



G-Cloud 14 Service Definition

G-Cloud 14 Service Definition

About Us

Acubed IT is a UK Government focused cross domain specialist with expertise in building cost-effective cyber secure solutions. We collaborate closely with HM Government and the wider public sector to design, build, and integrate highly secure applications that transform business processes and automate workflows. With a commitment to maintaining the highest cyber security standards, we help clients enhance resilience, interoperability, and operational efficiency.

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 designing and delivering secure cross domain solutions for Government departments and public sector organisations. Our in-house experts leverage deep technical knowledge to create customised applications that enable seamless, secure information sharing across multiple security domains, while maintaining the highest cyber security standards.

In collaboration with the NCSC, we have developed the Cross Domain Hybrid Application (CDHA) Framework which implements NCSC-recommended patterns and principles. Our approach ensures that critical information flows safely and efficiently across security domains, protecting organisations from evolving cyber threats and enabling secure collaboration across complex IT environments.

With Acubed IT, organisations gain trusted, resilient cross domain capabilities that support operational efficiency, compliance, and a robust cyber security posture.

Secure Technology Solution Discovery

During the Discovery phase, Acubed IT conducts a series of structured design and requirements workshops with the customer's team to fully understand objectives, constraints, and technical considerations. This process enables us to clarify requirements, identify risks, and capture all findings in a comprehensive Discovery Report.

Based on the outputs of Discovery, we produce a High-Level Design proposal that outlines the recommended technical options, architectural approach, and how the proposed solution meets security, functional, and operational needs. This ensures a clear, informed foundation for the subsequent design and delivery phases.

Secure Technology Solution Design, Delivery and Maintenance

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, Power BI Report Server, and Cross Domain solutions. We have expertise in both on-premises and Secure Cloud solutions, providing end-to-end design, implementation, and management with continuous security hardening, monitoring, and rapid remediation:

On-Premises Solutions

Acubed IT has in-depth experience working with public sector on-prem platforms, at official and higher tiers, ensuring 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 tailored to existing platforms. Through our bespoke consultancy service, we work within these limitations to enhance platform capability where necessary. We deliver the most practical, capable, and secure solution, facilitating digital transformation, optimising performance, and enabling secure data interoperability.

Secure Cloud Solutions

Cloud technologies offer scalability, flexibility, and cost-effectiveness, enabling faster innovation and enhanced collaboration. Acubed IT specialises in secure cloud solution design and application development on Azure and AWS. Our SC/DV cleared specialists manage certificates, secrets, key vaults, identity controls, and implement cryptography and encryption to safeguard sensitive data. We provide agile delivery with QA automation, testing, stakeholder engagement, and knowledge transfer, ensuring alignment with NCSC secure design standards and continuous service improvement. Proactive maintenance, 24/7 operational support, and expert multi-platform administration reduce risk, increase resilience, and ensure continuity of service.

Our consultants combine cyber security expertise, solution engineering, and platform knowledge to create dependable, fully supported digital services. Through a combination of on-prem and cloud expertise, comprehensive support, and tailored consultancy, we deliver secure, high-performing digital services that empower government organisations to modernise, innovate, and operate with confidence.

Enterprise Case Management

Acubed IT has extensive experience in developing Dynamics 365-based solutions, delivering fully configurable systems that are intuitive, easy to manage, and tailored to organisational needs.

We collaborate closely with clients to gain a thorough understanding of their requirements before designing and implementing solutions, including contact, activity, and stakeholder management, complaints handling, legal case management, and customer service.

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, ongoing maintenance, and support of cloud/digital services and infrastructure.

Security Advisory Service

Acubed IT provides specialist security advisory support across the full software development lifecycle. We design, review, and enhance secure software solutions for both internal and public-facing systems, ensuring they meet Government security standards and integrate effectively with existing organisational platforms.

Our experts advise on secure architecture, coding practices, vulnerability mitigation, and integration patterns, helping organisations build robust, resilient services that protect sensitive data and reduce cyber risk.

Rosa Application Design & Delivery

Acubed IT delivers secure, custom-built applications designed specifically for the Rosa platform, enabling Government organisations to work efficiently across sensitive environments. Our specialists have deep experience in designing, integrating, and optimising applications for Rosa, ensuring they meet stringent security, compliance, and performance requirements.

