



codiance
coded brilliance

Service Definition Document

G-Cloud 14

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About us

Codiance are a team of brilliant system engineers with almost 2 decades of experience. We're an independent agency that build winning software solutions in the private and public sector.

Our people-centric approach to system engineering, and your direct access to our engineering team is an approach our clients and partners love, seeing us grow over 100% YoY in 23/24.

Most importantly, our UK-based engineering teams go beyond your system challenges in isolation. We become your partner focused on solving your business challenges. We do this whilst ensuring the technologies adopted serve you and your teams – and not the other way around!

Why Codiance?

Codiance provides a people-centric Agile approach that puts your staff and clients' needs at the centre of the design and build process – migrating, integrating, and transforming legacy systems to be fully optimised for the future, and fully user-centric.

From Discovery/MVP to Public-Beta/Live Services – Codiance has the end-to-end skills and experience to support you on your transformation journey.

Our objective is to become your long-term trusted partner. This is exactly why some clients have been with us for over 17 years, growing from an SME to the £1.3bn business they are today. We want to be your partner and help you to continually innovate and deliver.

Accreditations



Our experience

Our team have rich experience working with some of the largest Private Sector organisations in the world. This expertise helps us to assist the Public Sector organisations navigating the latest Cloud technology and software delivery methodologies, supported by AI and best practice refined over almost two decades.



How we deliver

Our preferred approach for the inception of any project is Human-Centred - ideally on your premises and in person.

Codiance begins with a collaborative workshop to comprehensively understand your requirements. Leveraging our diverse experience across the Public Cloud, we utilise a range of existing tools, techniques, and methodologies to identify and deliver the right solution for you.

Our service delivery managers, seasoned in planning, designing, and implementing cloud solutions, lead the process. They tailor our standard processes to your specific needs, ensuring that key focus areas are prioritised to deliver the best value for your department and the taxpayer, all within your required timescales.

Codiance excels in working with multi-disciplinary teams, including third-party suppliers. We have proven processes in place to ensure that your desired outcomes remain our delivery focus, guaranteeing a seamless and effective planning service.

Migration and transitions

Codiance facilitates seamless cloud migration or transition between cloud services through a meticulous and collaborative process, adhering to best practices in cloud migration.

Leveraging our extensive experience across the Public Sector, we employ a variety of tools, techniques, and methodologies to tailor solutions precisely to your needs. Our service delivery managers, adept in planning, designing, and implementing cloud solutions, lead the migration journey.

We begin by comprehensively understanding your requirements, ensuring that key focus areas are prioritised to deliver optimal value for your organisation and stakeholders. Utilising our expertise, we customise our processes to meet your specific migration needs, while strictly adhering to industry best practices.

Codiance ensures close collaboration with multi-disciplinary teams, including third-party suppliers, to maintain a laser focus on delivering your desired outcomes. Our proven processes guarantee a smooth and efficient migration experience, minimising disruption and maximising the benefits of cloud technology for your organisation. With Codiance as your partner, you can confidently navigate the complexities of cloud migration, knowing that your journey is guided by seasoned experts committed to your success.



Codiance Discovery

Our Discovery process will help your department define the optimum route to a better, more effective cloud service. Our approach can be applied to optimising an existing system or building new Apps.

The process ensures you gain a deep understanding of your options and your most effective next steps.

Key Features

- User research: Understanding user needs through qualitative & quantitative methods.
- Technical discovery: Assessing technical landscape for optimal solutions.
- Business needs analysis: Identifying stakeholder requirements for project alignment.
- Journey mapping: Visualising user experiences and service pathways comprehensively.
- Data discovery: Analysing data for valuable insights and informed decisions.
- Cross-functional discovery: Collaborating with diverse teams for comprehensive insights.
- Accessibility research: Ensuring inclusivity and compliance with accessibility standards.
- Co-creation workshops: Engaging stakeholders in collaborative idea generation and alignment.
- Discovery sprints: Accelerating discovery phase through focused, time-bound efforts.

Key Benefits

- Identify user needs, pain points for informed decision-making.
- Validate feasibility of proposed services for implementation clarity.
- Uncover opportunities, constraints to refine service offerings effectively.
- Define service KPIs for measurable success criteria establishment.
- Map user journeys for holistic service visualisation and optimisation.
- Assess technical options for robust solution understanding and planning.
- Address accessible, assisted digital needs for broad user inclusivity.
- Prepare for successful Gov Service Standard assessment with thorough groundwork.
- Prioritise discovery activities for maximum value realisation and efficiency.

