# About Zaizi

Our purpose is....

# Realising potential together

**Our people**

**Our clients**

**And fellow citizens**

At Zaizi, our mission is to make the UK the best and safest place to live and work. We do this by working with organisations across the public sector to design, build and sustain user-centred and secure digital services. Our ambition is to positively impact the lives of all 70 million citizens of the UK by 2030.

# Digital government is hard, together we'll succeed

# Our clients

Department for Levelling Up, Housing & Communities

UKRI Innovate UK

National Cyber Security Centre
a part of GCHQ

Home Office

Border Force

Ministry of Justice

Department of Health & Social Care

Department for Education

Department for Digital, Culture, Media & Sport

Foreign, Commonwealth & Development Office

Department for International Trade

LONDON COUNCILS

# Service list

**Digital design & delivery**
- Discovery
- Alpha
- Beta
- Mission delivery

**DevSecOps**
- DevSecOps service
- Maturity assessment

**Sustaining**
- Support service
- Application modernisation
- ITIL service mgmt
- Threat modelling

**Capability**
- User research
- Agile coaching

**Cross domain**
- Solution workshops
- Hybrid architecture

**Data**
- Data transition
- Analytics
- Visulastion
- Classification

**Cloud**
- Architecture
- AWS
- GCP
- Azure

**Accelerators**
- Transformation Day
- OneLogin roadmap
- UCD digital ready policy
- Rapid prototype
- Roadmap

**Solutions**
- Dynamics 365
- Power platform
- Secure portal
- Case mgmt
- Workflow

# About the service

# About the service

Zaizi provides a comprehensive AWS public cloud platform, designed for high-availability software environments requiring automatic scaling, rapid deployment, and DevOps capabilities.

Our platform is carefully configured and overseen to leverage all essential AWS components, backed by Zaizi's round-the-clock service (24x7) delivery processes and tools, ensuring seamless support and reliability.

**Service features**

- Cloud best practice and industry standards
- Build, test, package, deploy and support platform services
- ITIL based Incident, Change, Service Request and Release Management

**Service benefits**

- 24 x 7 platform support
- High availability of platforms

# Case study

# The Foreign, Commonwealth & Development Office (FCDO)
**Improving service that helps UK citizens travel in emergencies**

The FCDO supports UK citizens and businesses globally. The FCDO wanted us to provide 24/7 second and third-line support for ETD Central – a critical system that supports processing applications for temporary travel documents.

**The delivery**

- Ongoing 24/7 support, incident management and maintenance of ETD Central
- Triaging enquiries, raising defects against systems and interacting with other systems
- AWS platform configuration, troubleshooting and monitoring
- Tntegration and continuous enhancement and development of ETD Central
- Regular agile ceremonies – standups, show and tells, monthly service reviews and reports.

**The outcome**

Zaizi onboarded the remaining consular posts to the new system on time.

Through continuous improvements, we made the platform healthier and stronger. We reacted quickly and reliably, providing timely support.

The enhanced visibility of requests, tracking incidents and changes meant FCDO could access the information and use it to make informed, timely decisions.

*Zaizi have been a pleasure to work with, and we've very quickly built up a strong collaborative working relationship with them. The team consistently deliver a high level of service and professionalism, and their expertise in agile ways of working and understanding of the public sector have proved invaluable."*

**Adam O'Shea, FCDO Product Manager**

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