

## **SmartSourcing Ltd - G-Cloud14**

### **Service Definition**

### **Cloud Support: DevOps – Integration, Delivery and Cloud Support**

May 2024

Version 1.0

## About Us

SmartSourcing is a highly successful SME Supplier specialising in Technical Consultancy and Project Delivery within the Cloud environment, serving the Public Sector. Through our professional, collaborative, and service-led approach, we work closely with you to fully understand your Cloud Support needs. Our mission is to be the supplier of choice by delivering first-class added-value services. When you engage with SmartSourcing, you can expect a responsive, agile, and dynamic approach to Cloud Support.

Within the Public Sector, our Cloud Support Services offer scalability, flexible solutions, rapid deployment, and cost-effectiveness, catering to all your Cloud needs.

## Working with You

SmartSourcing provides services throughout the UK, boasting an extensive track record of successfully delivering Statement of Work and Work Package solutions tailored to Technical Consultancy and Project Delivery within the Cloud environment. Whether you require dedicated teams or specialist individual services, we pride ourselves on our friendly, highly professional, and collaborative approach.



**Established & experienced  
G-Cloud Supplier**



**Extensive public  
sector supply track  
record**



**Provision of teams or  
technical specialists**



**All services are  
compliant & outside  
IR35**



**Deliverables and  
milestones achieved  
on time**

We understand the flexible and agile nature of the cloud and digital environment. Whether we are managing your services or collaborating in partnership, we closely align with your needs, business motivations, and project requirements. Even during complex programmes, sub-projects, or non-core activities, we recognise the importance of expert service provision, whether through a dedicated specialist team or a technical expert, to ensure the achievement of your project goals.

SmartSourcing excels in managing and delivering Work Packages or Statement of Work solutions. Our solutions facilitate the completion of programme activities by a dedicated and scalable project team or specialist, alleviating the need for you to divert key staff from their day-to-day responsibilities. Our aim is to deliver, mentor, and add real value.

Under a Work Package or Statement of Work solution, we engage with you to fully understand the programme requirements, objectives, timelines, project deliverables, and desired outcomes. We then develop a project plan and scope requirements, appointing a team of subject matter experts or technical associates to execute the activities.

SmartSourcing ensures that our clients benefit from a comprehensive programme delivered in a high-quality, timely, cost-effective and compliant manner. The solution will be delivered under a fixed-price model with client acceptance of milestones on a periodic basis. However, different projects can require a specific pricing mechanism such as a rate card, a fixed fee, or on a time & materials basis. Our solutions are adaptable and flexible to your needs.

## G-Cloud Core Capabilities Compliance

As part of our service and outcomes based delivery we offer all six fundamental and core capability areas which form part of the G-Cloud framework and can offer services from one or any combination of the following:



## Our Service

SmartSourcing's DevOps/DevSecOps services helps design, develop and release quality software faster through establishing DevOps capabilities and principles.

