



Agile Byte Ltd

G Cloud: Cloud Application Management Service Description

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Cloud Application Management Service

Service Description

Agile Byte experts ensure that the Cloud support requirements of your critical business applications are addressed. Our application management experience covers all service type layers: IaaS, PaaS or SaaS and is non-vendor specific. We will work with you to develop comprehensive Service level Agreements to support your business service.

Top Features

- Application Management services reflecting modern cloud technologies
- Onboarding and offboarding support
- Integrated service to manage multiple service layers
- Transition through live service deployment.
- Change Release processes tailored to dynamic deployment of cloud applications
- Support for HMG Accreditation and re-accreditation activities
- Application enhancement and development
- Enhancement requirements analysis
- Application Management services reflecting modern cloud technologies
- Onboarding and offboarding support

Business Benefits

- Vendor independent resource experienced in cloud application management.
- Utility based cost model for provision of application management services
- Dedicated customer management focused on realising business benefits of cloud
- Service with a track record of reducing product/service lifetime costs
- Experienced in maintaining HMG accreditation for developed applications
- Impact assessment support to understand the implications of proposed changes
- Data migration service to support onboarding and offboarding
- Experts in cloud hosting technologies and application support challenges
- Vendor independent resource experienced in cloud application management.
- Utility based cost model for provision of application management services

About Agile Byte

Agile Byte Limited are experts in supporting legacy and cloud hosted applications. We provide a high-quality service with solid government experience. Our experts are all multi-disciplined with a current and in-depth array of skills from the strategic to a more pragmatic technical and security view of the problem space.

Agile Byte application management services can help you meet the challenges of integrating your cloud solutions and providing end-to-end delivery and transition management. We have experience of running transitions for business critical applications and successfully deploying



on IaaS platforms. Similarly, we have advised clients on sourcing and transitioning SaaS and PaaS solutions. Familiar with supporting all services types available on G Cloud – we understand the challenges and opportunities of successfully integrating service components to provide end to end business solutions.

Through our experience we have a balanced and informed view of current leading edge industry trends as well as more traditional IT landscapes. We believe that this balance will provide you with the confidence to make informed decisions and to leverage your investment in cloud.

With a proven track record in delivering and supporting major Government solutions, our transition and management service teams will work closely with your stakeholders to deliver required business outcomes.

Why Agile Byte is Different

We believe that in the past, too many IT programmes and projects have been over scaled and over complicated. Unrealistic ambitions on scope or assumptions around technology have led to extended timescales and inflated costs. ‘Bigger’ has not been ‘better’ and has failed to deliver the changes and benefits that were promised and which are so important in this era of tight cost control. The time has passed for massive programmes staffed by a cast of thousands where the only certainty around delivery is that it will be years later than planned.

We know from our experience that success is about getting the fundamentals right - focusing on clearly defined strategic objectives, tightly defined projects and the right technology and delivery framework - success will follow. Our alternative is to provide and participate in small, targeted and high performing teams. Teams that are staffed by experts who are passionate about delivery and can cover all the essentials of project delivery – technology, management and assurance. And our size guarantees agility, which is directly reflected in the timescales it takes to deliver benefit to our customers.

Clients

For the **Foreign & Commonwealth Development Office (FCDO)** our experts provided project management, business analysis and a technical and security design authority services to assure the **Consular** business transformation strategy. This has involved projects supporting the Cabinet Office digital-by-default initiative and delivery of a number of significant global Cloud based services. This includes a new case management system that allows FCDO to support British Nationals involved in crises overseas. The system was developed using an Agile development approach, implemented on a new private cloud and accredited - all in under 4 months.

At a **Home Office Agency** our experts developed a secure portal to enable submissions to be made from different communities including a public facing channel. Each community was able to secure connect using a Public-Key infrastructure (PKI). Each external channel segregated but automatically connected through an external access service. It spanned 1 to 4 business impact levels and was assured and accredited to HMG Security Policy Framework. Our experts developed a high transactional database to support these channels, providing a means to



prioritise and task each case submitted focusing the effort on the business activity and reducing the burden of managing this vast amount of information being gathered.

At the **Home Office**, our staff provided Project Management to help drive through the implementation of the Home Office £100m Extend and Blend desktop rollout project to 20,000 Home Office Staff, ensuring that revised delivery schedules were met and key business benefits delivered. This was recognised as one of the largest Citrix implementations of its kind in Europe.

Working with senior stakeholders within the **Identity and Passport Service** our experts provided project management and technical assurance on systems integration, enabling the repatriation of overseas passport processing back to the UK, significantly cutting costs and returning ownership of these processes back to IPS.

We concentrate on providing you with a Design Authority service, which focuses on the bigger picture and the overall quality, and design principles you require in technical solutions. We are vendor independent and can draw on a wealth of hands-on technical and HMG security expertise and experience. We understand central government processes and procedures including ITIL, TOGAF and the current HMG security policy Framework (SPF).

We will tailor the support you want and need ranging from targeted assignments to provide advice and guidance, to longer term engagements, which supplement your existing Cyber security capability.

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