Cloud Application Development & Transformation Services

Codiance Cloud Software Transformation solutions provides human-centric Agile approach that puts your teams needs at the Centre of the design and build process – migrating, integrating & transforming legacy systems to be fully optimised for the Cloud & building new cloud applications from Discovery/MVP to Public-Beta/Live.

Key Features

- User Research, User Experience Analysis and User Journey Mapping.
- User Experience (UX) and User Interface (UI) design.
- Workshops, storyboarding, and wireframing for user engagement.
- Agile software engineering and testing.
- DevOps practices, CI/CD pipelines for continuous delivery/integration.
- Comprehensive automated testing including system and performance testing.
- Development/Integration and design of databases.
- Design and development of Application Programming Interfaces (APIs).
- Implementation of Content Management Systems (CMS).
- Upskilling & working in the open.

Key benefits

- Rapid adaptability to changing business needs.
- Early delivery of high-priority requirements.
- Early risk mitigation and continuous engagement & improvement.
- Emphasis on software quality over scope.
- End-to-end services from discovery to Live Services support.
- Efficient, streamlined business processes.
- Cloud optimisation provides lower ongoing costs for clients.
- Enhanced decision-making through information utilisation.
- Technology-agnostic approach tailored to client needs.
- Transfer of knowledge and skills.



.NET Development

We develop .NET software solutions designed for the specific needs of your customers, stakeholders and Legislative requirements.

We take a people-centric approach that puts your team's needs at the centre of the cloud optimised services including new .NET applications, migration or transformation of legacy systems.

Key Features

- Proficiency in Agile methodologies such as SCRUM and Kanban.
- Access to a vast network of Microsoft .NET specialists.
- Expertise in frameworks including .NET Core, Entity Framework, C#, and MVC.
- Capability in delivering cloud, on-premise, and hybrid solutions.
- Skilled in frontend technologies such as Angular2, TypeScript, React, and JavaScript.
- Specialisation in user interface redesign, open API platforms, microservices, and web forms.
- Comprehensive analysis of Microsoft .NET performance, usability, and security.
- Emphasis on Test Driven Development (TDD) and test automation.
- Proficiency in Continuous Integration/Continuous Deployment (CI/CD) and build.
- Automation using tools like Azure DevOps, Jenkins, and Maven.

Key Benefits

- Accelerated Delivery from expertise and tried tested Agile methodology.
- Working in open-collaboration, transparency, and innovation for shared success.
- Complete Software Development Life Cycle (SDLC) approach.
- Solutions fine-tuned for optimal performance at minimal expense.
- Harnesses the power of cloud services (Azure, AWS, Oracle).
- Test-Driven Development (TDD) approach guarantees robust scalability.
- Facilitates the development of reliable, high-performing, and secure .NET applications.
- Provides a pathway from legacy brown-field sites to cloud architecture.
- Automated regression testing facilitated by fully automated pipelines.
- Agile, multi-disciplinary teams equipped to adapt to changes seamlessly.



PHP Development

We develop PHP software solutions designed for the specific needs of your department or organisation.

We take a people-centric approach that puts your team's needs at the centre of the new cloud optimised service. We're experts in integrating with legacy systems, helping you to become more effective and productive.

Key Features

- Utilises modern PHP 8 architecture (Symfony, Laravel).
- Supports various databases (MySQL, MariaDB, PostgreSQL, SQLite).
- Integrates search technology (Elasticsearch, Apache Solr).
- Enables high-performance applications and web caching (Varnish, Cloudflare).
- Facilitates integration with third-party systems.
- Accelerates development with Studio 24 PHP and front-end tools.
- Provides data privacy and GDPR guidance.
- Hosted on multiple cloud platforms.

Key Benefits

- Brings over two decades of web application development experience.
- Expertise in building CMS, E-Commerce, member systems, and data capture systems.
- Leverages open-source technology without license fees.
- Strong emphasis on security and data privacy.
- Service tailored to meet business and user needs.
- Dedicated multidisciplinary project team.
- Promotes honest and transparent communication.
- Ensures a strong focus on accessibility.
- Offers a variety of support packages to suit different requirements.
- Provides a dedicated support team to manage your web application.

Code Review Support Service

Our code review services consider every aspect of your cloud-based digital service including application source code, hosting/cloud implementation, documentation, testing and automation, performance, scalability and security.

Our code review process results in actionable recommendations that optimise every aspect of your digital service.