We provide end-to-end design and delivery of solutions built on technologies such as SharePoint, Dynamics 365 CRM, Power BI Report Server, and Cross Domain architectures. Each solution is engineered to operate seamlessly within Rosa's secure ecosystem, supporting collaboration, workflow automation, and data management at higher security tiers.

By combining platform expertise, secure development practices, and agile delivery, Acubed IT ensures Rosa applications are robust, user-focused, and fully aligned with Government security standards.

Service Features:

- End-to-end secure design, delivery, and service management across Azure, AWS, Dynamics 365, SharePoint, Power BI, Rosa, and on-prem platforms.
- Secure Cloud Solutions, including design, implementation, and management of compliant, scalable cloud environments on Azure and AWS.
- GDS-aligned specialists with experience in government digital service design and delivery.
- Specialist Cross Domain Solutions, including CDHA Framework and advanced cryptography expertise.
- Cross domain integration for Government, Defence, and Critical National Infrastructure.
- High Assurance Gateway (HAG) integration with a gateway-agnostic approach.
- Rosa application design and delivery for high-security environments.
- Enterprise Case Management solutions built on Dynamics 365, including contact, activity, stakeholder, complaints, legal case management, and customer service functions.
- Structured Discovery phase: workshops, requirement definition, risk identification, Discovery Report, and High-Level Design.
- Security advisory services: secure architecture guidance, coding best practice, and integration assurance.
- Continuous security hardening, monitoring, and rapid remediation.
- Management of certificates, secrets, identity controls, Key Vaults, and cryptographic implementations.
- Agile delivery with QA automation, testing, and stakeholder engagement.
- Integration expertise across Azure, DevOps, Dynamics 365, and secure on-prem environments.
- Custom application development including JavaScript, automation, and secure workflows.
- On-prem hosting and platform support, including SharePoint and Exchange.
- Expertise in Tier 2 hosted platforms, including Rosa.
- Integration with GOV.UK OneLogin, GOV.UK Notify, and similar services.
- Proactive maintenance, patching, and platform updates.
- User support, troubleshooting, and multi-system account management.
- SC & DV cleared employees providing expert, trusted service delivery.
- 24/7 operational coverage and out-of-hours on-call support.
- Training, knowledge transfer, and comprehensive documentation.
- Secure public-sector aligned delivery following NCSC patterns and best practice.
- Support for live demonstrator environments.

Service Benefits:

- Strengthened security posture through continuous monitoring, hardening, and cyber-resilient design.
- Cost-effective, scalable, and flexible digital services that meet regulatory and security requirements while enabling faster innovation and collaboration.
- Ensures solutions follow GDS standards, best practice, and user-focused design, supporting compliance, usability, and efficient service delivery.
- Enables safe information sharing across air-gapped and multi-domain environments, protecting sensitive data at OFFICIAL classification.
- Secure interoperability across high-security environments, reducing operational friction while maintaining compliance.
- Flexible deployment using the best-fit HAG solution for each use case, ensuring secure connectivity across domains.
- Improved operational efficiency through secure, resilient applications optimised for sensitive domains.
- Faster, clearer case handling and improved oversight via automated workflows and reporting.
- Reduced risk and clearer delivery pathway through well-defined scope and technical direction.
- Reduced vulnerabilities and improved system resilience through expert-led security advice.
- Lower likelihood of incidents and reduced impact through proactive security operations.
- Enhanced data protection and compliance with Government Security Classifications and NCSC controls.
- Faster deployment, higher quality outputs, and efficient feedback loops.
- Seamless interoperability with third-party systems and GOV.UK services.
- Tailored functionality that meets organisational needs and improves user experience.
- Continued support for legacy or hybrid environments, enabling safe modernisation.
- Secure, compliant cross-domain collaboration without operational friction.
- Improved citizen and staff experience through modern, unified authentication and communication.
- Increased service stability, reduced downtime, and lower operational risk.
- Faster issue resolution and improved service availability.
- Enables handling of sensitive information securely, ensures compliance with high-security environments, and enhances stakeholder confidence.
- Increased resilience and business continuity for critical services.
- Reduced dependency on suppliers and strengthened internal capability.
- Assurance of compliance, audit readiness, and long-term operational confidence.
- Ability to test, validate, and refine solutions before full deployment.

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.

