



G-Cloud 14 Service Definition

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About Us

Acubed.IT is a HMG focused cross-domain specialist company with expertise in building cost effective cyber secure solutions. Through collaborative working, our team of experts engage with HM Government and the Public Sector to build & integrate powerful and highly secure applications that automate and transform business processes.

Our extensive knowledge in secure cloud solution design enables us to deliver digital solutions that are user-focused, scalable, and value for money. The Acubed.IT team works closely with its clients to provide cutting-edge customised solutions to ensure the ever-evolving cyber security of the UK is top priority. Utilising industry-leading technology, agile delivery techniques and our cross-domain and cloud specialist expertise, you can trust Acubed.IT to take your cyber security to a whole new level. Design thinking, innovation, and problem-solving are at the heart of what we do. If there is a fit, we look forward to working with you.

Service Description

Acubed.IT builds powerful and highly secure applications to enable seamless interactions, improving collaboration within and between organisations, using robust IT infrastructure. In a fast-moving digital world, Acubed.IT will work collaboratively to design and deliver the best solutions for you within both time and budget.

Acubed.IT is an approved service provider to the UK Public Sector, through the UK's biggest public procurement organisation, Crown Commercial Services (CCS). We are a listed supplier on the CCS Digital Marketplace under Digital Outcomes and Specialists (DOS) and G-Cloud, and SPARK Dynamic Purchasing System (DPS) making public sector procurement simple.

Cross Domain Solutions

Acubed.IT specialises in Cross Domain solutions. Our in-house team of experts have in-depth knowledge and experience to design and develop customised secure cross domain applications primarily for Government departments & Public Sector organisations, to help ensure the UK's ever-evolving cyber security is top priority.

We have partnered with the NCSC to develop the next generation Cross Domain Solutions, primarily the Cross Domain Hybrid Application (CDHA) Framework which implements NCSC patterns and principles. Discover our approach to delivering a Cross Domain Solution that works seamlessly across security domains, providing secure ways to share essential information, whilst protecting your organisation from advance cyber-threats. Allow us to take your cybersecurity to a whole new level.

Secure Technology Solution Discovery

During the Discovery phase Acubed.IT will hold a series of design and requirements workshops with the customers team(s) to clarify and capture the requirements in a discovery report. A High-level design proposal will then be produced which describes the technical options and how the solution meets the requirements.

Secure Technology Solution Design & Delivery

A service that delivers state of the art secure, custom solutions and purpose-built applications on Government platforms. We specialise in SharePoint, Dynamics 365 CRM, PowerBI Report Server, and Cross Domain solutions. We have expertise in both on-premises and Secure Cloud solutions:

On-premises Solutions

Acubed.IT has in-depth experience working with many public sector on-prem platforms, both at official and higher tiers, ensuring our solutions meet relevant security standards, regulatory compliance, and governance needs. We understand the limitations and ways of working with on-prem platforms and have experience developing custom solutions for existing platforms. Through our bespoke consultancy service, we will work within these limitations, enhancing available platform capability, when necessary, to meet your requirements. We will deliver the most capable, practical, and secure solution for you, facilitating digital transformation where you need it the most.

Secure Cloud Solutions

Cloud technologies allow increased resource flexibility, are scalable, powerful, and cost-effective. These virtual services allow for faster innovation and enhanced collaboration, resulting in a more responsive, agile service, without increasing costs. Acubed.IT specialises in secure cloud solution design and application development. Based on the public cloud, we provide cost-effective digital solutions that meet regulatory and security requirements for Government & Public Sector organisations. We work in collaboration with our clients, to transform and modernise their business to the highest standards. Using the latest technology, innovation & expertise, our specialists will design and implement the best cloud solutions for you.

Enterprise Case Management

Acubed.IT has extensive experience and expertise in the developing Dynamics365 based solutions. We can provide fully configurable solutions which are easy to use and manage.

We will work with the customer to develop a deep understanding of their requirements before designing and implementing solutions ranging from contact, activity and stakeholder management, complaints handling, legal case management and customer service. Designed for public sector organisations, the solutions are rapid to implement and can provide connectivity and integration with third party applications.

