Monkton

G-Cloud 14
Service Definition Document

OVERVIEW

Monkton is a cloud managed services provider operating in the UK, based out of Tysons, Virginia US. We deliver pre-vetted security and compliance solutions for the Five Eyes community, NATO member nations and partners. We focus on solving some of the world's biggest problems, such as emerging cyber threats, cross-domain intelligence and information sharing, and delivering mobile apps to the tactical edge of the battlefield. To accelerate development and refinement of our solutions, we work with colleagues from industry, academia, and other like-minded organisations with expertise that complement our own design philosophy.

PROFESSIONAL SERVICES

We provide a comprehensive suite of professional services to implement, configure and support our solutions spanning eight domain areas. Our personnel are members of the Five Eyes member nations, and work collaboratively to ensure alignment with governmental policies, procedures, and cybersecurity best practices.

LEADERS IN SECURE SOLUTIONS

Monkton was founded in 2016 by a few engineers who set out to prove that people didn't need to compromise on user-friendly, Edge-first systems in order to conform with the US National Security Agency (NSA) defined security criteria for highly sensitive and classified systems.

Today, Monkton has grown and supports UK Government and builds not only mission critical apps but also infinitely scalable solutions for Public Sector and commercial customers using advanced Cloud Native services. We believe the sooner the world empowers the end user in cloud, the safer we will all be.

Monkton's focus on **Cloud Native technology** and Edge Computing subject matter expertise allows us to rapidly deliver solutions in a matter of months.

"Working with partners like Monkton to extend the Cloud to the Tactical Edge where people do their work enables our customers to reimagine their legacy business processes."

— DAVE LEVY
VP OF AWS U.S. GOVERNMENT BUSINESS

Our Capabilities

PUBLIC SECTOR & COMMERCIAL CYBERSECURITY

Monkton's specialty is creating secure, compliant mobile and Cloud Native solutions that help organisations deliver mission capabilities quickly and effectively. Our solutions use world-class standards like NIST, NIAP, FedRAMP, HIPAA, and DoD SRG to ensure security from day one, while our agile approach allows us to rapidly deliver solutions and advisory services.

Security and Compliance for Cloud and Mobile

We use world-class security as our foundation, leveraging the strictest defense, federal, and civilian standards across all our technology and product offerings. Since Monkton's inception, our ethos has always been 'security by design.'

Patented Hardware-Based Zero Trust

Anchorage, our patented Hardware-Based Zero Trust technology, turns mobile devices into their own immutable identity auditor, allowing us to use the most secure channels to meet customer needs.

Platforms as a Service and Functions as a Service

The repeatable architecture of PaaS and FaaS tools allows us to stay focused on customer business challenges rather than customizing elaborate infrastructures from the ground up.

Rapid-Delivery Cloud Native Architecture, Development, and Implementation

Using our "code-is-code" approach, coupled with immense investments and collaboration with technology leaders like Google and Amazon, we use Cloud Native capabilities to quickly move from concept to production at the speed of mission relevance—think weeks rather than years.

Edge Computing and Tactical Edge Mobility

Our design methodologies empower enterprise leaders and mission owners with solutions they can easily migrate to the Edge, with capabilities that can run efficiently—even in remote, disconnected environments.

DevSecOps Using Cloud Native Services

DevSecOps, Continuous Integration, and Continuous Delivery ("CI/CD") are basic expectations, so we leverage key Amazon accreditations to rapidly develop custom solutions that are compliant and audit ready.

Native Mobile Application Development

Our own mission is to deliver secure mobile solutions with superior user experiences. We're proud to have developed mobile apps that revolutionize how the DoD protects its people, assets, and data.

Advisory Services and Product Marketing

Just as we develop secure mobile solutions at the speed of any organizational mission, Monkton provides strategic guidance and product marketing services to meet missions, challenges, and key priorities faster and more effectively.

Digital Sovereignty Landing Zone

SERVICE DESCRIPTION

The Digital Sovereignty Landing Zone enables government organisations at all levels, international partners, and industry to securely access a decentralised, interconnected cloud environment. This platform is purpose-built for hosting sensitive data and regulated workloads, meeting stringent global security and compliance standards, ensuring data sovereignty, and securely managing mission-critical information.

FEATURES

- Decentralised, interconnected cloud environment for data hosting.
- Purpose-built for government, law enforcement, intelligence and military.
- Meets global security and compliance standards.
- Hosted securely within AWS for reliability.
- Integrates seamlessly with national security, law enforcement and military networks.
- Supports both isolated and cooperative applications.
- Features secure messaging and voice communication capabilities.
- Includes integrated translation services for collaboration.
- Access to Generative AI (GenAI/ML) models for advanced data analysis.
- Enables bi-directional file synchronisation and secure offline access.

BENEFITS

- Facilitates real-time access to critical data.
- Streamlines intelligence sharing among global security forces.
- Enhances security with strict data sovereignty measures.
- Supports regulated workloads with stringent compliance.
- Fosters innovation through cutting-edge technology integration.
- Improves operational efficiency in law enforcement.
- Guarantees secure and reliable connectivity.
- Offers robust authentication and authorisation controls
- Provides controlled access ensuring data isolation.
- Accelerates joint operations against global security threats.

AWS Cloud Support Services

SERVICE DESCRIPTION

AWS Cloud Support Services provides an all-encompassing suite of solutions tailored to optimise and secure AWS environments. From initial setup with AWS Landing Zone Accelerators to migration, optimisation, security services and beyond, our support service ensures government benefit from comprehensive, expert support throughout their AWS journey.

FEATURES

- AWS Landing Zone setup, secure, scalable, custom deployment, automated configuration.
- Seamlessly migrates applications and infrastructure to AWS with minimal downtime.
- Reduces costs with cost optimisation controls, guardrails, monitoring and alerts
- Comprehensive security assessments with monitoring, alerting and critical incident response.
- Implements DevOps automation, CI/CD pipelines and infrastructure as code.
- Advanced AWS analytics, data lakes and intelligence tooling
- Develops robust business continuity, disaster recovery and availability planning.
- Develops tailored custom applications using AWS technologies.
- Offers strategic AWS alignment and advisory consultancy services.
- Solutions built with scalability and flexibility meeting governmental operational needs.

BENEFITS

- Accelerates deployment, rapidly establishes secure, compliant AWS environments.
- Enhances operational efficiency, streamlines operations with automation and expertise.
- Reduces costs, optimises AWS spending, reports and tracks resource usage.
- Improves security with proactive assessments, real-time monitoring and alerting.
- Improves software delivery, accelerates development with automated DevOps.
- Facilitates data-driven decisions, enables better decisions through advanced analytics.
- Ensures business resilience, maintains operations with strategic planning.
- Customised solutions, tailors applications to meet specific needs.
- Future-proofs IT investments, aligns technology with evolving strategic objectives.
- Supports dynamic needs, adapts solutions to changing requirements.

AWS Marketplace Software Management Service

SERVICE DESCRIPTION

The AWS Marketplace Software Management Service optimises software hosting costs and maximises investment value. Designed to manage the full lifecycle of Software-as-a-Service (SaaS) applications and customer-hosted software. It supports license assessment, renewals, migrations, and cost evaluations. Customers maintain direct ownership and control of software licenses, with AWS Marketplace handling billing.

FEATURES

- Evaluates cost-effectiveness of self-hosted vs. SaaS solutions.
- Optimises software hosting costs for maximum investment efficiency.
- Manages full lifecycle of SaaS and customer-hosted software.
- Supports comprehensive license assessment and renewal processes.
- Facilitates smooth migrations of software applications.
- Aligns software choices with existing cloud environments and capabilities.
- Supports all stages from initial assessment through to cloud migration.
- Provides planning services for migrating on-premise licenses to cloud environments.
- Enables direct ownership and control over software licenses.
- Assists in selecting software vendors solutions at the lowest cost.