Key Features

- Comprehensive evaluation covers all aspects of your digital service.
- In-depth scrutiny of application source code ensures robustness.
- Analysis of hosting/cloud implementation for optimal performance.
- Examination of documentation for clarity and completeness.
- Testing and automation assessment for reliability and efficiency.
- Performance evaluation ensures responsiveness and user satisfaction.
- Scalability assessment to accommodate future growth and demand.
- Security analysis to identify and mitigate potential vulnerabilities.
- Actionable recommendations provided for each aspect of the service.
- Tailored optimisation strategies enhance overall digital service performance.

Key benefits

- Enhanced reliability and robustness of your digital service.
- Improved performance leads to better user experience and satisfaction.
- Increased scalability prepares for future growth and expansion.
- Comprehensive security analysis mitigates potential risks and threats.
- Clear and complete documentation facilitates easier maintenance and troubleshooting.
- Reliable testing and automation ensure consistent service delivery.
- Actionable recommendations optimise service efficiency and effectiveness.
- Reduced downtime and maintenance costs through proactive optimisation.
- Strengthened competitiveness through enhanced digital service capabilities.
- Peace of mind knowing your digital service is fully optimised.

Umbraco CMS Support and Upgrades

Codiance are Umbraco Gold Partners with expertise in the public sector and higher education. We specialise in Umbraco systems with multiple integrations and complex cloud/hosting requirements.

Our experienced team can support in every aspect of your Umbraco system: from new systems, recommended migration/upgrade paths, bespoke integrations, to ongoing support.

Key Features

- Umbraco Gold Partners with specialised expertise in public sector.
- Proficiency in complex hosting for Umbraco systems.
- Extensive experience in Umbraco systems with multiple integrations.
- Expertise in higher education sector's unique requirements.
- Support across every aspect: new systems, upgrades, integrations.
- Tailored recommendations for system enhancements and upgrades.
- Bespoke integrations to meet specific organisational needs.
- Dedicated team for ongoing support and maintenance.
- Proven track record in delivering successful Umbraco projects.
- Commitment to excellence in Umbraco system implementation and support.

Key benefits

- Trusted partnership with Umbraco Gold Partners ensures quality service.
- Specialised knowledge in public sector and higher education sector.
- Seamless hosting solutions for complex Umbraco systems.
- Streamlined integrations enhance system functionality and efficiency.
- Comprehensive support throughout system lifecycle, from inception to maintenance.
- Strategic upgrade paths recommended for long-term system optimisation.
- Tailored solutions meet unique organisational requirements effectively.
- Reliable ongoing support ensures system stability and performance.
- Successful project delivery enhances organisational productivity and effectiveness.
- Confidence in expert guidance and support for Umbraco systems.

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Cloud Data Architecture

We can help you design, optimise and structure your cloud resources to ensure the most flexible, reliable, and cost-effective approach for your applications and workloads.

We have particular expertise in AWS and Azure hosting, security, scalability, geolocation and high availability measures.

Key Features

- Supporting data migration/engineering business case.
- Evaluate digital and data landscape architecture.
- Governance for information and data, including pseudonymisation.
- Coach and develop in-house data engineering upskilling
- Migrate data engineering to Azure or AWS cloud.
- Cloud reporting options, such as Power BI.
- Cloud data solutions like PowerApps & Logic Apps.
- Select cloud services, design data integration.
- Agile MS Azure data engineering, architecture, and design.
- Plan and manage transition for seamless migration.

Key benefits

- Structured review or articulation of data strategy provided.
- Independent evaluation of data business case conducted.
- Identify cost savings, reduce complexity, achieve more with less.
- Implement lean, effective governance for digital and data change.
- Develop high-value internal skills as an intelligent customer.
- Assure key data decisions or issues with confidence.
- Rapid deployment of cloud-based data solutions facilitated.
- Independent transformation roadmap for future data landscape provided.
- Implementation plan for Azure/AWS cloud and digital adoption crafted.
- Data strategy for both cloud and on-premise landscapes outlined.



Cloud Optimisation

We have rich experience in both private and public sector cloud optimisation. We can support your department in optimising data storage, applications and workloads in the cloud.

We can help you design, optimise and structure your cloud resources to ensure the most flexible, reliable, and cost-effective approach.

Key Features

- Vendor-agnostic, customer-centric tailored solutions.
- Designs target process with appropriate tooling and practices.
- Develops target operating model to embed cloud services.
- Hosts workshops on cost management and optimisation strategies.
- Identifies immediate wins via health check and billing review.
- Tailors cost dashboards to meet stakeholder preferences.
- Evaluates automated tooling options with proofs of concept.
- Creates optimisation roadmaps for efficient cost strategies.
- Ensures continuous monitoring and development through automation.

