

MERCATOR DIGITAL

Service Definition



www.mercatordigital.com

Who we are

An award-winning digital consultancy with offices in the UK, US, France and Singapore.

With over 400 people worldwide, covering all multi-disciplinary roles.

Delivering end-to-end digital solutions for almost 20 years - across both Public and Private Sectors.

With consultants to support clients and solve problems, and resourcing and engagement teams to ensure the right skill sets are utilised.

An Academy offering that provides training and upskilling services.





What we do

We work together with our clients to fully understand their unique challenges and goals, then we design, build and deliver solutions tailored to their specific needs.

Our Services include:

- Digital Transformation & Delivery
- Cloud Services
- User Centred Design
- Cyber & Infrastructure Security
- Software Development & QA Testing
- Data
- Architecture
- Product & Delivery Management
- Service Integration & Management

Digital Transformation & Delivery

Commitment to Quality

Our digital solutions are designed to be resilient and robust, ensuring high performance under any conditions. We adhere to the highest standards, strictly aligned with Government Service Standards and the Technology Code of Practice, guaranteeing that our services meet your expectations for quality and compliance.

Agile and Hybrid Delivery

Our teams prefer and recommend Agile, but we are flexible in providing you with the best approach that suits your business ,such as hybrid working methodologies This flexibility means we deliver effective, efficient, and responsive solutions.

Full-Spectrum DDaT Services

We provide comprehensive coverage of all Digital, Data, and Technology (DDaT) roles. From product and delivery management to software development and testing, our skilled teams work in unison to cover every aspect of your project and bring the expertise and knowledge to ensure successful outcomes. Our multi-disciplinary teams work in close collaboration, embodying a spirit of partnership both within and across project teams.

Built-In Security and Efficiency

Security is embedded in every phase of our projects through DevSecOps, ensuring your data and applications are protected against emerging threats. We champion automated testing and utilise CI/CD pipelines for streamlined and optimal deployment, enhancing the reliability and speed of our delivery.

Collaboration

Our collaborative approach extends beyond our internal teams to include our clients and stakeholders. We build trusting long lasting partnerships and champion open communication, facilitating a seamless integration of ideas and strategies that lead to successful digital transformations.

User-Centred Design & Data

User and Discovery Research

We'll uncover valuable insights about user behaviours and needs, providing you with insights to inform your product strategies and designs. We want to create solutions that truly resonate with your users.

Service Design

Our service design team works closely with you to refine and innovate your service touchpoints. We focus on enhancing user satisfaction and optimising your business processes, making sure every experience is smooth and enjoyable for your users.

Usability Testing

We are experts in usability testing and can help identify any issues in the user experience, giving you clear directions on any change requirements. We make it easy for you to perfect your product, ensuring it's not just good, but great for your users.

Accessibility Consultancy

We make sure everyone can use your product, providing you with expertise in accessibility . We're here to help you design and adjust your digital solutions to meet accessibility standards, opening your doors to a wider audience and ensuring inclusivity.

UX/UI Interaction Design

Our UX/UI design experts craft engaging and intuitive interfaces that feel great to interact with. We tailor every element to align perfectly with your user expectations to enhance user engagement.

Content Design

We can help you design content that communicates clearly and effectively. Whether it's website copy, instructional materials, or user interfaces, we create content that connects and converts.

Data Analytics & Visualisation

We take complex data sets and transform them into clear, actionable insights that can drive your business forward, uncovering the trends and insights in your data to provide data-driven decision-making.

Cloud & DevOps

Hybrid & Multi-Cloud Solutions

Enhance your business efficiency with our tailored multi-cloud management solutions across AWS, Azure and GCP. We're here to help you find the best balance of performance and cost-effectiveness. Our migration experts will ensure a smooth transition with minimal downtime, and we can help scale your infrastructure as your business grows — like a trusted partner should.

Cloud Security & Compliance

We want to keep your data safe and secure with our comprehensive cloud security services. We'll ensure you meet industry-specific regulations like GDPR, HIPAA, or ISO. We handle the complex stuff, so you can focus running your business. We'll tailor and customise everything to fit your needs, keeping your operations secure and compliant.

Professional Cloud Training & Upskilling

Build your team's cloud skills with our tailored training programmes. Whether it's Developers, Administrators, or IT staff, we've got something to make everyone more knowledgeable with up-to-date skills. Together we can boost your teams, by ensuring they're fully equipped to leverage cloud technologies.

Cloud Data & DevOps Services

We can streamline your software development with our Cloud Data and DevOps services. From data migration strategies to advanced analytics, we tailor our services to provide you with insights to make better business decisions. Plus, we provide continual integration and deployment (CI/CD) with our DevOps expertise - speeding up your time-to-market.