Government Digital Services (GDS/CDDO)

Acubed.IT supports the digital transformation of key security related Government Services. We understand how digital technologies and ways of working can be harnessed to deliver improved public services.

Our services include, discovery, planning, project management, implementation, delivery and support of cloud/digital services and infrastructure.

Security Advisory Service

We can design, create, code, develop and support software development for internal and public facing systems and processes, integrating with other established software in an organisation.

Rosa Application Design & Delivery

A service that delivers state of the art secure, custom solutions and purpose-built applications on Government platforms. We specialise in SharePoint, Dynamics 365 CRM, PowerBI Report Server, and Cross Domain solutions.

Service Features:

- End-to-end discovery, design, development, and Service Management.
- Secure Cloud solutions.
- Expertise of Azure and AWS Public Cloud.
- On Prem Hosting Platform for Secure Collaboration.
- Expertise in Tier 2 hosted platforms, including Rosa.
- Specialists in Microsoft Dynamics and CRM.
- On-Prem Hosted SharePoint & Exchange Deployments.
- Development of custom solutions using JavaScript.
- Cross-Domain solutions.
- GDS Specialist.
- Solutions built to 'Secure by Design' principle.
- Utilise next generation gateways.
- Cyber Security Understanding and experience.
- Solution understanding and engineering.
- Support and maintenance.
- Out-of-hours on-call support is provided, with 24/7 cover available.
- Experienced consultants.
- Training and support of client staff.
- Work closely with teams to provide a dependable service.
- SC & DV cleared employees.

Service Benefits:

- Crossing of security domains.
- Enables interoperability.
- Secure data transfer between high and low side environments.
- Data storage at secret.
- Reduce the need for Tier 2 End User Devices.
- Compliance with NCSC standards.
- Full understanding of the requirement.
- Expert understanding of the platform.
- All technology options considered and evaluated.
- Potential live demonstrator.
- On going Support and maintenance reduces risk and impact of out-of-hours incidents.
- 24/7 operational support.
- By reducing feedback loops, digital service operations become more resilient.
- Continually maintaining and improving the infrastructure in a proactive and reactive manner.
- The SLAs (Service Level Agreements) are negotiated according to the specific situation and needs of each company.
- Appropriate for any cloud platform including AWS, GCP, Azure.
- Design Application within Rosa boundaries.
- Close working relationship with Rosa team.

Support and Maintenance



We provide support and maintenance during business hours, and in addition, our team of experts can provide support and maintenance outside business hours, up to 24/7 coverage, in accordance with agreed SLA's. We discuss with clients and agree on appropriate, cost-effective models for up to 24/7 coverage for live infrastructure, products, and services. Our support models apply to software and services that Acubed.IT has built and operates or that we have taken on and are improving /maintaining. We do not take on support for software or services developed by another company, such as the client or another supplier.

Business Hours



Our business hours are 9am to 5pm, Monday to Friday. During business hours support and maintenance is provided by our experienced delivery team who will work diligently to resolve issues in line with the Service Level Agreement (SLA).

On-Call Support (out of business hours)



Our team of experts can provide support and maintenance outside business hours, up to 24/7 coverage, in accordance with agreed SLA's.

Security Clearance



As a standard process, Acubed.IT puts all its employees through the Baseline Personnel Security Standard (BPSS), set out by the Cabinet Office. Those employees working on, or planning to work on, government projects are automatically put forward for SC clearance, processed via UK-SV. The team will validate all existing clearances held by Acubed.IT employees when requested.

Engaging Acubed IT Solution Limited:

Our Approach

Discovery:

Before engaging on a large-scale project, the recommended approach is to initially complete a Discovery phase. This will include a series of workshops in which Acubed.IT will gather sufficient information to understand:

- Your current ways of working.
- What process and procedure requirements you currently have in place.
- The identification of any pain points.

Following the completion of the workshops Acubed.IT will review the information and produce a Discovery report which will include:

- An overview of the business problem we are helping you resolve.
- Your key requirements.
- Options which describe how best to use the technical solutions available.
- Feasibility and an analysis of the advantages and disadvantages of each option.
- A forecast of the timescales for each of the options.
- Next steps required to take the project forward.