Key benefits

- Effectively prioritises activities for optimising costs.
- Ensures alignment of cost optimisation efforts with maximum value.
- Adopts a vendor-agnostic approach customised to customer requirements.
- Draws on extensive experience in cost management engagements.
- Harnesses expertise in cloud cost management to identify savings.
- Seamlessly integrates evolution principles into cost management processes.
- Implements vendor-specific strategies to reduce costs efficiently.
- Expands cloud services with assured control over costs.
- Easily provides IT-as-a-service across different business lines.
- Provides insights into future opportunities for ongoing cost efficiency.



Data and AI Services

Codiance Data Engineering Services assist crafting and implementing cloud-based data solutions. These solutions are tailored to support daily operations and address the typical risks and challenges encountered in data projects. We provide modern data architecture through our Data Engineering Services. Including Legacy transformation and migration. Preparation of Data for AI.

Key Features

- Modernising Legacy Data Warehousing, Data Lakes- technology agnostic.
- Mastering Data and Data Quality.
- Data Discovery Services.
- Cloud Migration of Data.
- Boosts Data Processing Efficiency: Automates scaled pipelines.
- Offers Data Insight Services: Provides behaviour scorecards, dashboards, and interfaces.
- Delivers Full Data Engineering: Covers end-to-end analytics and engineering projects.
- Seamless collaboration and data sharing capabilities.
- Mastering data enhances AI preparation.
- Legacy support for Pentaho PDI, Informatica, Talend, Azure Data, Snowflake.

Key benefits

- Proficiency across leading technologies for versatile solutions.
- Flexible Solutions: Tailored approaches for seamless integration and adaptability.
- Enhanced Data Integrity: Ensured accuracy, consistency, and reliability.
- Insightful Analysis: Uncovering hidden insights and patterns for informed decisions.
- Seamless Migration: Smooth transition to cloud, maximizing efficiency/minimizing downtime.
- Automates scaled pipelines, enhancing overall data handling.
- Covers end-to-end analytics and engineering projects.
- Ensuring high data quality for accurate model training.
- Facilitating faster and more efficient AI model development/deployment.
- Boosts Data Processing Efficiency - saving time and money.



Education Sector Cloud Services

Codiance are experts in building flexible digital systems and cloud solutions for the education sector. We design/build solutions specifically for the needs of each institution placing the user at the centre. With vast experience integrating with all the major 3rd party educational services and peak clearing demand.

Key Features

- Scale for peak demand, including clearing and large events.
- Expertise in Cloud solutions for international configurations.
- Tailored software integrations with major 3rd party services.
- People-centric approach by design for education staff
- Integrate complex third party data, including legacy data sources.
- Comprehensive support and maintenance for educational systems post-migration.
- Agile methodology ensures flexibility during migration and system development.
- Continuous improvement mindset for evolving University service needs.
- Vendor-agnostic, customer-centric tailored solutions.
- Dedicated team ensures smooth migration from existing systems and processes.

Key benefits

- Zero down-time during peak clearing and high demand events.
- Ensure your systems are accessible for all staff.
- Increase efficiency with automation and smart integrations.
- Streamlined workflows and processes for teams and departments.
- Ensure hosting for your international students are fully optimised.
- Integrate complex legacy data sources to save time and effort.
- Reduced manual effort and time spent on administrative tasks.
- Cost-effective solutions minimize expenses associated with digital transformation in education.
- Reliable cloud support ensures smooth functioning and scalability.
- Future-proofed solutions enable growth and innovation in digital education solutions.

Local Government Digital Solutions

We're experts in website & digital solutions for local authorities. Developing applications and cloud integrations to modernise existing software designed for the specific needs of the Authority.

We take a people-centric approach to development, putting your team's behaviours and needs at the centre. We help you to become more effective and productive.

Key Features

- Customisable implementation service tailored to diverse customer requirements.
- Scalable content management system designed for local government use.
- Built-in task management tools for enhancing web team productivity.
- Seamless integration with Google Analytics for enriched editor insights.
- Multi-site search functionality to efficiently index content across your online assets.
- Solution designed to tackle various current and emerging challenges.
- Configurable content workflow accommodating different user roles.
- Intuitive editing interface for simplified content management.
- Optional professional services available for website design and digital strategy.
- Comprehensive form solution with seamless integration with Microsoft Dynamics 365.

Key benefits

- Empower your web team with actionable insights for informed decision-making.
- Enhance design decisions through automated advice for web editors.
- Optimise resource utilisation for your web team.
- Improve website content quality with automated design guidance.
- Tailored implementation support to align your website with organisational needs.
- Maintain control over web content with flexible approval workflows.
- Streamline the migration of your microsite estate into a managed environment.
- Reduce the overhead costs associated with managing a large microsite portfolio.
- Facilitate compliance with website accessibility standards such as WCAG 2.1.



