DN GROUP

Cloud Support Services

Service Definition Document

May 2024

Partners for innovation - our services

Software Development and Solution Architecture
We design, build and deliver web and cloud ready software using SOA (or micro-service) style architectures using agile development techniques and build, test, deploy software using continuous integration, delivery methods.

Cloud Infrastructure, Management and Migration
Apart from security constrained environments, we support teams migrating to public cloud infrastructure and going cloud native with development processes.

Big Data, Analytics and Intelligence
We help bring new insights into your stored or live data by augmenting multiple sources and datasets together to analyse and enhance your organisations understanding of its data.

DevOps, DevSecOps and SRE
DevOps, DevSecOps and Site Reliability Engineering can enhance an organisations software development, cyber security and operational delivery speed and accuracy. We help bring team responsibilities closer together, using automation for complex repetitive processes.

Monitoring, Alerting and Incident management
We believe monitoring and incident management should be an integral part of the development process, and work for all types of users from microservices to legacy application support. We support the development of this capability for our clients.

Research & Development
We are experts across software development, automation, security, energy efficiency, ubiquitous sensor technology and machine learning.

Home Office

Foreign & Commonwealth Office

Ministry of Justice

Ministry of Defence

Cabinet Office

National Cyber Security Centre
a part of GCHQ

Digital Native Group - our offering

Service: we work in an agile way, quickly meeting client needs. We can provide co-located or remote working specialist teams. We are experienced working across government departments and within secure environments.

Data backup, restore and disaster: we can provide full back-up and disaster recovery development, provided via hosting partners or cloud services.

On-boarding and Off-boarding: DNG invests time in on- and off-boarding processes to ensure smooth transitions and knowledge transfer, prioritising momentum and delivery. We provide detailed System Architecture documents.

Implementation plan: we will work with you to develop a plan tailored to your needs.

Pricing: please see our pricing document.

Service constraints: technology agnostic, we have no known constraints. We will work with you to identify your needs.

Service levels: agreed on a contract by contract basis.

Invoicing: please contact our invoicing team.

Terminate a contract: as per terms and conditions.

After sales support: DNG leadership team provides mentoring and support as needed.

Technical requirements: working to your needs, requirements will be defined as part of the development process.

Value for money: technology agnostic, we ensure ROI across DevOps, automation and machine learning, cyber security, data analytics and prioritise inhouse upskilling throughout all of our engagements.