BENEFITS

- Maximises benefits under OGVA and customer-specific agreements.
- Reduces administrative overhead by centralising billing through AWS.
- Streamlines software license management to enhance efficiency.
- Centralises term dates to simplify renewal processes.
- Customers maintain control and ownership of all software assets.
- Streamlines software support by direct vendor recognition.
- Enhances visibility with a single-pane-of-glass interface.
- Optimises budgeting and cost management through custom agreements.
- Reduces software deployment time with efficient, one-click solutions.
- Compatibility across a wide range of ISVs on AWS Marketplace.

Digital Discovery

SERVICE DESCRIPTION

Digital Discovery collaborates closely with your team to define and refine new digital products or services, beginning from a user-centric perspective. We combine deep user research to map user needs, journeys, and business requirements together to provide a clear strategy and defined digital approach to test and build upon.

FEATURES

- Define a clear vision and future multichannel service blueprint.
- Conduct thorough user research and prototyping to understand user needs.
- Perform iterative investigations through research, workshops, and interviews.
- Collaborate and engage with all relevant stakeholders.
- Liaise with existing service providers and subject matter experts.
- Analyse current service operations, policies, and business processes.
- Examine existing technology and propose innovative solutions.
- Produce comprehensive outputs including business cases, roadmaps, and backlogs.
- Deliver a well-defined Alpha proposal to maximise delivery success.
- Flexible timescale based on project scope.

BENEFITS

- Achieve a clear understanding of user needs with expert input.
- Gain valuable insights through rapid prototyping and wire-framing.
- Uncover key legislation, policies, and constraints affecting the service.
- Address project impacts, constraints, and challenges with pragmatic solutions.
- Identify risks and opportunities by deeply understanding the problem.
- Enhance service benefit realisation through defined success criteria.
- Validate and explore alternative business strategies.
- Foster greater innovation aligned with the Target Operating Model.
- Produce high-quality artefacts to facilitate the transition to Alpha.
- Ensure alignment with the GDS Service Standard and principles.

Digital Transformation Service

SERVICE DESCRIPTION

Digital Transformation Service helps organisations delivering products and services using cloud technologies. Designed to support public sector navigate the complexities of digital modernisation, enabling them to implement fast-paced innovations and service improvements effectively. Our seasoned experts guide organisations through every phase of digital transformation, from strategy to user-centric cultural adoption.

FEATURES

- Analyses business strategy to identify digital opportunities effectively.
- Conducts as-is analysis for robust business change cases.
- Develops governance structures tailored for digital transformation.
- Identifies barriers to effective digital transformation.
- Establishes clear success criteria for transformation objectives.
- Implements data-driven processes for tangible digital benefits.
- Focuses on user-centric, agile, and cultural transformation.
- Educates team on how to solve problems by Working Backwards.
- Provides leadership support to embed change culturally.
- Embeds cloud-first thinking for innovative practice inspiration.

BENEFITS

- Aligns digital strategies with overarching business objectives.
- Defines clear delivery roadmaps with identified goals, milestones.
- Translates business needs into actionable digital service features.
- Deepens understanding of business capability needs and benefits.
- Proposes future data architectures tailored to desired outcomes.
- Reduces costs and accelerates digital readiness efficiently.
- Applies best practice frameworks for agile digital delivery.
- Enables future-proof, data-driven decision-making technologies.
- Maximises existing software value from serverless to GenAI.
- Supports critical projects from discovery to live implementation phases.

Digital Contact Centre

SERVICE DESCRIPTION

Digital Connect Centre is a customisable end-to-end cloud-based contact centre implementation service built on Amazon Connect. It offers enhanced flexibility and integration capabilities with Microsoft Teams, Salesforce, ServiceNow and more. Designed with efficiency and scalability, it integrates state-of-the-art technology to streamline communication processes, enhancing customer satisfaction and operational productivity.

FEATURES

- Customer Journeys/IVR: Customisable call routing, queuing, and callback options.
- Online Wallboards: Real-time reporting and cradle-to-grave analytics.
- Cost Efficiency: Pay-for-what-you-use pricing model.
- Business Continuity: Robust cloud failover and disaster recovery options.
- Comprehensive Implementation Services: Full deployment of end-to-end contact centre solutions.
- Web Browser Solution: Streamlined agent interface to enhance productivity.
- Application Migration: Seamless transition of existing applications to the cloud.
- Digital Process Integration: Incorporates digital processes into existing core systems.
- AI-Powered Features: Translation, workforce management optimisation, and more.
- Integrates with Microsoft Teams, Salesforce and ServiceNow.

BENEFITS

- Increased Operational Efficiency: Optimises existing contact centre operations.
- Scalability: Easily scales up or down based on business needs.
- Savings: Reduces overhead by eliminating the need for extensive hardware.
- Advanced Analytics: Offers insights to make data-driven decisions.
- Workforce Optimisation: Integrates WFM tools and automation to improve performance.
- Seamless Integration: Compatibility with various CRM systems and digital tools.
- Enhanced Communication: Provides translation services for global customer support.
- Reliability: Ensures business continuity with multiple cloud-based recovery options.
- Enhanced Customer Experience: Improves first contact resolution.
- Customisable Solutions: Tailored to meet specific business requirements.

Cloud Discovery and Strategy Support

SERVICE DESCRIPTION

Cloud Discovery and Strategy Support helps organisations to define and refine their cloud strategies, ensuring a comprehensive understanding and effective use of cloud technologies. Through a detailed discovery process, this service evaluates existing landscapes and infrastructures to develop a comprehensive business case and actionable plan that maximises cloud service benefits.

FEATURES

- Detailed Application Discovery process to understand the existing landscape.
- Technical analysis of current infrastructure estate for optimal cloud alignment.
- Comprehensive cloud readiness assessments for the application stack.
- Recommendations covering Retain, Retire, Re-host, Re-platform, Replace, and Re-Factor.
- Applications heat-map to prioritise cloud adoption for maximum ROI.
- Evaluation of current and potential future development practices.
- Cost assessment and optimisation recommendations to ensure value for money.
- Security and governance assessment to identify risks with cloud adoption.
- Assessment of cloud operational management capabilities.
- Assesses AWS and GCP to ensure flexibility and compatibility.

BENEFITS

- Develops actionable cloud strategy in close partnership with your organisation.
- Delivers high-level Business Case and strategic roadmap for cloud adoption.
- Provides tailored cloud sourcing strategy that aligns with organisational needs.
- Conducts readiness assessment covering organisational, people, process, and technology factors.
- Identifies opportunities, risks, and key mitigation activities for cloud adoption.
- Our team provides deep experience in cloud implementations and migrations.
- Identifies/addresses any security risks or challenges in cloud adoption.
- Uncovers gaps/opportunities to influence and refine future cloud strategies.
- Offers services to become an implementation partner for cloud adoption.
- Ensures compliance with GDS/NCSC standards and thorough compliance assessments.

Design, Build, and Run

SERVICE DESCRIPTION

Design, Build, and Run leverages our robust Digital Service Design framework to develop solutions that meet government priorities including cost-efficiency, security, and usability. This flexible approach ensures that solutions are open-source, reusable, and closely aligned with organisational needs, delivering tailored applications from design through to implementation and operational management. This service is designed to streamline the development of digital applications within the public sector, ensuring that each project not only meets but exceeds expectations with high-quality, user-centred solutions that are sustainable and aligned with broader government standards and goals.