Design & Delivery:

Acubed.IT offers bespoke packages of work that are designed to deliver first class solutions to real world business problems. Initially we will discuss and agree an understanding of the current business problem/technology solution required. Once an understanding has been reached, we will propose a series of appropriate work packages to deliver a solution. The end goal of the engagement is to have a new technology solution that addresses the business needs live in the production system and fully supported.

On going Support and Enhancements:

We provide support and maintenance during business hours, and in addition, our team of experts can provide support and maintenance outside business hours, up to 24/7 coverage, in accordance with agreed SLA's. We also work with the customers

team to upskill them for long-term support. We discuss with clients and agree on appropriate, cost-effective models for up to 24/7 coverage for live infrastructure, products, and services. During this ongoing support we also look to implement post go live improvements or adding new features to the live service.

Social Value

Fighting Climate Change

Acubed.IT has made a firm committed to achieve Net Zero emissions by 2050, aligned with our carbon reduction strategy. To support this goal, we provide our employees with access to a Carbon Literacy training programme offered by the Carbon Literacy Project. As a Carbon Literate Organisation (CLO) we have observed a range of benefits, including reduced energy and resource consumption, an enhanced organisational profile, increased well-being and satisfaction among our staff, a healthier working environment, a safer supply chain, improved competitiveness, and reduced commercial risk. Our CLO accreditation serves as a testament to our organisation's commitment to corporate social responsibility.

Covid-19 Recovery

Acubed.IT is dedicated to supporting COVID-19 recovery through increased employment and fostering development opportunities. Our national recruitment efforts aim to create opportunities in underprivileged areas and unconventional IT regions, aligning with the Levelling-up agenda. Our workforce operates under a flexible remote/hybrid model, allowing our staff a greater work-life balance. We have integrated the five foundational principles (fair pay, participation and progression, voice, and autonomy) within our recruitment procedures and employment conditions. These practices enable us to attract good candidates from diverse backgrounds, reduce staff turnover and enhance overall productivity. Additionally, our organisation provides educational support to address skill gaps and help individuals attain recognised qualifications result in recognised qualifications, further contributing to their personal and professional growth.

Tackling Economic Inequality

We recruit nationally to provide opportunities in disadvantaged areas and non-traditional IT regions supporting Levelling-up agenda. We operate a remote/hybrid model for staff flexibility.

Equal Opportunity

We emphasise the importance of cognitive diversity in our recruitment practices. Our active recruitment efforts span the entire United Kingdom, leveraging remote working opportunities to reach areas that may have historically had limited digital awareness. We employ a range of methods to engage with diverse talent. Salaries and promotions are based on merit, and we maintain transparency by disclosing salary ranges even within our management team. At all organisational levels, we are committed to achieving gender equality both in terms of representation and pay equity.

Wellbeing

Prioritising well-being and fostering an exceptional working environment is core to our approach. We promote open communication through one-to-one discussions, routine team, and company meetings, as well as frequent social events. Effective communication is key to our approach, emphasising regular breaks, early finishes when necessary, and accommodating personal responsibilities like childcare. Empowering team members to have a say in decisions that impact their work and time management is fundamental. Daily team meetings provide a forum for informal catchups, issue sharing and support for colleagues in need. Acubed.IT is deeply committed to promoting mental health in the workplace. Our CEO endorses the Mental Health at Work Commitment and a dedicated “Mental Health Champion” within our leadership team emphasises its importance. Our comprehensive mental health at work plan includes initiatives such as mental health awareness training and workshops in which team members can explore the topic within a safe and supportive environment, while also providing guidance to colleagues by directing them to organisations offering professional support. In alignment with our commitment, Acubed.IT provides supportive measures, including flexible working hours, hybrid and remote working options, mental health awareness training for managers, opportunities for sharing challenging experiences, and onboarding procedures that reflect new ways of working, reducing isolation for new employees. At Acubed.IT, we prioritise well-being and mental health, creating an environment where our team not only excels but thrives.

**MENTAL
HEALTH
AT WORK
COMMITMENT**

