performance across the board.
- **Cost efficiency:** Reduced asset lifecycle expenses.
- **Proactive maintenance:** Prioritising critical areas with preventative and predictive techniques.
- **Data-driven decisions:** more informed performance understanding for sustainable growth.
- **Resource alignment:** Tailored asset management profiles.
- **ISO55001 compliance:** Meeting international asset management standards and best practice.

---

## Onboarding and offboarding support

---

Amey provides seamless onboarding for clients, ensuring a smooth transition to their services. Ongoing support is offered throughout the client's journey, including offboarding assistance when needed. This commitment extends beyond the initial implementation phase.

Amey Consulting offers a variety of implementation-tailored training packages to support the needs of various users and situations and upskill your organisation so you are capable of running the tool sustainably. This can be classroom-based sessions, remote coaching and mentoring, upskilling through problem-solving and activity-based workshops.

Examples of training include Agile training (Scrum) and Agile design thinking workshops, training super-users to champion the newly implemented tool/system/software as part of business change, and teaching the organisation how to interpret accessible data for themselves, empowering them to be data literate.

We provide training regarding cloud exploitation for data analytics, data visualisation, and data science. This is to support getting full value from the cloud resources we provide to you, where your analysts may be working with or in parallel to our data science consultants. We can coach your teams through the relevant Microsoft-certified professional certifications. Alternatively, we can provide more bespoke training depending on specific need. We also offer training guides and support documentation as appropriate.

We ensure teams are aware of the future of systems and what will need to be considered over future periods, to maintain implementations.

A set up or migration service is available. In line with Amey Consulting's offering, our team work from initial ideas – understanding the best solution for each situation and deciding on the most appropriate setup. We take this through to delivery either by migrating from a previous setup or by creating a new platform.

We provide services with a view to leverage advanced analytics around setup and migration strategy, platform selection; scalability advice for solutions; security; architecture optimisation; and understanding migration practicalities and technicalities.

As well as this, we understand the need to migrate and deliver alongside your existing teams, setup, environments and processes and will work considerably to do so. Our standard cloud migration approach includes the following steps:

1. Establish the Migration Architect role
2. Choose level of cloud integration (either to the cloud or between cloud services)
3. Choose between a single cloud and multi-cloud
4. Establish cloud key performance indicators
5. Establish performance baselines
6. Prioritise migration components
7. Perform any necessary refactoring
8. Create a data migration plan
9. Switch over production
10. Review application resource allocation.

## Service levels

---

Amey identifies and agrees upon service levels with each client engagement. Deliverables, resources, budget caps, timescales, and reporting methods are established before service commencement. Regular monitoring and reviews ensure that agreed-upon service levels are consistently met.

We will help you plan how to implement cloud hosting or software services by engaging with your senior decision makers via meetings and workshops, to ensure projects support the overarching objectives of the organisation, as well as the individual project's vision. Using this vision, we will develop a roadmap outlining how we will get from where you are now to your vision's goal. This will be followed by Agile development and use of a framework, eg Scrum.

Our experts will ensure complex requirements are captured, distilled into planned incremental updates and managed through to full delivery. We will do this by maintaining focus on an end user minimum viable product or setup that can be leveraged as soon as possible, with a flexible and effective style for the organisation we are working with. We will have regular progress meetings to provide updates, manage risks and identify priority changes.

The above is underpinned by our understanding of the importance of change management, legal and policy requirements and constraints, the need to work within organisational structures, and resourcing the right people for the right roles.

We deliver high levels of expertise and quality solutions around advanced analytics. During this process, we work to deliver in an incremental fashion, to reduce risk, maintain clear lines of contact with our stakeholders, and perform rigorous and well-documented testing (eg user integration, user experience, unit tests, integration, and performance and load testing) at every stage of delivery, with your stakeholders and users.

We operate in a transparent, agile fashion so everyone is aware of progress. As part of our quality assurance procedures, we seek sign-off at every stage and will follow through on our planned delivery from day one.

We will work with you to define a test strategy, test plans and test cases to fully validate functional and non-functional requirements and deliver high quality and performing solutions. We will carry out performance testing with both real and synthetic data to mimic real-life scenarios.

User support is available through email or online ticketing at an extra cost. The type of service Amey Consulting offers (eg email, ticketing, phone) and service level agreements (eg working hours, out of hours) will be discussed on a case-by-case basis for specific projects. Phone support is also available between 9am and 5pm (UK time), Monday to Friday.

Amey Consulting's delivery team, led by the Service Delivery Manager, will manage support. We will work with you to understand your service requirements and create a service design document. On full completion and sign-off, a range of options will be available for consideration, based on the needs and requirements of your organisation.