FEATURES

- Integrates data across on-premises, cloud, and edge environments.
- Expertise in both proprietary and open-source technologies.
- Prioritises user needs and enhances end-user experiences.
- Embeds reusability at the core of solution design.
- Facilitates stakeholder collaboration and early iterative development.
- Delivers value early through end-to-end Service Design.
- Covers all phases: design, development, implementation, and enhancement.
- Utilises an iterative development approach for continuous improvement.
- Advanced test capabilities including continuous user testing and QA strategies.
- Experienced in hosting, cloud solutions, and application management.

BENEFITS

- Adaptable delivery approach to suit project requirements.
- Focus on functional software reduces operational costs.
- Enhances user service experience through focused design.
- Rapid deployment capabilities—remote, on-site, nearshore, or combined.
- Reuses proven frameworks from both private and public sector projects.
- Maintains openness and transparency to secure tangible benefits.
- Adherence to government standards ensures compliance and quality.
- Drives innovation, customer enablement, and knowledge transfer.
- Deep understanding and application of Agile within the public sector.
- Contributes to larger IT strategies and transformation programmes.

Build Once, Deploy Many

SERVICE DESCRIPTION

Build Once, Deploy Many is designed to help organisations scale successful startups, proofs of concept, and SME capabilities into full production scale operations. By supporting the existing partner ecosystem and aligning it with the right support without compromising intellectual property and innovation, it bridges the gap between cutting-edge ideas and market-ready products. This service ensures that innovations are not only developed but also effectively integrated into public and private sectors, maximising their impact and utility while supporting economic growth and international expansion.

FEATURES

- Scales startup projects and SME capabilities efficiently.
- Protects intellectual property throughout the scaling process.
- Aligns existing partnerships with the right support networks.
- Bridges innovation with trusted expertise and government primes.
- Transforms initial concepts into fully-fledged production operations.
- Manages and maintains end-to-end project lifecycles.
- Facilitates international scaling and commercialisation of niche capabilities.
- Commercialises innovations into reusable government services.
- Reviews and leverages existing contracts for new integrations.
- Implements a proven dcode model for optimised commercial outcomes.

BENEFITS

- Provides scalable, reusable solutions across government organisations.
- Enables global market access for startups and SMEs.
- Safeguards intellectual property, fostering ongoing innovation.
- Streamlines the transformation of prototypes into market-ready products.
- Offers sustainable innovation deployment across multiple sectors.
- Strengthens UK startup ecosystem support and scaling.
- Supports SMEs in navigating and succeeding in international markets.
- Delivers a full-service package from development to commercialisation.
- Integrates innovative products with current investments efficiently.
- Adapts successful US strategies to local and international contexts.

STORM/CLOUD Incubator

SERVICE DESCRIPTION

The StormCloud Incubator is an ideation phase designed to rapidly develop innovative concepts within a collaborative framework. Over six weeks, diverse teams from startups, SMEs, and government primes focus on ideation, experimentation, and joint development to craft integrated solutions that address complex, mission-critical challenges faced by government organisations.

FEATURES

- Collaborative Framework: Enables diverse teams to work together efficiently.
- Six-Week Sprint: Focuses on rapid development and iteration.
- Diverse Participation: Involves startups, SMEs, and government primes.
- Ideation Focus: Encourages innovative thinking and creative solutions.
- Experimentation Culture: Supports testing and refining of ideas.
- Joint Development: Facilitates co-development of integrated solutions.
- Mission-Critical Emphasis: Targets solutions for vital government needs.
- Cross-Sector Integration: Bridges various disciplines for holistic solutions.
- Resource Access: Provides tools and technologies needed for development.
- Proven Methodology: Successfully implemented in Royal Navy and defence projects.

BENEFITS

- Rapid Innovation: Accelerates the transition from concept to prototype.
- Enhanced Collaboration: Builds strong partnerships across sectors.
- Access to Expertise: Leverages knowledge from various fields.
- Creative Solutions: Generates novel approaches to complex problems.
- Risk Mitigation: Early detection and resolution of potential issues.
- Scalable Solutions: Provides a structured framework for disruptive innovation.
- Government Alignment: Ensures solutions meet specific operational requirements.
- Efficiency Gains: Reduces time and resources spent on development.
- Strategic Advantage: Provides government agencies with cutting-edge tools and capabilities.
- Proven Success: Demonstrated effectiveness with Royal Navy and defence initiatives.

STORM⚡CLOUD Accelerator

SERVICE DESCRIPTION

Following the incubation phase, the StormCloud Accelerator propels novel innovations through a rigorous 12-week delivery sprint. This phase focuses on refining, testing, and scaling prototypes, fast-tracking solutions for operational deployment and readiness.It enhances mission outcomes by leveraging disruptive and cutting-edge technology, ensuring each solution is robustly integrated by design.

FEATURES

- Twelve-week focused delivery sprints for rapid solution development.
- Tailored implementations for government, defence, intelligence, and law enforcement.
- Integrates validated innovations from the Discovery Service.
- Employs agile methodologies for efficient project management.
- Utilises advanced technologies to build scalable solutions.
- Ensures continuous integration and deployment throughout sprints.
- Supports robust testing and quality assurance processes.
- Facilitates stakeholder feedback and iterative improvements.
- Manages cross-sector and complex supplier relationships and deliverables.
- Proven Methodology: Successfully implemented in Royal Navy and defence projects.

BENEFITS

- Rapidly transforms validated ideas into operational solutions.
- Streamlines the transition from prototype to deployment.
- Enhances project agility and adaptability to changes.
- Leverages cutting-edge technology for superior outcomes.
- Maintains high standards of product reliability and security.
- Incorporates user feedback to refine final deliverables.
- Provides expert and industry leading guidance and support throughout development.
- Facilitates successful integration into existing systems and workflows.
- Augment and enhances existing and new technology.
- Proven Success: Demonstrated effectiveness with Royal Navy and defence initiatives.

