G-Cloud 14 Service Definitions

Bit Zesty

About Bit Zesty

Founded in **2009**

Started to work with **GDS in 2012**

GOV.UK

20 team members + network of contractors

Over 100 digital services

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Who are we?

At Bit Zesty, we're more than an agency—we're your partners in digital innovation. Our skilled developers, user experience designers, and delivery managers are committed to understanding your unique needs and users. We're a technology landscape.
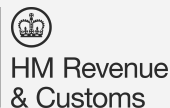
We started working with the UK Government when GDS sought to exit the DirectGov contract and needed to recreate the legacy GOV.UK Trade Tariff. Following the successful launch of the Trade Tariff, Bit Zesty helped HMRC support and maintain service and worked with GDS on the GOV.UK publishing platform (and related services).

We have since worked with several government departments on critical systems with hard deadlines, such as Tariff Management (DIT for EUExit) and the King's Awards for Enterprise (BEIS).

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You're trusted technology expert

- Experts in cutting-edge software engineering methodologies and frameworks

- We specialises in delivering bespoke Digital, Technology, and Data services for the UK public sector
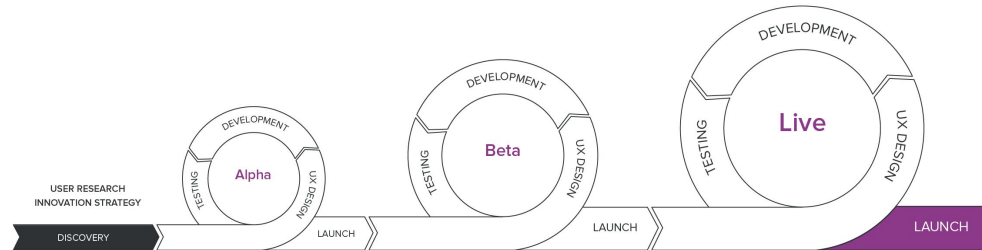
Cloud Support

Bit Zesty is an expert at delivering digital services for the public sector. We follow the Government Technology Code of Practice and ensure that the services we create and maintain meet the Government Service Standards.

We're fully versed in the GOV.UK Design System, reusing existing patterns and creating new ones when needed.

We've helped projects through every stage of agile delivery from Discovery to Live, passing many Service Assessments.

The ongoing maintenance and support of cloud services can be challenging. However, we have developed a cost-effective, flexible (billed hourly), and robust process that enables us to support your service to ensure it stays secure, is performant, and continues to meet user needs.

Our Services

- [Machine Learning and Artificial Intelligence](#)
- [Digital Trade Technology](#)
- [Awards Cloud Software Support and Maintenance](#)
- [Cloud Software Development Partner](#)
- [Cloud Site Reliability Engineering (SRE) monthly support](#)
- [Custom Cloud Case Management Service](#)
- [Cloud Application Ongoing Support and Maintenance](#)
- [JavaScript & Node JS Cloud Application Ongoing Support and Maintenance](#)
- [Ruby on Rails Cloud Application Ongoing Support and Maintenance](#)
- [iOS & Android Cloud Application Ongoing Support and Maintenance](#)
- [Python Cloud Application Ongoing Support and Maintenance](#)
- [Elixir Cloud Application Ongoing Support and Maintenance](#)

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Machine Learning & AI

Service Features

- Rapid Deployment: Technical Architects, Data Engineers, Cloud Engineers
- Experts: Python, Ruby, Node, JavaScript, Elixir,
- Development of prototypes and pilots
- User needs analysis to underpin discovery and delivery
- Data exploration to identify ML opportunities
- Discovery covering, technology, algorithm, architecture and organisational impact
- NLP, logistic/linear regression, (un)supervised learning, Neural nets/deep learning, clustering
- Techniques for fraud detection, forecasting, optimisation, classification and personalisation
- Image and object recognition and classification
- Integrate AI into your existing application.

Service Description

We specialize in integrating Machine Learning (ML) and Artificial Intelligence (AI) capabilities into existing cloud applications. We have a proven track record as early adopters of ML/AI technologies by developing part of SwiftKey (acquired by Microsoft). We've helped HMRC and Microsoft with an AI discovery project.

