



G-Cloud

Service Definition

May 2024

We are T5 Digital

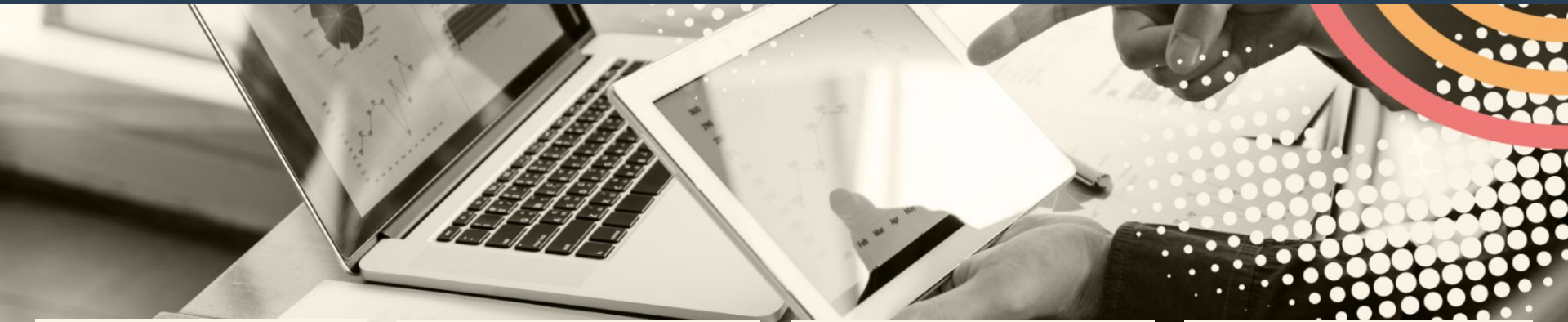


- We are a product, technical and delivery consultancy.
- Our clients range from creative start-ups to regulated financial institutions.
- We provide the highest quality software engineering, plus Lean, Agile and DevOps practices across a wide range of industries.



Who we work with

We partner with diverse industries, including finance, retail, hospitality, advertising, healthcare, creative, sports media, entertainment, public sector, betting, and charities, delivering tailored solutions to meet their unique needs



Public Sector

Our team has extensive experience working in the public sector to help modernise and deliver critical services. We bring our technical excellence and user needs-first approach to ensure we deliver value for money and align with GDS standards.

Financial Services

Across regulated industries, we excel in delivering tailored solutions to meet compliance needs, navigate regulatory deadlines, and mitigate risks effectively. Our track record demonstrates a deep understanding of the sector's complexities and a commitment to delivering results.

Creative Industries

From major live music events to amplifying sports media, empowering creative startups, advertising agencies and publishers, we specialise in delivering rapid, reliable, and standout solutions. Our business critical services are personalised and tailored to make every project remarkable.

Retail and logistics

At the forefront of innovation, we excel in emergent technologies, peak demand, and streamlined operations. Our solutions are robust and our delivery is rapid, empowering businesses to scale operations, modernise processes, and thrive in today's competitive market.

Our services and skills

We use our skills and experience to create bespoke solutions for you - **making life easier**



Digital Product Development

From concept to launch, we create custom digital solutions tailored to your business goals



Managed Services

We handle the technical side, ensuring your systems run smoothly and securely so you can focus on your core business



Product Delivery Optimisation

We streamline your development process, ensuring timely delivery of high-quality products within budget



Tech Leadership and Coaching

We provide expert guidance and mentorship to empower your team and drive success in the ever-evolving tech landscape



Web & Mobile

We design and develop engaging websites and mobile applications, catering to your users' needs



Cloud

We harness the power of the cloud to scale your infrastructure, enhance flexibility, drive innovation, and protect you against vulnerabilities



Data

We architect and build robust data platforms to harness the full potential of your data for strategic decision-making and business growth



Tech Quality and Testing

We prioritise safety and security through rigorous testing, leveraging automation and modern testing approaches to ensure the reliability and integrity of your digital solutions