Collaborative Working Environment

SERVICE DESCRIPTION

The Collaborative Working Environment (CWE) platform boosts productivity for global national security, defence and law enforcement agencies. Integrating multiple communication tools into one platform, it's field-tested with Five Eyes and industry partners, ensuring reliability. CWE can be hosted in a controlled cloud environment or managed as a service.
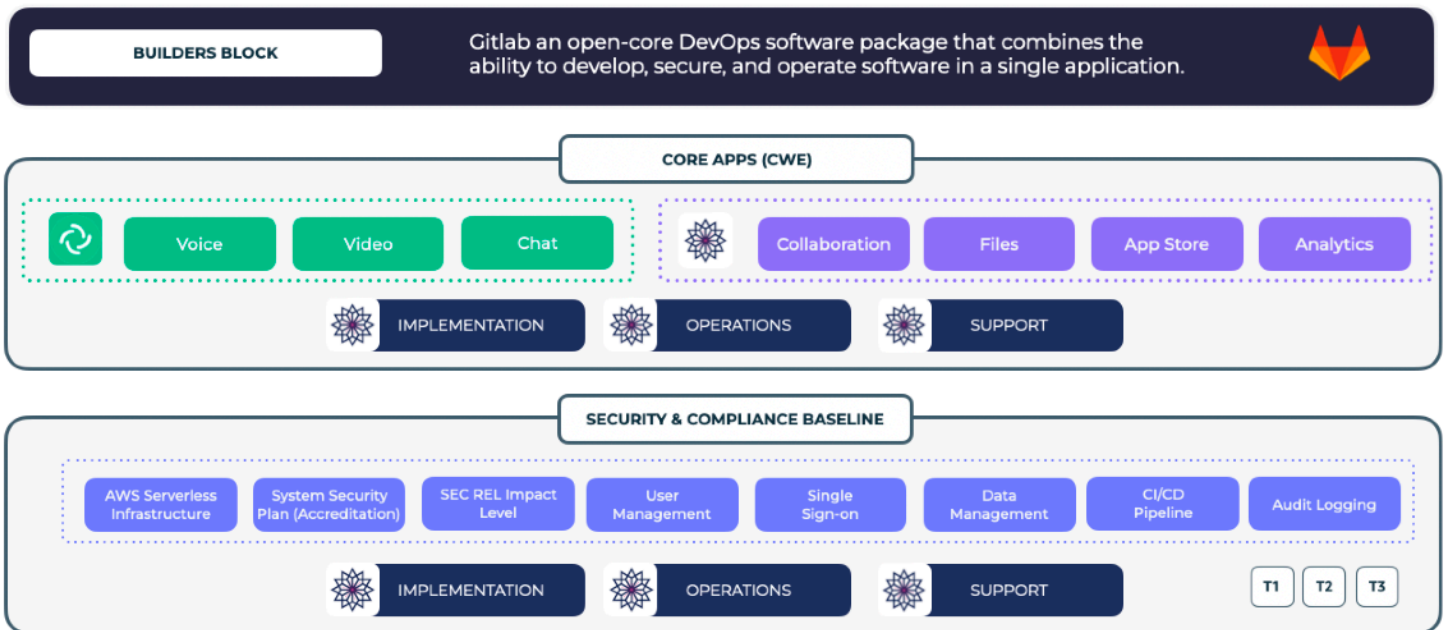
FEATURES

- Real-time messaging with secure direct and group channels.
- End-to-end encrypted one-to-one voice calls via WebRTC.
- On-demand video conferencing with screen-sharing, fully encrypted.
- Protected collaboration spaces for secure team interactions.
- Collaborative editing and sharing of Microsoft Office documents.
- Low-code framework-based app store for easy customisation.
- Responsive, web-based interface accessible on multiple devices.
- User experience modelled on popular social networking tools.
- Navigation dashboard with quick access to all features.
- Public or private workspaces with adjustable privacy settings.

Collaborative Working Environment

BENEFITS

- Streamlines secure communication across organisations and teams.
- Ensures confidentiality with advanced encryption for all communications.
- Facilitates effective remote meetings with comprehensive tools.
- Promotes secure, trusted collaboration environments.
- Enhances productivity through seamless document collaboration.
- Simplifies application deployment and management.
- Offers consistent performance on desktop and mobile.
- Minimises training time with intuitive social-media-like interface.
- Provides immediate access to essential tools and information.
- Allows customisation of workspaces to fit project needs.

Dashboard

Overview and fast access to the most important information

Spaces

Private enclaves managed by registered users

Files

Share documents and media files with others

Meetings

Live videoconferencing with screen sharing and recording

User Profiles

A digital business card for each user

Directory

Find users, groups and spaces in a sorted way

Social Tools

Post, comment, follow, like and connect with each other

Notifications

Well informed about things related to you

Security Controls

Content is secured within each user generated space

GiTLAB Pipeline

Continuous Integration and Continuous Delivery

Mobile Ready

Compatible with modern smartphones and tablets

Deployment Modes

Deployable in AWS GovCloud, other AWS regions and Snowballs

Collaborative Working Environment Cloud Support

SERVICE DESCRIPTION

Collaborative Working Environment (CWE) Cloud Support is designed to ensure that organisations can maximise the benefits of the CWE platform through comprehensive support and expert guidance. This service is dedicated to assisting customers with the setup, maintenance, and optimisation of their CWE deployment, along with application building, testing, and integration.

FEATURES

- Custom app creation to enhance platform functionality.
- Integration support with existing enterprise systems.
- Flexible deployment model in customer cloud or SaaS environment.
- Integrated network configurations, optimised settings for enhanced connectivity.
- Provides rapid setup and configuration assistance.
- Ensures ongoing system health with regular updates and maintenance.
- Validates integrity through comprehensive testing.
- Extends connectivity across multiple CWE instances.
- Offers specialised support for US GovCloud deployments.
- AWS API service connectivity and cross-connect network configuration.

BENEFITS

- Accelerates deployment and operational readiness.
- Maintains high system reliability and security.
- Customises solutions to meet specific organisational needs.
- Ensures system and application robustness.
- Improves collaboration and data flow between systems.
- Provides a secure, scalable global communication network for enhanced connectivity.
- Provides compliance with UK and US government cloud standards.
- Adapts to various geographic and regulatory environments.
- Enhances system functionality with external tools.
- Expands operational reach with multi-location connectivity.

Technology Modernisation

SERVICE DESCRIPTION

Technology Modernisation is designed to enhance an organisations operational efficiency and growth through strategic cloud technology investments. We assess current infrastructures and future goals to develop a tailored roadmap from concept to realisation, aligning technology strategies with business objectives.

FEATURES

- Tailors a technology modernisation roadmap and delivery plan.
- Provides detailed analysis by function, project, or strategic pillar.
- Crafts new strategies with actionable recommendations focused on business outcomes.
- Assesses and appraises future technology options for strategic alignment.
- Enhances decision-making and prioritisation within the organisation.
- Optimises and refocuses existing technology delivery portfolios.
- Manages and mitigates both technical and organisational risks.
- Aligns efforts with organisational strategy to reduce wastage.
- Informs strategic decisions, facilitating digital and strategic transformation.
- Maximises the impact and ROI of strategic technology investments.

BENEFITS

- Comprehensive assessment of existing technology, applications, and architecture.
- Digital maturity assessment to gauge current capabilities.
- Strategic review of current business goals and technology alignment.
- Baseline analysis of organisation against industry maturity.
- Detailed mapping of user journeys and technology processes.
- Market research for ideation and future technology options.
- System landscape analysis with actionable recommendations.
- Application review and recommendations based on current market trends.
- Solution assessment report including vendor comparison.
- Development of management strategies and supporting documentation for technology modernisation.

Intelligent Data Insights

SERVICE DESCRIPTION

Intelligent Data Insights is designed to harmonise disparate data sources across various environments—on-premises, cloud, and the edge—into a cohesive, actionable framework. With advanced AI and machine learning technologies, organisations can transform fragmented data into interoperable, insightful intelligence in real time. It includes robust data storage, transfer, and advanced GenAI/ML analytics. By integrating and analysing data across all platforms and sources, it unlocks new opportunities for growth and efficiency, making it an invaluable tool for organisations aiming to maintain a competitive edge in a data-driven world.

FEATURES

- Integrates data across on-premises, cloud, and edge environments.
- Utilises advanced AI and ML models for data analysis.
- Provides real-time processing and insights for immediate action.
- Supports diverse data types and formats for analysis.
- Secure data transfer mechanisms maintain integrity and privacy.
- Scalable data storage solutions tailored to organisational needs.
- Custom ML model development for specific operational requirements.
- Delivers interoperable data outputs for system integration.
- User-friendly interfaces for easy data insight access.
- Features robust compliance and governance tools.

BENEFITS

- Enhances organisational intelligence with interoperable, actionable data.
- Accelerates decision-making with real-time, data-driven insights.
- Increases efficiency with automated AI/ML data analysis.
- Optimises data storage and transfer, reducing overhead.
- Improves strategic outcomes with unified critical data views.
- Ensures data security and compliance with standards.
- Facilitates innovation through bespoke ML model application.
- Supports proactive data system management and monitoring.
- Maximises existing data assets to full potential.
- Empowers quick adaptation to market and operational changes.