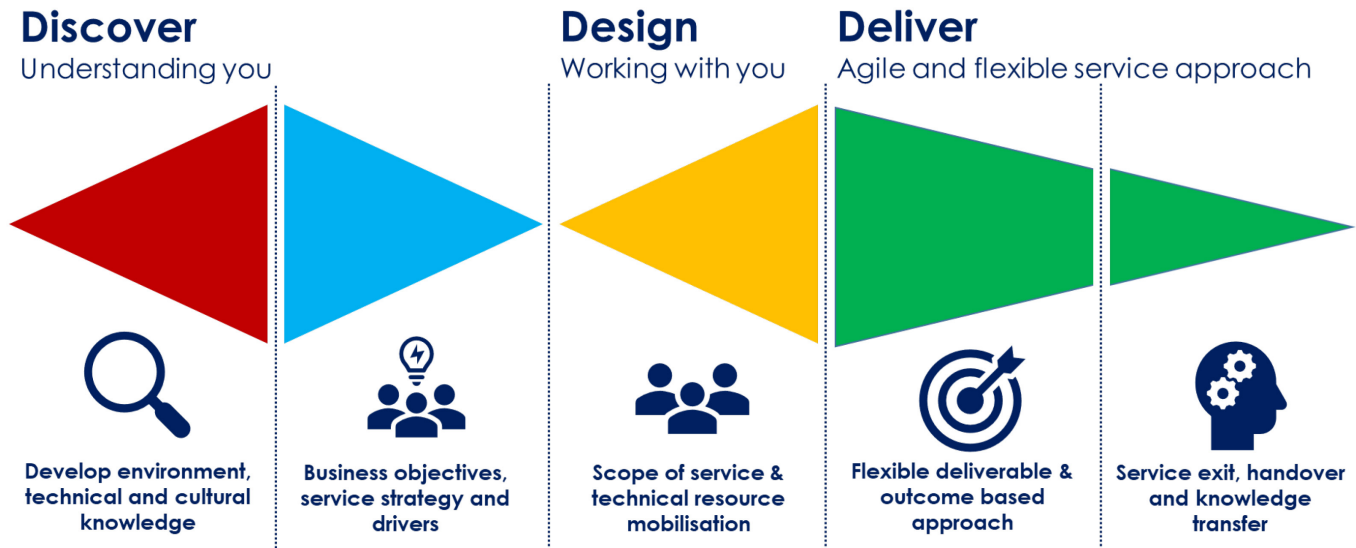
We drive cloud transformation with reliability and speed.

Our specialists deliver software at pace in the cloud using modern continuous integration techniques providing assurance of functionality, performance, security, and infrastructure while monitoring reliability.

- Define DevOps strategy to migrate to the Cloud
- Continuous delivery/development/testing/integration/deployment/monitoring (AWS, Azure, Oracle)
- Offer specialists with wide range of Continuous Integration CI software
- Automation of DevOps processes across discovery, alpha, beta, live
- Secure environment and configuration management throughout the software delivery lifecycle
- Integration and upgrading of existing toolsets to support DevOps process
- Comprehensive monitoring, logging and alerting for build and deployment health
- Infrastructure and pipelines as code to consistently deliver operational changes
- Adherence to GDS Service Standards, WCAG
- IaC (Infrastructure as Code), Microservices, Chef, Docker, Kubernetes

## Streamlined Engagement

SmartSourcing provides a streamlined collaborative engagement route tailored to Technical Consultancy and Project Delivery within the Cloud environment, utilising our Discover, Design, and Deliver methodology. Our specialist teams and experts offer a breadth of capability to ensure your work programmes are delivered in an agile, cost-effective, and timely manner.



With extensive experience in delivering projects and programmes within the Cloud environment, SmartSourcing understands the unique nature of each requirement. Therefore, we have established assured processes to ensure efficient and effective onboarding and offboarding for all services awarded.

## We Add Value

The **benefits** of using any of our Cloud Support services include:

- Scalable, flexible, tailored and innovative solutions for client needs
- Work Packages and Statements of Work configured/managed to budget
- Security Cleared Specialists including BPSS, CTC, SC and DV Cleared
- Managed Service, Turnkey Solutions & Capability as a Service (CaaS)
- Deliverable and Outcome based fully flexible specialist engagement/resourcing
- Client engagement and service reviews, Adoption of 'Cloud First' principles
- Value for Money (VfM) cost effective solutions – outside IR35
- Collaborative training/knowledge transfer/upskilling your teams, embracing diversity & rainbow teams
- Government/GDS, Wider Public Sector, NHS & Education supply track record
- Extensive network of highly skilled technical Certified Specialists and Teams

## What we do for our Clients

The following Case Studies outline two recent projects undertaken by SmartSourcing which are aligned to the key component areas of G-Cloud provision.