Security & Architecture

Robust Security and Risk Management

Our security and risk management services are customised to your specific needs, covering everything from cybersecurity advice to protecting your apps and data. We're here to help you navigate the often-complex world of cybersecurity, ensuring your assets are safeguarded with the most up to date security measures.

Compliance and Governance

We help you through those daunting regulations like ISO, GDPR and HIPAA, making them easy to understand, manage and control. Plus, we'll guide you through meeting and exceeding government and national cybersecurity standards, so you can be one step ahead and fully compliant.

Proactive Monitoring and Security Operations

We monitor your critical systems 24/7, ready to support when anything arises - keeping your operations smooth and uninterrupted. We also provide personalised threat assessments and real-time threat intelligence, helping you strengthen your defences and stay secure.

Advanced Network and Identity Protection

We help to manage who accesses what in your business, removing the complexity. Our identity management expertise provides solutions, making it simple to control access, and ensure security and ease of use. We also cover all your devices with our robust endpoint security, and our integrated network and platform security keeps your entire infrastructure safe from any cyber threats.

Secure Cloud Transformation

Are you thinking about moving to the cloud? We can handle and support the heavy lifting. Our cloud security migration and modernisation experts support you every step of the way, providing expert knowledge to ensure your migration is secure, compliant, and efficient.

Technology and Methodology Expertise

At Mercator, we specialise in modern technology solutions - tailored to your specific business needs.

Our comprehensive suite of services leverages the latest in cloud platforms, development tools, business intelligence, and Agile methodologies to ensure your business remains at the forefront of innovation.

Outlined below are our core technologies and methodologies, demonstrating our expertise and commitment to delivering excellence.

Cloud Platforms

Our expertise spans a wide range of cloud platforms, enabling us to architect, deploy, and manage scalable, highly available, and fault-tolerant systems:

- **Amazon Web Services (AWS):** Specialising in services like AWS Lambda, AWS Fargate, and Amazon ECS
- **Microsoft Azure:** Proficient in Azure Kubernetes Service (AKS) and Azure Functions for modern app development
- **Google Cloud Platform (GCP):** Experts in deploying Google Kubernetes Engine (GKE) and Cloud Functions
- **VMware Tanzu, IBM Cloud, and Oracle Cloud:** Implementing enterprise solutions that ensure security, resilience, and performance.
- **Heroku and DigitalOcean:** Optimising application deployment and management

Development Technologies

Our Developers are skilled in a variety of programming languages and frameworks, ensuring applications are robust, scalable, and secure:

- **Languages:** Scala, Java, Python, JavaScript, Rust, R, C#
- **Frameworks & Runtimes:** Spring Boot, React, Angular, Vue.js, Node.js, .NET Core
- **Mobile Development:** Native and cross-platform solutions with Swift, Kotlin, and Flutter

Technology and Methodology Expertise – cont.

Business Intelligence and Big Data

We transform data into actionable insights using leading tools and platforms:

- **Business Intelligence:** Tableau, Microsoft Power BI, Looker, Apache Superset, Snowflake.
- **Big Data Tools:** Apache Spark, Apache Flink, Apache Kafka, TensorFlow, Databricks, Splunk

Middleware and Databases

Robust middleware solutions and database technologies to support complex integrations and data consistency:

- **Middleware:** Apache Kafka, MuleSoft, Apache Camel, Apigee.
- **NoSQL Databases:** Redis, MongoDB, Neo4j, Apache Cassandra, Amazon DynamoDB.

WebOps/DevOps and Agile Methodologies

Accelerating software delivery through state-of-the-art DevOps tools and adopting Agile practices to enhance project flexibility and team productivity:

- **DevOps Tools:** Ansible, Jenkins X, Terraform, Prometheus, Grafana, HashiCorp Vault, Docker
- **Agile Methodologies:** Expertise in Scrum, Kanban, XP, SAFe, and APM.
- **Agile Tools:** Jira Software, Trello, Asana, Microsoft Azure DevOps.
- **Testing:** TDD, BDD,

Emerging Technologies

Staying ahead of the technology curve with innovations in AI, edge computing, and quantum computing:

- **MLOps:** MLflow, Kubeflow
- **Edge Computing:** AWS Wavelength, Azure Edge Zones
- **Quantum Computing:** AWS Braket, IBM Quantum

Our brand values

We encourage every member of the Mercator team to embody our brand values. We strongly believe in these principles and behaviours - as they form the foundation of our company's identity.

**We don't
stand still**

**We own our
actions**

It's a joint effort

We take care

**We keep
it real**

**We bring out the
best**



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