Security as a Service

SERVICE DESCRIPTION

Security as a Service delivers a comprehensive and adaptable range of cybersecurity solutions that blend advanced cloud delivery with expert security practices. Our services focus on assessing existing security measures, implementing cutting-edge secure development practices, ensuring compliance with GDPR/NCSC standards, and delivering new security solutions. This service embeds security deep within organisational processes, from inception through to deployment, ensuring that every aspect of operations is fortified against emerging cyber threats while fostering a culture of proactive security management.

FEATURES

- Develop scalable Cyber Security strategies customised for each organisation.
- Perform risk identification, assessment, and management effectively.
- Advise and implement integrated DevSecOps practices.
- Automate security artefacts within DevOps culture.
- Employ Secure by Design and Privacy by Design principles.
- Ensure continuous security within integration and delivery pipelines.
- Equip teams with tools to independently resolve security issues.
- Support agile delivery with secure software development lifecycle practices.
- Enhance team security knowledge through collaborative initiatives.
- Staff projects with certified cloud and application security experts.

BENEFITS

- Tailors scalable cybersecurity practices to organisational needs.
- Enhances overall software quality through advanced security.
- Reduces friction across development, operations, and security teams.
- Minimises security delays in development and release processes.
- Reduces the frequency and impact of security incidents.
- Increases the speed of security defect resolutions.
- Lowers the costs associated with remedying security defects.
- Addresses and prevents the recurrence of vulnerabilities.
- Facilitates compliance with GDPR privacy and NCSC security standards.
- Strengthens organisational security posture and resilience.

Edge Cloud Service

SERVICE DESCRIPTION

Edge Cloud Service supports organisations in deploying tactical edge solutions, integrating advanced software applications, drones, autonomous systems, and communication frameworks into cohesive operational platforms. This service customises solutions to align with specific organisational needs, ensuring compatibility with various edge devices and facilitating collaboration with hardware manufacturers.

FEATURES

- Rapid prototyping accelerates development and deployment cycles.
- Customisable 'Edge Cloud in a box' enhances flexibility.
- Enables real-time data ingestion from autonomous systems.
- Employs open-source software to drive innovation.
- Deploys edge clouds to strategically optimal locations.
- Focuses on lifecycle management and technology deployment.
- Delivers advanced technology swiftly to users.
- Integrates innovations from Tactical Cloud to StormCloud in a Box.
- Implements continuous integration and delivery for reliability.
- Build in Cloud, Deploy in Box model globally.

BENEFITS

- Quickly validates and delivers solutions through agile methods.
- Trials innovative technologies within an expansive partner ecosystem.
- Enhances deployment speed and agility for edge solutions.
- Orchestrates and manages projects across diverse stakeholder communities.
- Encourages a rapid prototyping culture to foster learning and adaptation.
- Cultivates a mission-focused environment for innovative development.
- Designs, develops, and tests new concepts to enhance capabilities.
- Employs an open innovation approach to leverage a shared architecture.
- Offers a fully flexible service tailored to organisational needs.
- Rapidly innovates and delivers transformative digital solutions.

Generative AI Accelerator

SERVICE DESCRIPTION

The Generative AI Accelerator empowers organisations with advanced AI technologies on AWS, including Bedrock, SageMaker, and Amazon Q. This service provides expert guidance and tools, helping organisations harness large language models (LLMs) and foundation models (FM) to enhance productivity, improve citizen experiences, streamline operations with responsible and explainable AI.

FEATURES

- Integration with AWS AI services like Bedrock and SageMaker.
- Access to large language models and foundation models.
- Customised AI solutions tailored to organisational needs.
- Expert guidance on AI implementation and best practices.
- Tools for responsible and explainable AI application.
- Real-time data processing and analytics capabilities.
- Scalable infrastructure to support varying demand.
- Comprehensive training and support for AI deployment.
- Advanced security measures to protect sensitive data.
- Continuous updates and improvements in AI technologies.

BENEFITS

- Enhances productivity with automated AI-driven processes.
- Improves citizen experiences through intelligent interactions.
- Streamlines operations with efficient AI integration.
- Ensures ethical use of AI with responsible frameworks.
- Simplifies AI adoption with expert guidance and support.
- Provides scalable solutions to grow with organisational needs.
- Offers secure AI deployment safeguarding user data.
- Facilitates rapid innovation and continuous learning.
- Delivers cost-effective solutions by optimising resources.
- Drives better decision-making with enhanced data insights.

Monkton Private Cloud

SERVICE DESCRIPTION

Our cloud hosting services provide scalable and secure infrastructure and platform solutions to support a wide range of applications and workflows. Unlimited storage and usage, ensuring that customers can optimise their cloud operations without concerns over scalability, performance and resiliency. For organisations requiring robust, compliant, and secure cloud hosting solutions.

FEATURES

- Scalable server configurations from 1U to 4U.
- High-speed Ethernet options: 1G, 10G, 100G.
- Unlimited compute and data storage.
- Real-time server performance monitoring.
- Secure data centres with advanced protection.
- Redundant power and networking for reliability.
- Remote management and access capabilities.
- Flexible server upgrades and downgrades.
- Compliance with stringent global security standards.
- 24/7 technical support and service monitoring.

BENEFITS

- Enhances operational flexibility with scalable options.
- Accelerates data transfer with high-speed connections.
- Supports heavy data usage internally without additional costs.
- Ensures critical activities with real-time performance insights.
- Protects sensitive data with robust security measures.
- Minimises downtime with reliable infrastructure.
- Facilitates easy management from remote locations.
- Adapts quickly to changing business needs.
- Complies with regulatory requirements for peace of mind.
- Provides constant support for uninterrupted service.

Anvil

SERVICE DESCRIPTION

Browser-based platform providing access to the largest ontology of threat actor data using proprietary ORBAT framework. Platform allows users to understand and analyse physical and digital activity linked to threat actors alongside subject matter expert-generated insight and research into threat actors. Data is updated hourly and spans back to 2018. Anvil is a near real-time REDFOR tracking solution. Users can create search areas using a polygon tool on an interactive map, highlighting hardware movements associated with the Russian, Iranian and Chinese orders of battle. The interface showcases device-specific data, the name of their units they are associated with and their functions (mapped to NATO2525D). Additional details include the device ID, latitude, longitude and altitude derived from the device sensors. Data points are colour-coded for distinct entity functions, offering clarity and ease of analysis. Additional features include date range and selectors to filter through each orbat, their units functions and descriptors.

FEATURES

- ORBAT ontology consistently maintained and updated by subject-matter experts
- Geospatial user interface that allows for complex user-defined queries
- Graph user interface that allows for complex user-defined queries
- Near real-time data updated hourly with sequenced loading hardware
- Normalised signal data derived from internet of things (IoT) hardware
- Historical data back to 2018 included within the toolsets
- Digital network mapping to an ontology of ORBAT data
- Cross-referenced passive signal data with ORBAT knowledge base
- ASN attribution to threat actors in a robust schema
- Download data as CSV and upload functions for cross-referencing

BENEFITS

- Consistent population of location, allowing for interference
- Verified location understanding through data sourcing expertise
- Faster identification of activity
- Leveraged unique data science across passive SIGINT
- Reduced asset cross-reference demand from provable insights
- Built-in Pattern of Life (PoL) generation for ORBAT attribution
- Export and download data as a CSV
- Discoverable ORBAT locations of interest
- ORBAT hierarchy visualisation and role attribution
- No PII data transmitted

Custom Threat Monitoring

SERVICE DESCRIPTION

Customer defined strategic monitoring and alerting with notification of ORBAT™ elements entering geo-fenced locations. Fortnightly analyst reports on movements and alerts. Access permits viewing and querying of custom ORBAT™ feeds for a bespoke geography following data sequencing of signals against threat ontology. Anvil is a near real-time threat actor tracking solution. Users can create geo-spatial search areas, highlighting hardware movements associated with ORBAT actors. The interface showcases device-specific data, the ORBAT entity names they are associated with and their functions (mapped to NATO-2525D). Additional details include the unique identifier, specific location derived from the IoT hardware. Data points are colour-coded for distinct entity functions, offering clarity and ease of analysis. Additional features include date range and selectors to filter through each ORBAT, their units functions and descriptors.