### Empowering Transport for London's DVS2 Transition through Enhanced Web Portal Development

**THE REQUIREMENT** | Transport for London (TfL) embarked on a transformative journey to upgrade its Cloud-based Web Portal and CRM systems in preparation for the transition from the Direct Vision Standard (DVS) to the advanced DVS2 iteration. Recognising the need for a robust and user-centric platform, TfL engaged SmartSourcing to spearhead the development efforts. The primary objective was to deliver a fully functional website that not only complied with stringent UX design, coding, security, and accessibility standards but also facilitated seamless migration and operational efficiency. Specifically, TfL aimed to tighten standards for the HGV Safety Standard Permit (HSSP) Scheme, accommodate new three-star DVS rating requirements, and ensure the DVS service's continuity through DVS2 changes.

**THE SOLUTION** | SmartSourcing approached the project with a strategic mindset, leveraging cutting-edge technologies and agile methodologies to meet TfL's evolving needs effectively. Through meticulous planning and execution, the following solutions were implemented:

- **Comprehensive Development:** SmartSourcing's team of experienced developers and testers embarked on creating a functional and intuitive website using state-of-the-art technologies such as web front-end development and C#.NET Core. By adopting an Agile framework and harnessing the power of Azure technologies like API Manager, Functions, and SQL Server, the team ensured scalability, robustness, and future-proofing of the platform.
- **Rigorous Testing and Quality Assurance:** To guarantee the reliability and performance of the web portal, SmartSourcing implemented stringent quality assurance and performance testing protocols. This included the development and implementation of Test Automation Strategies using tools like Selenium framework and JMeter load test suite, ensuring comprehensive coverage of functional and non-functional requirements. Additionally, accessibility testing was conducted to ensure compliance with WCAG 2.1 standards, thereby enhancing inclusivity and usability for all users.
- **Training and Knowledge Transfer:** Recognising the importance of user proficiency and ongoing support, SmartSourcing provided comprehensive training sessions for TfL's staff, ranging from basic usage to advanced troubleshooting techniques. Through hands-on training, third-party access, and knowledge transfer sessions, TfL's teams were empowered to leverage the platform effectively, fostering continuous service optimisation and innovation.

**RESULTS** | The collaboration between SmartSourcing and TfL resulted in a series of impactful outcomes:

**Empowering DVS2 Transition:** SmartSourcing successfully drove portal development to incorporate tighter standards, ensuring seamless support for the DVS service transition. Additionally, the enhanced DVS2 cloud services were aligned with TfL's strategic objectives, enhancing service delivery and operational efficiency.

**Cost Savings and Timely Delivery:** By optimising resources and adhering to stringent quality standards, SmartSourcing delivered the project within budget and timeline constraints, resulting in substantial cost savings for TfL. Moreover, high stakeholder satisfaction was achieved, with TfL expressing confidence in the successful delivery of project objectives, demonstrating SmartSourcing's commitment to excellence and customer satisfaction.

**Milestones Achieved:** All project objectives were successfully delivered in alignment with agreed milestones, showcasing SmartSourcing's reliability and expertise. The project is on track for the scheduled go-live date of June 2024, ensuring a smooth transition to the enhanced DVS2 platform. SmartSourcing continues to collaborate closely with TfL, offering ongoing support and expertise to drive continuous service optimisation and innovation.

# Modernising Legacy Case Management Systems for The Insolvency Service

**THE REQUIREMENT** | The Insolvency Service (INSS) faced significant operational challenges stemming from its outdated legacy case management system. The system's limitations restricted operational staff's efficiency, hampering the delivery of INSS services effectively. Recognising the need for a transformative solution, INSS initiated the Future Case Management Capability (FCMC) project in 2024. The project aimed to address critical objectives, including the replacement of legacy systems with a modern, flexible cloud-based case management platform. Additionally, it sought to implement process improvements, enhance integrations with other systems, and automate repetitive tasks to streamline operations and improve service delivery.