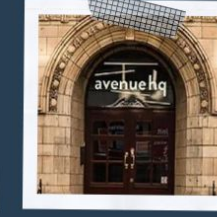
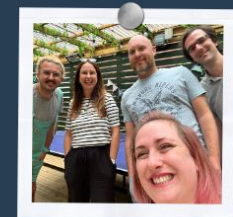
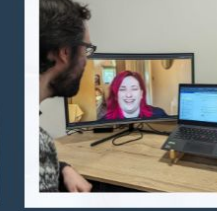
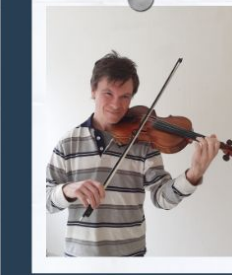
What makes us great

Our people

'Team T5' are pragmatic, highly skilled, and truly enjoyable to work with, consistently delivering innovative tech solutions while building positive client partnerships by focusing on you.

Our culture

At T5, our culture is grounded in integrity, innovation, and a relentless pursuit of excellence. We encourage curiosity, collaboration, and a genuine passion for development, creating an environment where our team and our clients teams thrive.



Our values

Our ethos and our values act as a basis for our core principles

- Our T5 culture is defined by who we are, how we approach our work and what we believe in.
- We value open, honest collaboration and we build strong partnerships by working together as one team.



Our core approach

Optimised

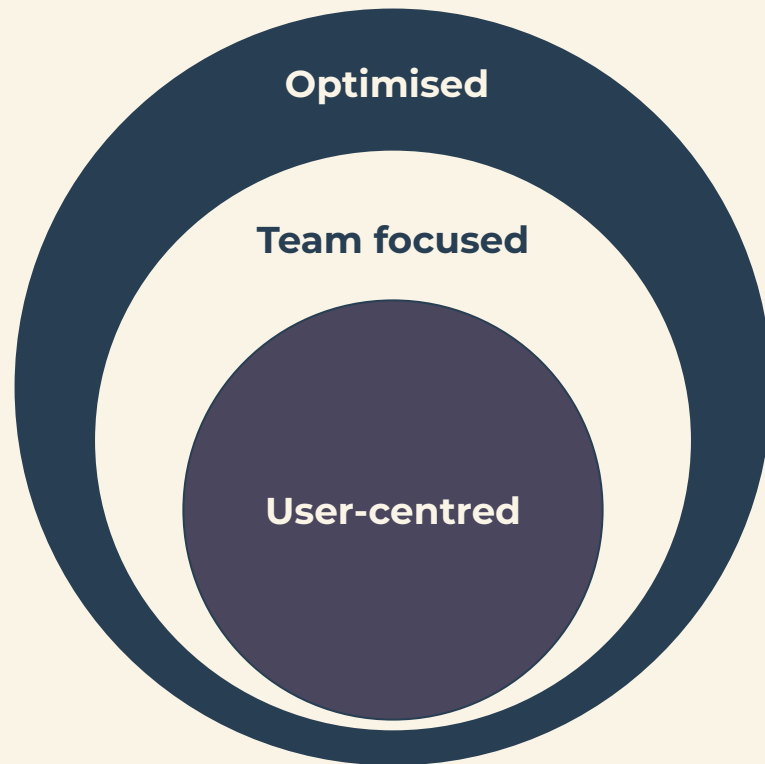
We think holistically and help our clients to streamline and optimise, so they can safely, repeatedly and rapidly reach their goals.

Team focused

We work with our clients, we listen, empathise and make choices together. Successful and predictable product development requires shared goals that focus on user outcomes.

User-centred

We understand clients goals and focus on outcomes that our clients' customers will love. Our clients achieve more predictable, valuable outcomes.



What we can do for you!



Cloud Services






AWS Cloud Sustainability

We perform comprehensive Well-Architected Reviews, focusing on the AWS Sustainability Pillar. Our T5 Digital consultancy package covers energy reduction and efficiency across all components of a cloud workload, achieving the maximum benefit from provisioned resources and minimising the total resources required.