Service Benefits

- Cost Savings: we deliver cost savings while maintaining high standards.
- Expertise in cloud software: Averages 10 years development experience
- Compliance with Standards: GOV.UK Service Manual and Digital Service Standard
- Experienced Team: Worked with GDS, DIT, BEIS, HMRC
- Resource Flexibility: Scale resources up, down, as needed
- User Focus: Always striving to meet user needs
- Real-time Reporting: Manage budgets effectively and transparently
- Proven Success: Multiple service assessments passed
- Skills Transfer: Enhance in-house capabilities
- Asana/Trello, Slack, GoogleMeet/Teams for collaboration

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Digital Trade Technology

Service Description

Bit Zesty is a leader in Digital Trade Technology, offering comprehensive solutions for international trade challenges. With expertise across transactions, workflows, tariff management, and more, we have a proven track record of delivering Trade Tariff and Tariff Management services for HMRC and DIT (DBT) under tight deadlines (EUExit).

Service Features

- Cross-departmental systems integration (CHIEF/CDS and more).
- Transaction design with comprehensive data and document management.
- Advanced data strategies and cloud-based analytics.
- Custom classification tools for streamlined trader facilitations.
- Interactive tariff management interfaces, including Northern Ireland trade.
- In-depth user research and analysis to identify service gaps.
- Bespoke case management systems tailored to client needs.
- Delivers enhanced speed and usability in high-traffic conditions.
- Maintains robust data integrity during complex migrations.
- Offers continuous system improvements based on user feedback.

Service Benefits

- Creates a realistic roadmap that minimises system transition disruptions.
- Meets trader expectations for efficient, simplified trade systems.
- Maintains high data quality, compliance, and security standards.
- Balances simplicity, usability, cost, and system interoperability.
- Ensures compatibility with international trade standards and systems.
- Provides specialised expertise in trade policy and service design.
- Shapes tariff data provisions for traders and government via APIs.
- Develops interactive and bespoke user interfaces and informational tools.
- Significantly lowers maintenance costs with efficient, scalable solutions.

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Awards Software Cloud Support and Maintenance

Service Description

Bit Zesty are an expert provider of bespoke awards management software, catering to the specific needs of managing awards processes. Our expertise is exemplified by the King's Awards for Enterprise and King's Awards for Voluntary Service, which we designed, developed and maintain.

Service Features

- Expert provider of bespoke awards management software solutions.
- Tailored solutions catering to specific needs of managing awards processes.
- Designed, developed, and maintained King's Awards for Enterprise service.
- Created King's Awards for Voluntary Service service.
- Specialised expertise in designing and developing awards management systems.
- Dedicated support for seamless operation and maintenance of award systems.
- Proven track record in delivering successful awards management solutions.
- Customised features to streamline the awards process efficiently.
- Continuous improvement and updates to meet evolving award requirements.
- Trusted partner for reliable and innovative awards management software solutions.

Service Benefits

- Streamlines award management processes for increased operational efficiency.
- Enhances productivity by automating repetitive tasks in award management.
- Reduces manual errors, ensuring accuracy in awards processing workflows.
- Improves transparency and accountability throughout the awards management lifecycle.
- Enables seamless collaboration among stakeholders involved in the award process.
- Enhances user satisfaction with intuitive and user-friendly award management software.
- Facilitates faster decision-making with real-time access to award data.
- Ensures compliance with award regulations and standards, mitigating legal risks.
- Provides actionable insights through comprehensive reporting and analytics features.
- Drives innovation by empowering users with advanced award tools.

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Cloud Software Development Partner

Service Description

Bit Zesty serves as your trusted custom software development partner, facilitating the design, build, and implementation of digital software applications tailored to your unique requirements. With a focus on delivering quality outcomes that align with user needs, our experienced team has successfully navigated multiple service assessments, from Discovery and Alpha to Beta and Live, consistently adhering to GOV.UK Service Standards.

Service Features

- Rapid Deployment: Technical Architects, Software Engineers, Cloud Engineers
- Experts: Ruby, Node, Ruby on Rails, JavaScript, React, Python
- Cloud: (AWS, Google Cloud, Azure, Microservices, APIs, PaaS)
- DevOps (Terraform, Docker, Kubernetes)
- Agile Delivery (Scrum, Kanban, Standups, Showcases, Retrospectives)
- Continuous Integration & Deployment (Github Actions, CircleCI, Jenkins)
- Test Driven Development (TDD/BDD)
- Experience in Discovery, Alpha, Beta & Live
- We adhere to GDS Standards (passed multiple service assessments)
- Upskill your internal team

Service Benefits

- Cost Savings: we deliver cost savings while maintaining high standards.
- Expertise in cloud software: Averages 10 years development experience
- Compliance with Standards: GOV.UK Service Manual and Digital Service Standard
- Experienced Team: Worked with GDS, DIT, BEIS, HMRC
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Cloud Site Reliability Engineering (SRE) monthly support

Service Description

Bit Zesty offers comprehensive Cloud Site Reliability Engineering (SRE) monthly support to ensure the availability, reliability, and performance of your cloud-hosted applications. Our dedicated team of SRE and DevOps engineers provides ongoing monitoring, maintenance, and optimization to keep your AWS/Google Cloud/Azure hosted application available and responsive, while enabling rapid feature development.