The support levels we provide are tailored to your requirements; our default support levels include:

- P1: Critical for issues with an immediate quantifiable and significant commercial effect on your business
- P2: Major for issues with an immediate but not significant effect on your business
- P3: Minor for issues with a moderate effect on your business
- P4: Low for issues with a low effect on your business
- Service Request for a recurring standard request without prioritisation.

---

## After-sales support

---

Amey’s commitment extends beyond implementation. Exceptional after-sales support ensures clients maximise the benefits of their contracts.

Amey provides ongoing support services including:

- Buyer hosting or software
- Hosting or software provided by Amey
- Hosting or software provided by a third-party organisation.

Amey Consulting provides a flexible offering in terms of ongoing post-delivery support. This is tailored for you and systems we’ve supported, but can comprise: first-, second- and third-line support; named individuals for escalation; monitored inboxes for improvement and fixes; fixed review points to discuss needs and potential updates; system monitoring around performance and usership; and performance optimisation.

---

## Technical requirements

---

Amey’s experts assess clients’ technical infrastructure and provide guidance on necessary adjustments to optimise their experience. This personalised approach ensures that technical requirements align with the client’s goals.

### Standards and certifications

ISO/IEC 27001 certification	No
ISO 28000:2007 certification	No
CSA STAR certification	No
PCI certification	No
Cyber essentials	Yes
Cyber essentials plus	No
Other security certifications	No

---

## Security

---

Amey offers the following security services:

- Security strategy
- Cyber Security consultancy
- Security testing
- Certified security testers possessing CEH certifications
- Staff security: other security clearance.

---

## Government security clearance: Up to Security Clearance (SC)

---

Amey prioritises security across its operations, especially when handling sensitive data. The company adheres to the Baseline Personnel Security Standard (BPSS) established by the Cabinet Office. For employees working on sensitive projects, Amey will work with you to support employees through Security Check (SC) clearance and Developed Vetting (DV) vetting processes, ensuring you have the skills and clearances for delivery. These clearances are processed through UK-SV (United Kingdom Security Vetting) and other relevant agencies. Amey maintains a pool of individuals who hold the necessary security clearances, ensuring compliance with project requirements.



## Social value

### Fighting climate change

Amey's Environment, Social and Governance (ESG) Strategy is core to how we do business. The strategy outlines our key environment goal: to accelerate the change to a resilient and low carbon future, which aligns with PPN 06/20's 'fighting climate change' theme, and focuses on four priorities to ensure effective stewardship of the environment:

- Decarbonisation and energy efficiency
- Nature positive
- Infrastructure resilience
- Net Zero organisation.

Amey's Science-Based Targets and Net Zero ambitions have been set at corporate level. Each of our business units provides mandatory reporting of the carbon they have saved in each financial year so this can be collated across the business and published. Our progress against targets, together with carbon reduction initiatives we have implemented, are published in our Carbon Reduction Plan as required by PPN 06/21 and show savings of 1,4663,071 tCO<sub>2</sub>e – a 65% reduction against our 2019 baseline. Amey is committed to being Net Zero by 2040 and our direct energy procurement has been 100% green since 2020. Our 2024 commitments include our transition to electric and alternatively sourced vehicles, plant and equipment, and targeting:

- 6% reduction in GHG emissions Scope 1 and 2 (compared to 2023 levels)
- 25% commercial vehicles (cars and LCVs) transitioned to EV (currently at 7%)
- 25% of strategic suppliers will have, or are working towards, a Science-Based Target
- Agreement and implementation of our measurement mechanism, and baseline for biodiversity
- Assessment and application of Science-Based Nature Targets for the business.

Amey Consulting will reduce vehicle movements on this Framework through improved planning of works/service delivery and flexible working, with increased use of technology. Where business travel is deemed necessary, no fully petrol or diesel company vehicles will be used by our Framework employees.

### COVID-19 recovery

We recognise that COVID-19 has hit the least privileged the hardest. As a business, our ambition is to contribute to the most vulnerable in our society. In July 2020, we partnered with social enterprise Ethstat and South London charities, to package and distribute 16,000 face coverings to our employees across the UK, employing 18 homeless or unemployed people for two days.

Our employees are given two paid days per year (known as Social Impact Days) to work with a charity or community project (this can be split up and undertaken as hours if required). To help local communities manage and recover from the impact of COVID-19, we will encourage staff working on a commission on this Framework to use this time to understand local needs and how best to influence recovery, and volunteer accordingly.