FEATURES

- Custom alerting based on user-defined geo-fenced areas of reporting
- Fortnightly intelligence analyst-produced activity reporting on movements and changes
- Based on largest ontology of adversary ORBAT data
- Uses normalised signal data from Internet of Things (IoT) hardware
- Near real-time data updated hourly with sequenced loading to platform
- Cross referenced passive signal data with ORBAT knowledge base
- Quickly add or remove sites to monitoring list
- Email or SMS activity alerting and updates
- Designation of threats to critical national infrastructure and protected sites

BENEFITS

- Automated monitoring and alerting for CNI and protected locations
- Detection-based behaviour alerting, allowing for better allocation of resources
- Leveraged unique data science across passive SIGINT
- Consistent feed of intelligence start-points to efficiently task high-value assets
- Insights produced by experienced intelligence professionals and subject matter experts
- Proactively respond to events using near real-time global monitoring
- Stand-off collection means no speculative tasking of assets
- PMSEII framework information input using ABI principles
- Military organisation structures for PMSEII/ASCOPE utilisation

Oddity

SERVICE DESCRIPTION

Browser-based or API-accessible H3 map layer displaying global near real-time data showing GPS and GLONASS interference, jamming, or spoofing, derived from proprietary artificial intelligence (AI) models using physical internet of things (IoT) hardware, AIS, and ADS-B. ODDITY detects and classifies different types of GPS interference and the impact on platforms.

FEATURES

- Global near real-time detection and classification of GPS interference
- Multi-source input used to build global understanding of GPS interference
- Access through interactive presentation layer or API delivery
- Data updated hourly, historic data available for last 3 years
- H3 formatted data delivery
- Interference method identification and classification
- Artificial Intelligence (AI) and Machine Learning (ML) detection and classification
- Rapid identification of locations protected by GPS jamming.

BENEFITS

- Consistent schema for multi-source data processing
- Incorporate GPS jamming considerations into operational and tactical planning
- Enable intelligence driven analysis of GPS jamming activities
- Enables profiling of threat actors based on GPS jamming activities
- Consistent feed of intelligence start-points to efficiently task high-value assets
- More precise and timely interference awareness than other providers
- GDPR compliant with no PII data transmitted
- Identify estimated source of GPS interference or spoofing

At Monkton, we empower customers to securely meet their missions faster.

OUR APPROACH

Monkton delivers Cloud Native and Edge Computing solutions to our partners and warfighters with thoughtful design and agile technology. Our goal is to give our customers the advantage of a trusted and verifiable process for building secure cloud-based solutions that consume and generate data on the Edge—whether via mobile, laptop, satellite, IoT, or other devices. We enable your data to be readily available anywhere users need to perform critical work.

- Cultivate mission improvement ideas
- Rapid agile acquisition with MATTER
- 6-month MVP Program to develop concepts into real apps
- DevSecOps leverages Monkton's security compliant Cloud Based Edge Capable (CBEC) framework
- Quickly validate concepts with mission end users and operators
- Iterate, improve, repeat.

Get Started with Monkton's Minimally Viable Product (MVP) Program

While the notion of 'measure twice, cut once' remains sound advice, our Adversaries are deploying technical advancements at a rate that is forcing the United States and its Allied Nation-State partners to play catch-up. Rather than maintain the status quo of lengthy academic studies that produce hypothetical options that exist only in Powerpoint contract deliverables, a cultural change is necessary to embrace agile, iterative development.

Monkton's agile program turns your concepts and ideas into a real, functioning, actionable MVP— not a PPT.

In just six months, we'll partner with you to bring your vision to life. We'll help shape, cultivate, design, and develop your idea into a working web or native mobile application that can be deployed to 10 users of your choice on managed devices, in order to validate your concept and solicit real world feedback.

Weeks, not years

- Phase 1: Ideation and User Design Lab
- Phase 2: DevSecOps Sprints Infrastructure Configuration
- Phase 3: User Acceptance Testing (UAT) Session
- Phase 4: Final Sprint and Deploy App to Managed Devices
- Phase 5: Recommendations and Leadership Briefing

Monkton's MATTER IDIQ:
Mobile Apps to the Tactical Edge Ready

SERVICE DESCRIPTION

Monkton's industry-leading innovation for secure mobility was recognised by the Department of Defense (DoD) in the issuance of the MATTER Small Business Innovation Research (SBIR) Phase III Government-wide Indefinite Delivery Indefinite Quantity (IDIQ) contract. MATTER is administered by the U.S. Space Force (USSF) Space Operations Command (SpOC) Systems Acquisition and Integration Office (SAIO).

Monkton's MATTER IDIQ was created for the purpose of expediting the creation of long-overdue new capabilities for field-based operators and civil servants, to more efficiently perform their core job function anywhere in the world securely from the cloud. MATTER offers a full life cycle of support options, from strategy and concept planning, to design and development, to pre-built mission apps, operations and sustainment, training classes and more, to fit every mission and program requirement.

PROFESSIONAL SERVICES

- Cloud computing professional services (for mobile use cases)
- Identity and Access Management (IDAM) professional services
- Mobile Device Management (MDM) tools and configuration services
- Security Assessment and Authorisation (SA&A) supporting professional services

SUPPORT & TRAINING

- Leadership workshops for prioritising use cases
- Mobile Program Management Office (PMO) and Center of Excellence (COE) support
- Mobile developer training classes (3/5/7-day instructor-led sessions in a formal classroom setting)
- Operations and Maintenance (O&M) professional services support

SECURITY AND COMPLIANCE

- Mobile Development Platform software tools compliant with NSA The National Information Assurance Partnership (NIAP)
- Identity and Access Management software tools compliant with the National Institutes of Standards and Technology (NIST) SP 800-63-3
- Cloud services compliant with DoD CC SRG IL-4

SECURE MOBILE & WEB APPS

- Mission apps (80% built mobile solutions that can be configured/customised)
- Mobile application User Design Labs professional services
- Mobile application development professional services

DEVICE AS A SERVICE ("DAAS")

- Mobile Device-as-a-Service (physical devices, provisioning, break-fix, support)

A Modern Mobile Maintenance System with Anywhere Connectivity

SERVICE DESCRIPTION

Monkton's EdgeMX is a simple, intuitive end-to-end solution that securely brings the entire maintenance lifecycle to the iPad, iPhone, Apple Watch, and Apple TV. EdgeMX enables maintenance supervisors, quality assurance, supply shops, and maintainers to rapidly document, communicate, and operate in sync by combining Edge Computing and Cloud Native technology on modern mobile devices with smart-driven workflows to streamline the entire maintenance line.