We address language selection, modern algorithms, efficient data storage, optimised compute infrastructure, and minimised end-user hardware needs.



Features

- Provide detailed prioritised recommendations and implement solutions
- Migrating to the cloud with sustainability best practices
- Modernising existing cloud applications to be more sustainable
- Measure and visualise ongoing carbon emissions of your cloud estate
- We cover AWS' six best practice areas for sustainability in the cloud, including,
 - Region selection
 - Alignment to demand
 - Software and architecture
 - Data
 - Hardware and services
 - Process and culture

Benefits


- Empower your team with AWS sustainability knowledge; cultivate a culture of sustainable solution creation in cloud computing practices
- Work hand-in-hand with your teams to identify improvements and implement solutions that drive you towards your sustainability goals
- Energy reduction and efficiency through maximising the benefits of provisioned resources whilst minimising the total resources required
- Ongoing tracking and visualisation of carbon emissions of your cloud resources to measure and evidence the impact of your strategy to reduce carbon footprint
- Reduced carbon footprint and environmental impact of your cloud operations
- Demonstrate the impact of your sustainability initiatives and progress towards your carbon footprint reduction goals
- Greater awareness of the sustainability impact of development decisions
- Drive greater operational efficiency



Technical Cloud Health Check

We perform a comprehensive evaluation of your cloud practices based on industry-standard Well-Architected Frameworks, which are tailored to major cloud providers such as Amazon Web Services, Microsoft Azure and Google Cloud Platform.

By following these guidelines, we assess your cloud infrastructure holistically, identifying areas for improvement and providing actionable recommendations that will help you optimise your cloud resource utilisation.



Features

- All major cloud providers, AWS, MS Azure, Google Cloud
- Leverage industry-standard quality testing frameworks that accommodate the features of major cloud providers and their integration into your services
- Assess and optimise processes to efficiently manage and monitor deployed cloud resources
- Identify vulnerabilities and implement robust security measures
- Evaluate infrastructure resilience and minimise downtime risks
- Analyse system performance and provide optimisation recommendations
- Examine resource utilisation and suggest cost-saving strategies
- Assess environmental footprint and propose sustainable solutions

Benefits


- Following standardised, vendor-specific quality guidelines ensures you're making the most efficient use of your cloud infrastructure, lowering costs and speeding up delivery
- Streamlined operations and improved visibility into resource utilisation
- Reduced risk of data breaches and enhanced compliance with security standards
- Minimised service disruptions and improved system availability
- Improved application speed, responsiveness, and user experience
- Optimised resource allocation and lowered cloud costs
- Reduced carbon emissions and improved sustainability



Cloud Cost Optimisation

T5 Digital's cloud cost optimisation consultancy package provides recommendations and best practices to help your architects, developers and other cloud practitioners to design, develop and run your workloads efficiently.

We follow all the major cloud providers' well-architected frameworks and work hand in hand with you to develop and upskill your teams to identify, monitor and develop cost-effective solutions. Optimising for speed, market or cost and ensuring you have no over-provisioned and under-optimised cloud solutions.



Features

- Well-Architected cost optimisation for major cloud platforms: AWS, MS Azure, Google Cloud
- Guidance for running systems cost-effectively to deliver business value
- Detailed prioritised recommendations with associated cost savings
- Implementation of recommendations
- FinOps solutions: reporting, monitoring, resource tagging for project context
- Training and workshops on cloud cost optimisation best practices
- Covering major cloud providers' best practices: financial management, expenditure awareness, cost-effective resources, demand/supply management, gradual cost reduction
- Covering major cloud providers' design principles: financial management, consumption model adoption, efficiency measurement, expenditure analysis

Benefits


- Identify underutilised workloads and adjust capacity to eliminate unnecessary operational costs
- Optimise services and resources to reduce costs
- Proactive cloud spend management
- Reporting to provide transparency of usage and enable forecasting of future spend and highlight areas of largest cost spend
- Single point of governance, ability to enforce policies and deliver ongoing cost optimisation standards
- Granular cost visibility, costs can be broken down by cost centres, teams, environments, services
- Teams are empowered to make cost-effective architectural decisions and continuously optimise cloud resources through ongoing cost monitoring and optimisation skills



Cloud Management and Support

T5 CloudOps is an ongoing platform management and live service support partnership for existing solutions hosted in any of the major cloud providers, including Amazon Web Services (AWS), Microsoft Azure, or Google Cloud Platform.