**THE SOLUTION** | SmartSourcing stepped in to provide Outcome-based Migration Services, offering tailored solutions to meet INSS' strategic objectives. Leveraging its expertise in cloud technologies and project management, SmartSourcing devised a comprehensive solution framework. Key components of the solution included:

- **Planning:** SmartSourcing conducted an in-depth capability analysis and architectural vision using the TOGAF framework. This process identified business scenarios, mapped data architecture, and established guiding principles, emphasising a 'cloud first' approach to align with INSS' overarching objectives.
- **Setup and Migration:** SmartSourcing meticulously outlined a migration approach, delineating the scope of data migration and defining responsibilities across stakeholders. A robust strategy was devised for transitioning services to the FCMC solution, ensuring seamless integration and minimal disruption to ongoing operations. SmartSourcing also identified and implemented appropriate tools and software for efficient and accurate data migration, while concurrently conducting a comprehensive risk assessment to anticipate and mitigate potential challenges.
- **Security Services:** Recognising the critical importance of data security, SmartSourcing implemented a robust security strategy encompassing system and facility security measures, incident handling protocols, security audit services, and compliance with international standards.

**RESULTS** | The collaborative efforts between INSS and SmartSourcing yielded significant positive outcomes:

**Strategic Alignment:** The FCMC project supported INSS' overarching 'Digital First' strategy, facilitating the transition from legacy systems to modern cloud services. This alignment with strategic goals ensured that the project's outcomes directly contributed to the organisation's long-term vision and objectives.

**Enhanced Capabilities:** The implementation of the FCMC solution empowered INSS with advanced Case Management Capability, enabling operational teams to work more efficiently and effectively. By modernising technology and streamlining processes, the solution enhanced INSS' ability to deliver high-quality services to its stakeholders.

**Adherence to Policy:** The FCMC delivery closely adhered to INSS' 'Cloud First' policy, demonstrating a commitment to modernising technology and infrastructure to better serve stakeholders. This adherence to policy not only ensured compliance with organisational guidelines but also showcased INSS' dedication to leveraging innovative solutions for improved service delivery.

Additionally, the project progressed according to schedule and within the allocated budget, meeting key milestones along the way:

- Full approval of the business case.
- Ratification of design by governing bodies.
- Development of an End-to-End Plan segmented into increments.
- Creation of Solution Vision, Business Capability Maps, and Test Plans.
- Definition of Project Backlogs, Security Principles/Guidelines, and Data Migration Strategies.

These milestones underscored the project's success in achieving its objectives while maintaining alignment with organisational policies and strategic priorities.



## Other Cloud Support Service Streams

Current Cloud Support services available through the Digital Marketplace include:

Agile Development and Management Services
Analysis & Design Services
Artificial Intelligence in the Cloud
Business Intelligence, Information Management and Data Warehousing Services
Business, Systems and Data Analysis Services
Contract, Commercial & Procurement Management Services
Data Analysis , Data Analytics and AI Services
Data and Information Architecture
Data Centre Specialist Services, Subject Matter Experts, Technical Design Authority
Data Science and Data Engineering Services
DevOps – Integration, Delivery and Cloud Support
Digital Service Support, Management and Team Provision
Digital Transformation Services
Digital User Researchers and Content Designers, Content Editors, Product Designers
Digital, Data & Technology DDaT Subject Matter Experts
Enterprise Architecture
Front End, Back End and Full Stack Development Services
Interaction Design, UX Design and Service Design Services
IT Security, Information Security, Cyber, Risk Management and Governance Services
Microsoft Migration, Transition and Support
Network Architecture
Networks, Support, Telecoms and Deployment, Mobile Device Support Management
Planning, PMO and PSO Services
PPM, Project, Programme, Delivery & Portfolio Management Services
Product Management, Product Owner, Product Design Services
Service Design, Systems Integration & Service Management Services
Support & Helpdesk Cloud Support Services
System Administration and Virtualisation Support
Technical and Solutions Architecture
Technology, Estates and Facility Management Transformation and Support
Testing, Test Strategy & Test Management Services
Transition Consulting, Strategy, Transformation & Change Management Services
Whole Life Architecture Services

## Contact Us

For further information regarding our G-Cloud Services use the following contact routes:

### Centralised Email for all G-Cloud Enquiries

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