EdgeMX is a Cloud Native, Edge Capable self deployed SaaS that runs on iPhones, iPads, Apple TVs, and Apple Watches. With the tap of a button—similar to ordering groceries from your phone—parts can be ordered, QA can be approved, and maintenance documented in real time. What's more, EdgeMX can be used in classified environments. EdgeMX lets you ditch paper processes because it works anywhere, with or without connectivity and even in environments where wireless isn't available. It allows disconnected operations to continue untethered and uninterrupted, be it in a war zone, a base with limited network access, or during a Wi-Fi outage following a natural disaster. This Edge-first mentality also enables more connected (LTE/Wi-Fi) mobile capabilities to work, tapping into the use of mobile devices in online and offline scenarios. The EdgeMX app is also underpinned by Zero Trust to authenticate every transaction, meaning it's incredibly secure.

EdgeMX Walkthrough

Let's take a look at how the EdgeMX app could work when an Air Force pilot notices an issue in-flight.

Pilot hears a **strange noise** coming from the engine **while in flight** and documents the issue in the EdgeMX app.

Pilot **initiates a maintenance request from the app**, which automatically notifies the supply shop.

The **Triage team examines the aircraft**, identifies the issue, and **notes the diagnoses in the app**.

Supervisor receives an **instant notification** of the diagnosis and assigns work. Assigned team **members are alerted** and the tool ship begins to prepare tools.

Assigned team members pick up tools and **complete the project**. Once completed, the QA is automatically alerted and arrives to **validate project completion**.

Project is complete. Every task was able to be requested and documented **on a mobile device.**

Monkton

Monkton

Our Products

At Monkton, we empower customers to securely meet their missions faster.

Explore our range of products that redefine how customers interact with technology and discover mobility.

EdgeMX

EDGE COMPUTING ON THE FRONT LINE

EdgeMX is a simple, intuitive end to end iOS application that brings the entire maintenance process to iPads and iPhones, enabling disconnected operations to continue untethered.

Monkton's Edge-first development strategy harnesses the potential of mobile devices, transforming them into versatile tools capable of meeting the demands of both online and offline environments, whether in a contested war zone, at a base with limited network access, or working without Wi-Fi for a limited time.

Air Force supervisors, quality assurance personnel, supply shops, and maintainers can rapidly document, communicate, and operate in sync. By combining a Native mobile approach, Cloud Computing, and Edge technology, smart driven workflows can streamline the entire maintenance line.

Anchorage

TRUSTED DATA FROM TRUSTED DEVICES

Monkton Anchorage is a patented Zero Trust technology that provides immutable proof that a device is what it claims to be at a hardware level.

Using cryptography, Anchorage delivers security advantages that are otherwise difficult or impossible to achieve, including uniform security, unparalleled identity verification, granular access controls, continuous monitoring, and real-time threat detection.

Anchorage enables non-repudiation of IoT, mobile, and Edge Computing devices ensuring that the device you are communicating with is the device you deployed while providing trusted data from trusted devices.

"We've really embraced emerging technologies by partnering with great companies like Monkton… These technologies are allowing us to have immediate communication with our forward deployers, whether it is individuals, units, or teams."

— GENERAL TERRENCE J. O'SHAUGHNESSY
USAF COMMANDER, UNITED STATES NORTHERN COMMAND

Our Products

From advanced identity management to rapid application deployment, each product is designed for users to work where they need, when they need.

Defrost

DEFROST YOUR SNOW DEVICE

Defrost is a secure iOS and Android application that grants users the power to unlock and provision Amazon Snow devices from any location.

Defrost uses Amazon security credentials to enable easy to use remote management of colocated Edge Computing devices. Future capabilities include triggering configured operations on the device with the tap of a button. This replaces the current cumbersome process requiring laptops to unlock Snow devices.

Tango

SERVERLESS AUTHENTICATION FOR CLOUD NATIVE SOLUTIONS (IN CLOSED BETA)

Tango is a serverless SAML 2 Identity Provider for Amazon Web Services.

Allows any trusted organisation to enable turnkey CAC/PIV for AWS Workspaces, Web Applications, or any resource mandating similar authentication. Our secure portal supports the integration of federated PKI into organisations, enabling the adoption of SaaS and building native cloud solutions to modernise their work. By going Serverless, Tango minimises operational tasks, reduces maintenance costs, and improves end user experience.

Hypersonic

RAPID DEPLOYMENT OF SERVERLESS SOLUTIONS (IN CLOSED BETA)

Hypersonic is a Serverless, Cloud Native DevSecOps tool that empowers organisations to develop and deploy solutions into production from day one leveraging DoD SRG IL-5 and FedRAMP HIGH Controls.

By facilitating Serverless and Platform as a Service development, Hypersonic enables organisations to replace legacy systems with Edge-ready solutions that slash operational costs, provide high availability, and allow developers to focus on features for the end customers.

MAP

WHERE IS IT? MAP KNOWS.

MAP (Monkton Asset Platform) is a versatile asset tracking system that can be customised to support a variety of departments and agencies.

From labelling and categorising law enforcement evidence to monitoring essential resources during disaster response, MAP offers transparency and reliability for even the most sensitive mission needs.

Dcode - Emerging tech and innovation advisory

BREAKING DOWN BARRIERS TO ENTRY

Dcode enables a technologically superior federal government through our emerging tech and innovation advisory firm. We have a unique view across the markets, driving powerful connections and knowledge. We leverage this to get to actual outcomes quickly, by helping teams work on the things that matter, without adding more to their plate. Organisations partner with Dcode to connect with tech and government leaders and advance government operations.

connecting tech & gov

Dcode for Government

Government organizations work with Dcode to operationalize innovation by adopting more tech into mission. We solve billion-dollar problems, and help avoid billion-dollar mistakes.

U.S. AIR FORCE   DAU   U.S. ARMY

Dcode for Tech & Venture

Our acceleration programs provide a simpler, faster, less risky way for private sector tech companies to break into and scale in the federal market. VCs send their portfolio companies through our programs to speed up their federal market traction.

StreamSets   tamr   DataRobot   Security Scorecard
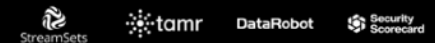
Driving Results

Dcode solutions for tech companies, government organizations, and industry partners are all designed to improve the way government runs, using commercially-proven products and practices from the private sector.

| 100+	160+	20+	2,000+
tech companies accelerated	federal contracts won by tech alumni	alumni unicorns	federal government innovators advised

Planning Services

HOW OUR PLANNING SERVICE WORKS

Our planning services encompass a thorough analysis of current IT infrastructures and business needs to design a tailored cloud solution that aligns with strategic objectives. We incorporate business analysis, solution design, and security architecture to craft a comprehensive plan that ensures smooth cloud integration. Our approach includes stakeholder consultations to understand key requirements, workshops to identify potential improvements, and a detailed roadmap that outlines step-by-step implementation processes, timeline, and resource allocation, ensuring all aspects of the cloud transition are clear and manageable.