We collaborate with you to create and execute a plan that improves and enhances your current cloud operations. Our goal is to ensure your systems support your business goals efficiently, so you can get the most out of your investment.



Features

- All major cloud providers: AWS, MS Azure, Google Cloud
- Ongoing management of cloud platforms at various maturity stages
- Proactive optimisation of cloud architecture and configuration according to best practices
- Continuous monitoring and proactive mitigation of live issues and service risks
- Flexible live service support tailored to your needs and service levels
- Regular security audits and updates to maintain a robust security posture and protect against emerging threats
- Collaborative development of strategic cloud roadmap aligned to evolving business goals
- Seamless integration of new features and services to enhance existing cloud solutions
- Knowledge transfer and training to empower your in-house team to effectively manage and leverage your cloud resources

Benefits

- Reduced operational overhead and increased efficiency, allowing your team to focus on core business activities and innovation
- Improved system performance and reliability, ensuring a seamless user experience and minimising downtime
- Optimised cloud spend through continuous cost monitoring, resource adjustment, and usage of cost-effective services
- Enhanced scalability and flexibility to accommodate fluctuating demand and future growth
- Robust security and compliance measures, safeguarding your sensitive data and processes according to current data protection regulations
- Accelerated time-to-market for new features and improvements, enabling your organisation to stay competitive
- Access to expert guidance and best practices, ensuring your cloud strategy remains aligned with industry standards and trends



Cloud Migration

We offer comprehensive support for designing, implementing, transitioning, and developing software services across various cloud environments - public, private, or hybrid.

We facilitate a smooth and efficient migration process, enabling organisations in the public sector to leverage the benefits of cloud technology with confidence and ease.

Features

- All major cloud providers, AWS, MS Azure, Google Cloud
- Comprehensive assessment of existing on-premise services and architectures to determine the best migration strategy
- Migration of legacy systems to the cloud, ensuring a smooth transition with minimal disruption
- Development of cloud-native services, leveraging the full potential of cloud technologies
- Ongoing support, maintenance, and security updates to ensure the long-term success of your cloud services
- Collaboration with your team to build in-house expertise and enable self-sufficiency in managing cloud services

Benefits

- Increased reliability, scalability, and security of your services, leveraging the robustness of cloud infrastructure
 - Full transparency and visibility into the performance and cost of your cloud services, enabling data-driven decision-making
 - Guidance and support from experienced cloud experts throughout the migration process ensures a smooth transition
 - Reduced total cost of ownership by optimising resource utilisation and eliminating the need for capital expenditure on hardware
 - Accelerated time-to-market for new features and services
 - Effortless scaling of resources to meet fluctuating demand, ensuring optimal performance and user experience
 - End-to-end service, encompassing planning, implementation, and ongoing support, allowing you to focus on your core business objectives
- 



System Modernisation

We help organisations update their existing systems to meet the demands of modern business environments.

We work closely with your team to identify the most effective modernisation strategy tailored to your specific needs and goals.