Service Features

- Ensures high availability of cloud-hosted applications.
- Monitors application performance continuously for reliability.
- Provides rapid optimisation for AWS/Google Cloud/Azure.
- Dedicated SRE and DevOps team support.
- Enhances system scalability to manage load changes.
- Implements proactive incident management and resolution.
- Optimises resource usage to reduce costs.
- Facilitates quick feature development and deployment.
- Ensures security compliance across cloud platforms.
- Offers customised reports on performance metrics and health.

Service Benefits

- Maximises uptime for critical cloud-based applications.
- Reduces system outages with proactive monitoring.
- Cuts operational costs through efficient resource management.
- Accelerates feature rollout with expert DevOps integration.
- Enhances user experience by improving application responsiveness.
- Supports service growth with scalable cloud solutions.
- Decreases downtime through rapid incident response.
- Ensures compliance with the latest cloud security standards.
- Provides insights with comprehensive performance analytics.
- Streamlines maintenance with ongoing system optimisations.

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Custom Cloud Case Management Service

Service Description

Bit Zesty's Custom Cloud Case Management Service offers bespoke solutions to streamline case management. We design and develop scalable, secure, and user-friendly case management systems for various industries, enabling efficient case handling and improved collaboration. We created Kings Awards for Enterprise service for DBT, a top 75 government service.

Service Features

- Bespoke cloud solutions for diverse industry case management.
- Streamlines case processing for efficiency and effectiveness.
- Secure, scalable platforms ensuring data protection compliance.
- User-friendly interfaces designed for all skill levels.
- Integrates seamlessly with existing IT infrastructures.
- Real-time collaboration features enhance teamwork.
- Customizable workflows adapted to client-specific requirements.
- Advanced analytics for insightful decision-making support.
- Customer support and system maintenance.
- Proven expertise from the Kings Awards service.

Service Benefits

- Reduces deployment times with streamlined, custom integrations.
- Enhances case handling accuracy by automating data entry.
- Minimises operational costs through efficient resource management.
- Improves case resolution speed with workflow optimisation.
- Boosts user engagement with intuitive system interfaces.
- Facilitates secure data sharing across organisational boundaries.
- Ensures regulatory compliance with built-in audit trails.
- Provides real-time insights with dynamic reporting tools.
- Enhances decision-making with accessible, accurate data.
- Supports continuous improvement with scalable technology solutions.

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Cloud application Support & Maintenance

Service Description

Bit Zesty offers Cloud Application Support & Maintenance services to ensure the smooth operation of your cloud-hosted applications. Our team of Support Engineers and DevOps specialists provides continuous monitoring, maintenance, and optimisation to uphold the availability, reliability, and performance of your AWS/Google Cloud/Azure-hosted application.

Service Features

- Expertise in selecting appropriate cloud resources for specific requirements.
- Balancing scalability with cost efficiency for optimized performance.
- Adherence to industry best practices, such as AWS Well-Architected Framework.
- Utilizing cost-saving strategies like spot pricing and reserved instances.
- Proficiency in managing cloud costs and utilizing billing tools effectively.
- Analysis of usage data to identify trends and optimize resource utilization.
- Implementation of architecture best practices to minimize maintenance overhead.
- Experience with GovPass deployments, ensuring compliance with government standards.
- Assistance in selecting the most suitable cloud platform for your application.
- Implementation of recommended security tools and techniques to safeguard data and secrets.

Service Benefits

- Cost reduction through optimised asset usage and resource allocation.
- Enhanced architecture and solution design for improved system performance.
- Scalability to handle high loads and spikes in demand seamlessly.
- Increased cost predictability with clearer insights into billing patterns.
- Utilisation of the most suitable platform for specific workloads.
- Enhanced security measures to restrict data access to authorised users.
- Assurance of up-to-date services and software through regular updates.
- Greater availability of usage data, enabling informed business decisions.
- Cost-effectiveness by paying only for utilised resources and services.
- Substantial reduction in the likelihood of accidental data leakage.

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JavaScript & NodeJS Cloud Application Ongoing Support and Maintenance

Service Description

Bit Zesty offers comprehensive support and maintenance for your JavaScript & NodeJS web application or digital service. Trusted by organisations such as DBT & DCMS (The King's Awards) and GDS & HMRC (GOV.UK Trade Tariff), we ensure the continuous availability, security, reliability, and performance of your JavaScript & NodeJS application through ongoing maintenance and improvement of live services. We always adhere to the GOV.UK Service Standards.