CLOUD SUPPORT

- Amazon Web Services
- AWS Marketplace
- Google Cloud Platform
- Private Cloud
- Community Cloud
- Cloud Migration Planning
- Software as a Service (SaaS)
- Crown Hosting to Cloud
- On-Premises to Cloud
- Cloud to Cloud
- Hybrid Cloud
- Edge Cloud Services
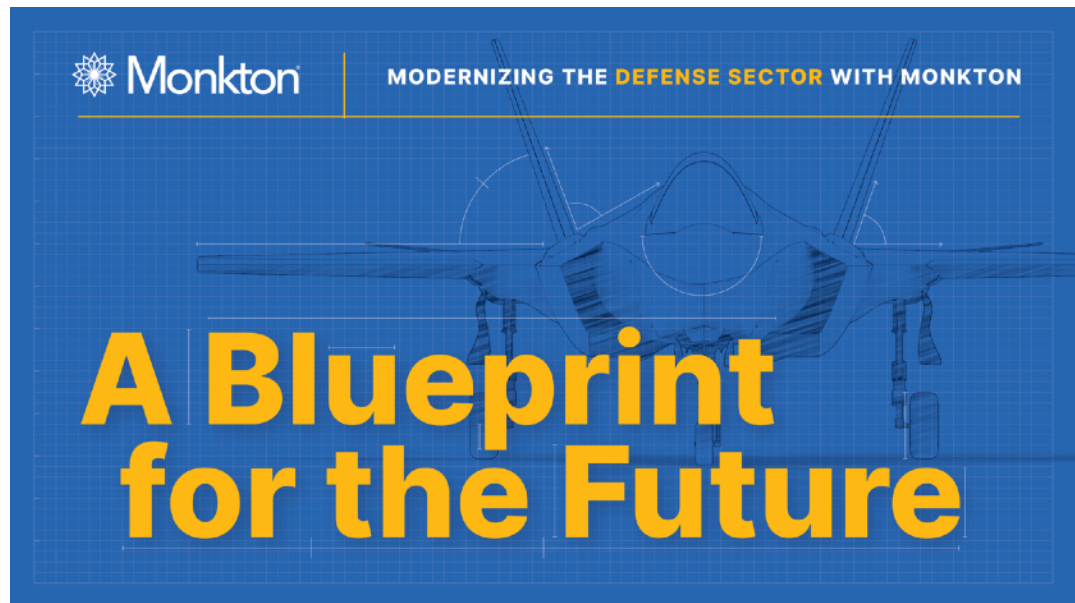
MIGRATION SERVICES

We facilitate cloud migrations by providing end-to-end support, from initial planning to final execution. This includes the migration of applications, data, and infrastructure to cloud environments or between cloud services. We conduct pre-migration assessments, develop migration strategies that minimise downtime, and execute migrations with robust data integrity and security measures. Our team supports both lift-and-shift and more complex transformational migration strategies, ensuring that each step is aligned with the client's operational needs and long-term goals.

Training and Assurance

HOW OUR TRAINING SERVICES WORK

Our training services are designed to empower government users with the knowledge and skills needed to manage their cloud environments effectively. We offer customised training modules that cover various aspects of cloud software and hosting services, including administrative functions, security best practices, and troubleshooting. Training can be delivered in-person or virtually, tailored to the specific cloud platforms and technologies the organisation is using. Our goal is to ensure government organisations are proficient in managing their cloud infrastructure and can leverage cloud capabilities fully.

- Security & Compliance for Cloud and Mobile
- Edge Computing & Tactical Edge Mobility
- Patented Hardware Based Zero Trust
- DevSecOps Using Cloud Native Services
- Cloud Native Architecture Development & Implementation
- Native Mobile Application Development
- Platforms as a Service (PaaS) & Functions as a Service (FaaS)
- Product Marketing & Advisory Services

QUALITY ASSURANCE AND PERFORMANCE TESTING

Our quality assurance and performance testing services ensure that cloud solutions are robust, secure, and perform at peak efficiency. We conduct comprehensive testing, including functional, performance, and security tests, to identify and remedy potential issues before going live. Our approach includes automated testing frameworks that speed up the testing process while ensuring thorough coverage. We also provide performance tuning to optimise cloud resource usage and cost, ensuring the cloud infrastructure is not only stable but also cost-effective and scalable.

Support Services

SERVICE CONSTRAINTS

We work closely with third-party software and cloud providers under their specific support terms and SLAs to ensure seamless service delivery. For cases requiring on-site assistance, especially where cleared personnel are necessary, this can be arranged at a higher cost or combined with our services. Our team is equipped to support international requirements, which we assess on a case-by-case basis. International support can include logistical, delivery, setup configuration, software, hardware, cloud deployments, or personal training, ensuring comprehensive support and service coverage.

SUPPORT SERVICES

Our ongoing support encompasses all aspects of cloud hosting and software services, whether they are hosted by the buyer, provided by our organisation, or by third-party providers. We offer 24/7 monitoring, regular updates, and proactive maintenance to ensure optimal performance and security. Our support team is available via phone, email, or a dedicated client portal, providing quick resolutions to any issues that arise.

SUPPORT LEVELS

Our support plans are designed to be flexible and tailored, ensuring each customer receives the right mix of tools and expert assistance for their needs, whether involving cloud, software, hosting, or hardware. For cloud environments on AWS or Google Cloud, we align our services with each platform's specific support frameworks.

This collaboration includes cloud engineers, technical account managers, and service teams to ensure comprehensive coverage. We also assist with opening and triaging cloud support tickets. For those engaged in critical support cases, large-scale modernisation, or migration projects, we offer enhanced services, coordinating with multiple vendors within complex government supplier ecosystems for seamless service delivery.

Our team, skilled in cloud technology as well as hardware and software, collaborates closely with supporting partners and suppliers. Support for on-premise deployments is regionally tailored, ensuring responsive and effective service that meets geographical and operational needs. We adhere to the SLAs and pricing frameworks of the services used by the customer, including third-party terms, to optimise performance, manage risks, and control costs. Customers needing detailed support cost information are encouraged to refer to the specifics provided by AWS and Google, or contact our team for further guidance or clarification.

Social Value

TACKLING ECONOMIC INEQUALITY

We strive to tackle economic inequality by creating opportunities for new businesses, fostering entrepreneurship, and enhancing skills development. Our services are delivered with a strong emphasis on economic inclusivity, engaging SMEs, start-ups, and social enterprises in our supply chain to promote diverse economic growth. Innovation is at the heart of our strategy to modernise delivery and increase productivity. We invest in disruptive technologies and support our supply chain partners in adopting these innovations, thereby enhancing their capacity and resilience. We also prioritise cybersecurity, ensuring that all partners in our supply chain are equipped to manage these risks effectively. Our approach to economic inequality is holistic, involving every stakeholder from employees and suppliers to customers and community members, ensuring that the benefits of our contracts extend beyond traditional business metrics to foster genuine economic change and resilience.

EQUAL OPPORTUNITY

We are committed to fostering a workplace that supports the diverse needs of all employees by adjusting workplace policies, enhancing tool accessibility, and improving productivity. Our dedication extends beyond internal practices to include closing the disability employment gap through inclusive hiring practices that prioritise accessibility and fairness. We also promote these values among our suppliers, partners, and customers to encourage a network-wide commitment to diversity. We strive for equal treatment in all aspects of employment and cultivate an inclusive culture where varied perspectives and experiences are valued. This commitment enriches our service quality and strengthens our team through shared diverse experiences. To attract top talent, we use direct recruitment and select third-party recruiters who align with our diversity goals. Our strategy leverages platforms like LinkedIn to reach beyond our traditional networks, ensuring a diverse range of candidates and supporting our broader commitment to inclusion.

WELLBEING

Our commitment to wellbeing is integral to our operational philosophy, designed to support both the physical and mental health of our employees. We provide extensive health benefits, access to mental health resources, and conduct workshops focused on stress management, work-life balance, and healthy living. Flexible working hours, remote work options, and wellness days are part of our approach to promote a healthy work environment. We encourage our team to prioritise their wellbeing and seek support when needed, fostering a culture of openness, inclusivity, and respect. This comprehensive approach ensures that all team members can perform at their best, effectively balancing professional and personal lives while contributing positively to broader societal goals. Our efforts create a supportive and integrated working environment that meets the immediate needs of our team and customers and enhances overall community wellbeing.