Features

- All major cloud providers: AWS, MS Azure, Google Cloud
- Comprehensive assessment of existing or legacy systems for modernisation
- Move existing systems to modern infrastructure without significant codebase changes
- Decompose applications for targeted improvements and updates
- Identify and migrate subsystems to cloud-based or third-party managed services
- Work hand-in-hand with your team to implement a modernisation strategy with knowledge transfer for long-term self-sufficiency
- Provide continued assistance and security updates as needed, empowering your organisation to maintain the modernised system independently

Benefits

- Improved system performance and reliability with modern technologies
 - Increased agility and flexibility for faster response to business and user needs
 - Reduced technical debt and maintenance costs of legacy systems
 - Enhanced scalability and resilience to handle increased demand
 - Seamless integration with modern tools, unlocking new capabilities
 - Knowledge transfer for effective in-house team management
 - Customised approach aligning with organisational goals and vision
 - Incremental modernisation options for phased approach, minimising disruption
 - Mitigates business risks associated with legacy systems, ensuring security and maintainability
- 



Quality Assurance and Testing

We provide comprehensive quality assurance services to ensure that your software applications meet the highest standards of reliability, performance, and user satisfaction.

We work closely with your teams to integrate testing throughout the software development lifecycle, identifying and addressing issues early to minimise risks and costs.

Features

- User-centred, cross-functional testing approach, shifting testing left, baking quality in from the start and throughout the delivery lifecycle
- Automation-first principles for increased coverage and pace
- Test consultancy for guidance on methodologies, tools, and processes
- Automated quality assurance in continuous integration pipelines
- Automated functional, regression, and UAT testing
- Automated UI testing for seamless user experience
- Comprehensive performance testing including volume, stress, and soak
- API testing for functionality, reliability, and security
- Browser and device compatibility testing
- Accessibility Testing for usability by people with disabilities
- Integration testing for seamless interaction with external systems

Benefits

- Improved software quality and reliability by identifying and addressing defects early in the development process
 - Reduced development costs and shorter time-to-market by minimising rework and late-stage bug fixes
 - Increased customer satisfaction and user adoption through the delivery of high-quality, user-friendly applications
 - Enhanced application performance and scalability, ensuring optimal resource utilisation and user experience
 - Compliance with industry standards and regulations for accessibility, security, and data privacy
 - Comprehensive test coverage across all critical aspects of the application, from functionality to performance and user experience
 - Flexibility to adapt to changing requirements and market conditions through a robust and efficient testing process
- 



Service Design and Research


Our approach to service design and research is highly practical and collaborative, integrating seamlessly with agile delivery methods to enhance your services across various channels.

Our focus is on deeply understanding your products and services, ensuring the development of user-centric features that directly meet user needs and deliver maximum value.

Features

- User-centred approach prioritising users' needs
- Highly collaborative, fostering knowledge sharing
- Ensures clarity for technical and non-technical stakeholders
- Inclusive user research approach for team understanding
- Targeted, streamlined user research for rich, objective feedback
- Qualitative methods: interviews, workshops, usability testing, ethnographic research
- Quantitative methods: surveys, A/B testing, analytics
- Analysis and visible documentation of research results
- Holistic yet focused service design
- Facilitates new approach to design, enabling innovative ideas
- Effective collaboration with agile methods
- Knowledge sharing and capability building

Benefits

- Puts the users' needs first resulting in providing maximum value
 - Integrated user research that enables an ongoing approach to understanding users and validating services
 - Facilitates a holistic approach by providing the ability to view multiple products, services and supporting processes as a whole
 - Design full end-to-end services
 - Focus on goals and outcomes
 - Enables in-depth mapping of user needs and technology combined
 - The service design blueprint provides a format that is consistent and understandable by technical and non-technical colleagues and stakeholders
 - Works with iterative and incremental agile delivery methods
 - Meets GDS Service Standards
- 



API and Integration Services

Our T5 API and Integration Service focuses on the development and integration of internal and third-party services and systems through APIs. We help you design and run evolutionary architectures that create new bespoke flexible platforms for integration, which can also modernise legacy systems.

We design, develop, test and operate across a range of situations using agile and DevOps methods. We focus on cloud-native solutions and adopt a cloud vendor-agnostic approach to ensure solutions meet your needs.