Housing Digital Solutions

We're experts in digital property services for the private and public sector. We develop software and integrations to existing software designed for the specific needs of your department.

We take a people-centric approach, putting your team's behaviours at the centre of development. We help you become more effective and productive.

Key Features

- Expertise in digital property services, including cloud migration.
- Tailored software and integrations for private and public sectors.
- People-centric approach in developing and supporting digital property systems.
- Specialised in enhancing effectiveness and productivity via cloud migration.
- Custom solutions designed for specific departmental needs and cloud environments.
- Seamless integration with existing software, aided by cloud support services.
- Dedicated team ensures smooth cloud migration and ongoing support.
- Agile methodology ensures flexibility during migration and system development.
- Comprehensive support and maintenance for digital property systems post-migration.
- Continuous improvement mindset for evolving property service needs.

Key benefits

- Cloud solutions cater to unique needs of digital property services.
- Increased efficiency and productivity through cloud migration and support.
- Enhanced user satisfaction with intuitive, cloud-based property systems.
- Improved departmental effectiveness with customised cloud solutions.
- Streamlined workflows and processes optimised for cloud environments.
- Reduced manual effort and time spent on property management tasks with cloud support.
- Greater adaptability to changing requirements and cloud technologies.
- Cost-effective solutions minimise expenses associated with digital property management.
- Reliable cloud support ensures smooth functioning and scalability.
- Future-proofed solutions enable growth and innovation in digital property services.

Quality assurance

Codiance offers comprehensive assistance to buyers in conducting quality assurance and performance testing, including automated testing solutions. Leveraging our vast experience across the Public Sector, we utilise industry-leading tools, techniques, and methodologies tailored to your specific needs.

Our team of skilled quality assurance experts designs and implements robust automated testing strategies, encompassing functional testing, regression testing, and performance testing. By automating repetitive testing tasks, we accelerate the testing process, improve test coverage, and enhance overall efficiency.

Codiance collaborates closely with your team to understand your requirements and priorities, ensuring that automated testing efforts align with your goals. We specialise in performance testing, evaluating system responsiveness, stability, and scalability under various conditions, while also identifying and mitigating potential issues before deployment.

Throughout the automated testing process, Codiance provides detailed insights and actionable recommendations to optimise system reliability and user experience. Our collaborative approach, combined with automated testing solutions and industry best practices, ensures that your systems meet the highest standards of quality and performance, delivering value to your organisation and stakeholders.

Cloud support services

Codiance provides specialised support services designed to alleviate the day-to-day burdens of managing cloud-based applications for organisations. With our extensive expertise, we excel in optimising a wide array of bespoke and off-the-shelf business applications across diverse cloud environments.

Additionally, we offer support for legacy applications and integration points, often seamlessly transitioning support from existing providers to our platform. Swift resolution of problems and performance issues is our priority, resulting in heightened levels of user satisfaction. Our support methodology combines the rigor of ITIL with the flexibility inherent in Agile principles and a DevOps culture.

We offer a comprehensive suite of services, including incident investigation, service desk management, change controls, service and supplier management, consultancy, hosting and cloud services, solution upgrades, and training.

Furthermore, our ISO 27001 accreditation enables us to support platforms marked as Official (formerly IL0 to IL3) for Government departments, ensuring compliance and security in handling sensitive data. Trust Codiance to deliver unparalleled support services, allowing your organisation to focus on core objectives while we manage your cloud infrastructure with utmost proficiency and reliability.

Flexible ongoing support

Codiance offers flexible support levels and charging models, tailored to accommodate fluctuations in business-as-usual support and ongoing development requirements. With this pay-as-you-use approach, charges are incurred only when support is needed, allowing access to a diverse range of skills as required.

Our support methodology, anchored in the robustness of ITIL and the adaptability of Agile principles, ensures a seamless blend of continuous service improvement and defect resolution. This approach yields practical service targets that are ITIL-aligned and bolstered by our ISO 27001 accreditation, ensuring the realisation of user needs, business goals, and performance targets, thereby maximising user satisfaction.

A typical support team at Codiance, led by a technical account manager, diligently oversees day-to-day support operations. They efficiently allocate support requests to multiple cloud support engineers, ensuring adequate coverage and effective management of all support requests. This structured approach guarantees resilience and efficiency in delivering support services.

Codiance provides a range of support levels (from 2nd to 4th line) tailored to meet each client's unique requirements, meticulously defined within a customised service level agreement. This ensures that the support services align precisely with the client's needs, fostering a collaborative and effective partnership.



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