Service Features

- JavaScript Development (designing, building, delivering and supporting cloud-apps)
- Agile Execution: Rapid project delivery using Agile methodologies Scrum/Kanban
- Cloud Solutions: Integration with IaaS (AWS, Google Cloud and Azure)
- CI/CD Automation: Setup of automated pipelines with tools like Github.
- TDD/BDD Practices: Adherence to Test-Driven and Behavior-Driven Development
- GDS Compliance: Applications developed to meet GOV.UK Service Standards.
- Full Lifecycle Management: Discovery, Alpha, Beta and Live.
- Technical Upskilling: Training and knowledge transfer
- Government Sector Expertise: 12 years experience in delivering government projects.
- Expert Staffing: Deployment of specialised JavaScript developers.

Service Benefits

- Cost Savings: Demonstrable reductions in operational expenses.
- Expertise in JavaScript: Averages 10 years development experience
- Compliance with Standards: GOV.UK Service Manual and Digital Service Standard
- Experienced Team: Worked with GDS, DIT, BEIS, HMRC
- Resource Flexibility: Scale resources up, down, as needed
- User Focus: Always striving to meet user needs
- Real-time Reporting: Manage budgets effectively and transparently
- Proven Success: Multiple service assessments passed
- Skills Transfer: Enhance in-house capabilities
- Asana/Trello, Slack, GoogleMeet/Teams for collaboration

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Ruby on Rails Cloud Application Ongoing Support and Maintenance

Service Description

Bit Zesty offers comprehensive support and maintenance for your Ruby on Rails web application or digital service. Trusted by organisations such as DBT & DCMS (The King's Awards) and GDS & HMRC (GOV.UK Trade Tariff), we ensure the continuous availability, security, reliability, and performance of your Ruby on Rails applications through ongoing maintenance and improvement of live services. We always adhere to the GOV.UK Service Standards.

Service Features

- Ruby on Rails Development (designing, building, delivering and supporting cloud-apps)
- Agile Execution: Rapid project delivery using Agile methodologies Scrum/Kanban
- Cloud Solutions: Integration with IaaS (AWS, Google Cloud and Azure)
- CI/CD Automation: Setup of automated pipelines with tools like Github.
- TDD/BDD Practices: Adherence to Test-Driven and Behavior-Driven Development
- GDS Compliance: Applications developed to meet GOV.UK Service Standards.
- Full Lifecycle Management: Discovery, Alpha, Beta and Live.
- Technical Upskilling: Training and knowledge transfer
- Government Sector Expertise: 12 years experience in delivering government projects.
- Expert Staffing: Deployment of specialised Ruby and Rails developers.

Service Benefits

- Cost Savings: Demonstrable reductions in operational expenses.
- Expertise in Ruby on Rails: Averages 10 years development experience
- Compliance with Standards: GOV.UK Service Manual and Digital Service Standard
- Experienced Team: Worked with GDS, DIT, BEIS, HMRC
- Resource Flexibility: Scale resources up, down, as needed
- User Focus: Always striving to meet user needs
- Real-time Reporting: Manage budgets effectively and transparently
- Proven Success: Multiple service assessments passed
- Skills Transfer: Enhance in-house capabilities
- Asana/Trello, Slack, GoogleMeet/Teams for collaboration

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iOS & Android Cloud Application Ongoing Support and Maintenance

Service Description

Bit Zesty offers comprehensive support and maintenance for your iOS & Android application or digital service. Trusted by organisations such as DBT & DCMS (The King's Awards) and GDS & HMRC (GOV.UK Trade Tariff), we ensure the continuous availability, security, reliability, and performance of your iOS & Android applications through ongoing maintenance and improvement of live services. We always adhere to the GOV.UK Service Standards.

Service Features

- iOS & Android Development (designing, building, delivering and supporting cloud-apps)
- Agile Execution: Rapid project delivery using Agile methodologies Scrum/Kanban
- Cloud Solutions: Integration with IaaS (AWS, Google Cloud and Azure)
- CI/CD Automation: Setup of automated pipelines with tools like Github.
- TDD/BDD Practices: Adherence to Test-Driven and Behavior-Driven Development
- GDS Compliance: Applications developed to meet GOV.UK Service Standards.
- Full Lifecycle Management: Discovery, Alpha, Beta and Live.
- Technical Upskilling: Training and knowledge transfer
- Government Sector Expertise: 12 years experience in delivering government projects.
- Expert Staffing: Deployment of specialised mobile app developers.