Features

- All major cloud providers supported: AWS, MS Azure, Google Cloud
- Review existing systems to elicit requirements
- Implement secure-by-design API integration solutions
- Develop delivery roadmap in collaboration with you
- Establish maintainable, scalable API strategy
- Upskill teams on API architecture best practices
- Bespoke API solutions for new or extended services
- Focus on non-functional requirements for operational excellence
- Provide automated performance monitoring of APIs
- Agile software development lifecycle with DevOps integration
- Identify best API integration paradigm for your needs, such as REST or event-driven

Benefits

- Secure API integration platforms ensuring data protection
 - Robust API gateway design patterns for reliable connectivity
 - Extensible architectures facilitating flexible integration
 - Consolidated API management and governance for efficiency
 - Scalable, reliable, and resilient API development for uninterrupted services
 - Agile and DevOps delivery approach for streamlined development process
 - Enhanced data security measures and compliance adherence
 - Improved scalability and performance for seamless operations
 - Seamless integration with internal and external systems for enhanced productivity
 - Comprehensive support and maintenance ensuring optimal performance and uptime
- 



Cloud Operational Excellence

At T5 Digital, we stress the importance of prioritising Non-Functional Requirements (NFRs) alongside Functional Requirements (FRs) from the start of product development to ensure optimal performance and security compliance, safeguarding against potential challenges later on.


Through our comprehensive approach and emphasis on CI/CD pipelines and DevOps principles, we guide clients in optimising NFR implementation for successful product delivery.

Features

- All major cloud providers supported
- Comprehensive review of your cloud platform operations encompassing performance, availability, reliability, security, scalability, compliance, and environmental considerations, among others
- Implement comprehensive monitoring and system observability
- Define and implement robust Site Reliability Engineering (SRE) strategy
- Assist in defining Service Level Agreements (SLAs) and Objectives (SLOs)
- Emphasis on safe, repeatable, reliable deployments
- Non-functional requirements elicitation and implementation
- Define roadmap for operational excellence improvements
- Team review and recommendations for efficient operations
- DevOps training for continuous improvement culture

Benefits

- Early defect identification and efficient troubleshooting
 - Increased system reliability and improved incident management
 - Thorough assessment and continuous improvement of service health
 - Efficient monitoring alerting leads to full observability
 - Safer, faster, repeatable deployments for faster time-to-value
 - Enhanced quality assurance through prioritising NFRs
 - Resilient, scalable platforms provide more robust services
 - Operational excellence drives customer satisfaction and innovation
 - Cheaper, efficient team structure with DevOps driving full service ownership
 - Proactively addressing NFRs mitigates risks and ensures compliance
- 



Cloud Solution Delivery

We employ a product-centric, end-to-end approach to deliver high-quality cloud solutions that drive business results whilst minimising costs and accelerating time to market.

Our comprehensive service offering includes solution architecture design, development, CI/CD deployment, and ongoing support and maintenance, working in partnership with you to deliver at pace.



Features

- Comprehensive cloud services across AWS, MS Azure, and Google Cloud
- Product-centric approach aligning software delivery with business goals
- Blended squad model for tailored solutions, on-site or off-site
- Shift-left, iterative delivery mitigating risks and ensuring quality
- Unbiased cloud strategy guidance for public, private, or hybrid environments
- Development of cloud-native services maximising modern cloud tech
- Secure hosting solutions ensuring data protection and compliance
- Cloud-optimised architecture for scalability, performance, and cost-efficiency
- Comprehensive testing and ongoing support services in the cloud
- Continuous optimisation based on evolving business needs for flexibility

Benefits

- Accelerated time to market, ensuring rapid delivery of valuable new features
- Reduced total cost of ownership through optimised resource utilisation and automation
- Elastic scalability for seamless adaptation to changing demands and growth
- Enhanced agility and flexibility to respond quickly to user needs
- Improved reliability and availability leveraging robust cloud infrastructure
- Strengthened security posture with advanced cloud security features
- Access to cutting-edge technologies that drive innovation
- More time to focus on user needs by reducing infrastructure overhead
- Proactive live service monitoring for rapid issue detection and resolution
- Technical advantage through continuous access to evolving technology advancements



Cloud Consultancy Services

Our comprehensive cloud consultancy services combine expert guidance with hands-on coaching to empower your team in developing cloud capabilities.