In 2020, our teams focused their volunteering efforts to support the challenges associated with the pandemic. In May 2020, we donated 90,000 items of personal protective equipment to UK care homes. In June 2020, we celebrated Volunteering Week, shining a spotlight on our COVID-19 volunteers and supporting others to get involved.

## Tackling economic inequality

We prioritise engaging and developing our people. In April 2020, we began paying the Real Living Wage, raising the pay of 3,000 employees. 100% of direct employees are now being paid the Real Living Wage, which we are also paying to approximately 1,000 temporary workers. By paying the Real Living Wage, we have committed to paying our people the right amount year-on-year, in line with annually-calculated rates that reflect the rising cost of living. We continue to explore options for extending the Real Living Wage, encouraging our supply chain to meet these minimum standards.

Our continuous learning and development offerings make us an employer of choice, retaining people and skills for the future. We support young people to access/understand the workplace, creating future industry leaders. We continue to deliver our early careers programme, offering various opportunities (eg placements, apprenticeships (covers intermediate, higher and advanced), degree apprenticeships). We offer 'Chat and Learns', where students aged 14-18 request a 30-minute virtual career talk with our employees. For G-Cloud 13, we will have 5% apprentices and 10% graduates as part of the team working on Framework commissions. In 2023, Amey welcomed 12 interns, working with the 10,000 Black Interns programme, fostering diversity, providing opportunities for aspiring professionals from black backgrounds and reaffirming our commitment to building an inclusive workforce and promoting industry equality.

### Evidence

The Core Valley Lines (CVL) run along three remote Welsh valleys, where businesses, public sector facilities and households struggle with slow/unreliable/overpriced broadband services, often delivered via copper cables. By introducing high-capacity fibre cables that exceed CVL's operational requirements, extra capacity is used to offer fast, resilient broadband to non-rail, railway-adjacent customers.

We recognise our modern-day slavery and human trafficking responsibility. We have a robust, zero tolerance approach to Modern Slavery Act 2015 non-compliance in our business or supply chain.

## Equal opportunity

Amey's inclusive recruitment policy uses online platforms and bespoke partnerships to attract diverse candidates, breaking down barriers to entry and securing a diverse set of skills and expertise to solve client problems. Our ReStart programme provides structured 12-week, paid placements in engineering, environmental, or digital roles for candidates looking to restart their career or transfer their existing skills into the infrastructure sector.

Providing a modern and flexible workplace where all employees can thrive, we observed a marked improvement in retention in 2023, with attrition down nearly 4%. We safeguard employee retention and support career development through Continuous Performance Management (informal, frequent conversations, ensuring prompt feedback and support) and our Progression Framework, facilitating timely career advancement and individual ownership of progression.

Our people manager and diverse leadership training programmes enhance employability and ensure cohesive well-run teams. These include multicultural and women's leadership programmes, and affinity groups to support our employees, including women@amey, Pride, multicultural, neurodiversity and armed forces networks. We embed consistent leadership behaviours and provide mentoring, coaching and individual budgets for bespoke training needs.

### Evidence

We have worked with Renaisi Transitions, enabling skilled people who have needed to come to the UK as refugees to re-enter the workplace.

## Wellbeing

We empower our people to prioritise their health and wellbeing. Our growing network of 174 Wellbeing Ambassadors (WAs) and Mental Health First Aiders (MHFAs) offer support to our employees – they are trained to identify, understand and help someone who may be experiencing a mental health issue, alongside our Employee Assistance Programme (EAP). The EAP, provided by Health Assured, offers a range of free services to Amey employees and their immediate families. This includes a confidential counselling and information line available 24/7, 365 days a year to provide expert guidance and counselling. The EAP also offers guidance covering topics such as mental health and wellbeing, legal matters, childcare, elderly care and finances. We will ensure that we have WAs accessible for all people on the contract whether that be through reach back support on smaller contracts or directly on the contract for larger projects.

In 2020, we introduced Wellbeing Wednesday, highlighting the importance of individuals taking time out to look after their own wellbeing. Under G-Cloud 14, we will promote Wellbeing Wednesdays and host monthly wellbeing check-ins for the duration of each call-off.

Our initiatives will shift from reactive wellbeing support to integrating wellbeing into core business activities. The aim is to improve employee, organisational and societal wellbeing. As part of our strategy, we will align our wellbeing initiatives more closely with our commitment to inclusion and social value. We believe this will help us become a responsible employer of choice. This includes completing mental health risk assessments and continually reviewing our wellbeing policy to ensure that it meets the needs of our teams.

### Evidence

In March 2023, we retained our Investors in People (IiP) double Gold accreditation, illustrating how we are a modern and progressive, people-focused business, giving enhanced support in social value, inclusion, flexible working and wellbeing.