Service Benefits

- Cost Savings: Demonstrable reductions in operational expenses.
- Expertise in apps: Averages 10 years development experience
- Compliance with Standards: GOV.UK Service Manual and Digital Service Standard
- Experienced Team: Worked with GDS, DIT, BEIS, HMRC
- Resource Flexibility: Scale resources up, down, as needed
- User Focus: Always striving to meet user needs
- Real-time Reporting: Manage budgets effectively and transparently
- Proven Success: Multiple service assessments passed
- Skills Transfer: Enhance in-house capabilities
- Asana/Trello, Slack, GoogleMeet/Teams for collaboration

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Python Cloud Application Ongoing Support and Maintenance

Service Description

Bit Zesty offers comprehensive support and maintenance for your Python application or digital service. Trusted by organisations such as DBT & DCMS (The King's Awards) and GDS & HMRC (GOV.UK Trade Tariff), we ensure the continuous availability, security, reliability, and performance of your Python applications through ongoing maintenance and improvement of live services. We always adhere to the GOV.UK Service Standards.

Service Features

- Python Development (designing, building, delivering and supporting cloud-apps)
- Agile Execution: Rapid project delivery using Agile methodologies Scrum/Kanban
- Cloud Solutions: Integration with IaaS (AWS, Google Cloud and Azure)
- CI/CD Automation: Setup of automated pipelines with tools like Github.
- TDD/BDD Practices: Adherence to Test-Driven and Behavior-Driven Development
- GDS Compliance: Applications developed to meet GOV.UK Service Standards.
- Full Lifecycle Management: Discovery, Alpha, Beta and Live.
- Technical Upskilling: Training and knowledge transfer
- Government Sector Expertise: 12 years experience in delivering government projects.
- Expert Staffing: Deployment of specialised python developers.

Service Benefits

- Cost Savings: Demonstrable reductions in operational expenses.
- Expertise in apps: Averages 10 years development experience
- Compliance with Standards: GOV.UK Service Manual and Digital Service Standard
- Experienced Team: Worked with GDS, DIT, BEIS, HMRC
- Resource Flexibility: Scale resources up, down, as needed
- User Focus: Always striving to meet user needs
- Real-time Reporting: Manage budgets effectively and transparently
- Proven Success: Multiple service assessments passed
- Skills Transfer: Enhance in-house capabilities
- Asana/Trello, Slack, GoogleMeet/Teams for collaboration

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Elixir Cloud Application Ongoing Support and Maintenance

Service Description

Bit Zesty offers comprehensive support and maintenance for your Elixir application or digital service. Trusted by organisations such as DBT & DCMS (The King's Awards) and GDS & HMRC (GOV.UK Trade Tariff), we ensure the continuous availability, security, reliability, and performance of your Elixir applications through ongoing maintenance and improvement of live services. We always adhere to the GOV.UK Service Standards.

Service Features

- Elixir Development (designing, building, delivering and supporting cloud-apps)
- Agile Execution: Rapid project delivery using Agile methodologies Scrum/Kanban
- Cloud Solutions: Integration with IaaS (AWS, Google Cloud and Azure)
- CI/CD Automation: Setup of automated pipelines with tools like Github.
- TDD/BDD Practices: Adherence to Test-Driven and Behavior-Driven Development
- GDS Compliance: Applications developed to meet GOV.UK Service Standards.
- Full Lifecycle Management: Discovery, Alpha, Beta and Live.
- Technical Upskilling: Training and knowledge transfer
- Government Sector Expertise: 12 years experience in delivering government projects.
- Expert Staffing: Deployment of specialised elixir developers.

Service Benefits

- Cost Savings: Demonstrable reductions in operational expenses.
- Expertise in apps: Averages 10 years development experience
- Compliance with Standards: GOV.UK Service Manual and Digital Service Standard
- Experienced Team: Worked with GDS, DIT, BEIS, HMRC
- Resource Flexibility: Scale resources up, down, as needed
- User Focus: Always striving to meet user needs
- Real-time Reporting: Manage budgets effectively and transparently
- Proven Success: Multiple service assessments passed
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Business Continuity and Exit Plan

Continuity Planning

We can provide a Continuity Plan if required, covering options to ensure continuity of services in case of an actual or perceived threat to business continuity. The plan will detail alternative processes and responsibilities in case of a disruption to the services provided by Bit Zesty, the steps to resume services and the analysis of the disruption.

Exit Planning

If required, an exit plan detailing the processes we'll implement to ensure a seamless handover to an internal team or a new supplier can be provided. The goal is to minimise the impact of change and de-risk the possibility of disruption to the service. We will collaborate with the new supplier to agree on shared best practices and steps to ensure a smooth transition.

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