From tailored assessments to future-proofing strategies, we bring sustainable cloud solutions, coaching on quality integration, plus agile and DevOps methods, ensuring a smooth evolution and a culture of continuous improvement.

Features

- Customised training and coaching to enhance your team's cloud proficiency
- Assistance in cloud assessments and selecting suitable solutions for future needs
- Integration of capabilities within your organisation for sustainable cloud management
- Coaching on quality integration from inception of work
- Lean, Agile, Kanban, XP and scaled methodologies adoption guidance
- Team Topologies implementation for efficient collaboration
- Proactive quality assurance and guidance for shifting testing left
- In-depth understanding and implementation of DORA metrics, including, expert guidance on improving deployment frequency and change lead time, strategies to reduce change failure rate and enhance time to restore service

Benefits


- Enhanced team proficiency and confidence in cloud operations
 - Efficient cloud solution selection for future scalability and agility
 - Sustainable cloud management integrated within the organisation
 - Improved quality assurance processes from the outset
 - Optimised workflows and efficient collaboration and team dynamics
 - Enhanced business outcomes through improved deployment frequency
 - Streamlined lean processes leading to reduced change lead time and robust services
 - Improved delivery outcomes through strategic alignment and vision definition
 - Improve service experience for users
 - Pass GDS Service Assessments for all phases
- 



Cloud Programme and Project Delivery

As leaders in cloud transformation and change we combine strategy with action to deliver significant cloud programmes and projects.

Our approach works with iterative, incremental agile delivery methods to de-risk transformation, deliver value early and provide visibility and transparency at all times.



Features

- Delivery for programmes and projects across major cloud providers
- Laser focus on quality and user needs
- Optimised team structures aligned with value streams
- Strategic alignment eliciting company-wide beliefs and vision
- Full product lifecycle leadership aligning with GDS approach
- Skilled Agile Delivery Leadership with true incremental approach
- Agile framework consultancy and blended approaches
- Delivery optimisation with agile tools and DevOps practices
- Reliable reporting and governance integration
- Visibility of roadmap, delivery progress, and metrics
- Culture optimisation for a motivated workforce
- Coaching to build internal capability for product, project and delivery roles

Benefits

- Pass GDS Service Assessments for all phases
- Improved delivery outcomes through strategic alignment and vision definition
- High-performance teams with clear success criteria
- Predictable, visible delivery progress
- Rapid delivery of high-quality, user-focused deliverables
- Early value delivery with lean agile and DevOps
- Continuous improvement culture with full product lifecycle
- Enhanced collaboration, interaction, and communication among teams
- Reduced project risks through expert consultancy and reviews
- Seamless knowledge transfer from our team to yours



How we help clients achieve rapid cloud adoption

[READ MORE](#)



Creating high-performing technical delivery teams for finance sector innovation

[READ MORE](#)



How T5 Digital designs and develops fully managed services

[READ MORE](#)

Success Stories

Let our work do the talking

“

T5 spent time reviewing our current processes as well as helping us design our future vision. They were with us every step of the way on that journey, assisting us with the creation of an iterative plan structured around ensuring we never stood still, while also being mindful of the size of the changes being delivered and the impact on our team members -

Paul Halliday - Head of Engineering

”

Visit our website for our latest case studies and insights:
<https://www.t5digital.com>



T5 Digital
2nd Floor, Avenue HQ
10-12 East Parade
Leeds, LS1 2BH

info@t5.digital
t5.digital



Crown
Commercial
Service
Supplier

Statement of Confidentiality

This proposal and supporting materials contain confidential and proprietary business information of T5 Digital Consulting Ltd. These materials may be printed or photocopied for use in evaluating the proposal, but are not to be shared with other parties.

© 2024 T5 Digital Consulting Ltd.