Softwire

BACKGROUND, SKILLS & EXPERIENCE

Critical National Infrastructure

Softwire at-a-glance

- A stable, consistently profitable business

- Privately owned, with founders actively involved

- Risk-averse, with no debts or liabilities

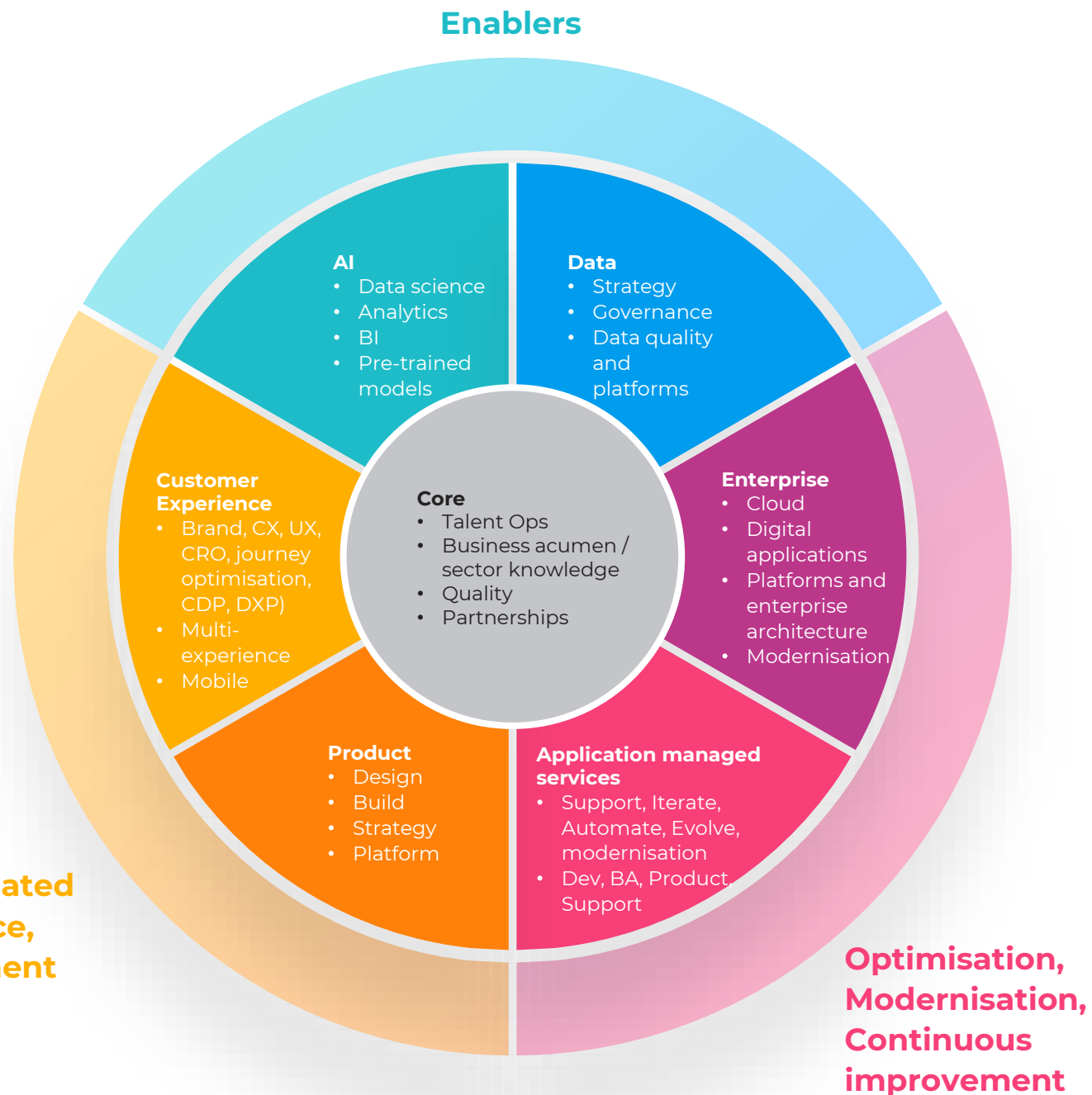- Average 15-20% annual growth since inception

- ~95% annual staff retention

Awards and Recognition

- Sunday Times "Best Companies to Work For" 11 years running

- Financial Times "Leading UK Management Consultants 2021: IT Implementation"

- 4.7 rating on Clutch.co

- 4.8 rating on Glassdoor

- Microsoft Gold Partner

- ISO27001 and Cyber Essentials Certified

FT FINANCIAL TIMES
UK's Leading
Management
Consultants
statista 2021

THE SUNDAY TIMES
100
BEST SMALL
COMPANIES
TO WORK FOR
2020

CYBER
ESSENTIALS

Microsoft
Gold Partner

ISO
27001
Certified

We offer a wide range of services

Our multi-skilled cross-functional teams offer **full-lifecycle management and ownership of outcomes** across a range of domains, using a range of specialisms.

Enablers

AI
- Data science
- Analytics
- BI
- Pre-trained models

Data
- Strategy
- Governance
- Data quality and platforms

Customer Experience
- Brand, CX, UX, CRO, journey optimisation, CDP, DXP)
- Multi-experience
- Mobile

Core
- Talent Ops
- Business acumen / sector knowledge
- Quality
- Partnerships

Enterprise
- Cloud
- Digital applications
- Platforms and enterprise architecture
- Modernisation

Product
- Design
- Build
- Strategy
- Platform

Application managed services
- Support, Iterate, Automate, Evolve, modernisation
- Dev, BA, Product Support

Brand, Differentiated experience, Engagement revenue

Optimisation, Modernisation, Continuous improvement

A long history of delivering in the public sector

We have delivered outcomes for a range of departments and related bodies

Central Government

Department for Education | Department for Levelling Up, Housing & Communities | Cabinet Office | Ministry of Justice | Government Digital Service | Department for International Trade | Department for Energy Security & Net Zero

Healthcare

NHS England | Office for Health Improvement & Disparities | Department of Health & Social Care | Moorfields Eye Hospital NHS Foundation Trust | NHS Improvement | The Fleming Fund

Arms Length Bodies

ofgem | Office for Product Safety & Standards | LNER LONDON NORTH EASTERN RAILWAY

Local Authorities

Camden | Southwark Council

Critical National Infrastructure

Our team have extensive experience migrating Critical National Infrastructure services into the cloud, and providing ongoing support and operational services for them.

Our team will work with you to determine your requirements, and design an approach and architecture that will make best use of cloud technology. This includes designing ongoing support operational models based on NCSC best practice.

We can also support in upskilling your team in cloud best practice, including infrastructure-as-code and DevSecOps, as well as supporting skills such as Agile coaching.

Service Features

- **Assessment and planning**: Reviewing existing infrastructure, mapping to business goals, analysing total cost of ownership and return on investment
- **Security and compliance**: Defining security models, IAM strategy, audits and industry standards
- **Architecture Design**: Defining service models, architecture best practices
- **Migration strategy**: including post-migration validation
- **Training and transferring knowledge**: platform and tools training, documentation, knowledge transfer sessions
- **Optimising and managing costs**: Defining performance metrics, implementing auto scaling and cost controls
- **Managing operations**: monitoring, logging and reporting, Infrastructure as Code, DevOps and continuous integration
- **Ongoing support**: Providing 3rd line technical support for cloud CNI services

aws PARTNER
Advanced Tier Services

CYBER ESSENTIALS PLUS

nqa.
ISO 27001
INFORMATION SECURITY MANAGEMENT

Softwire

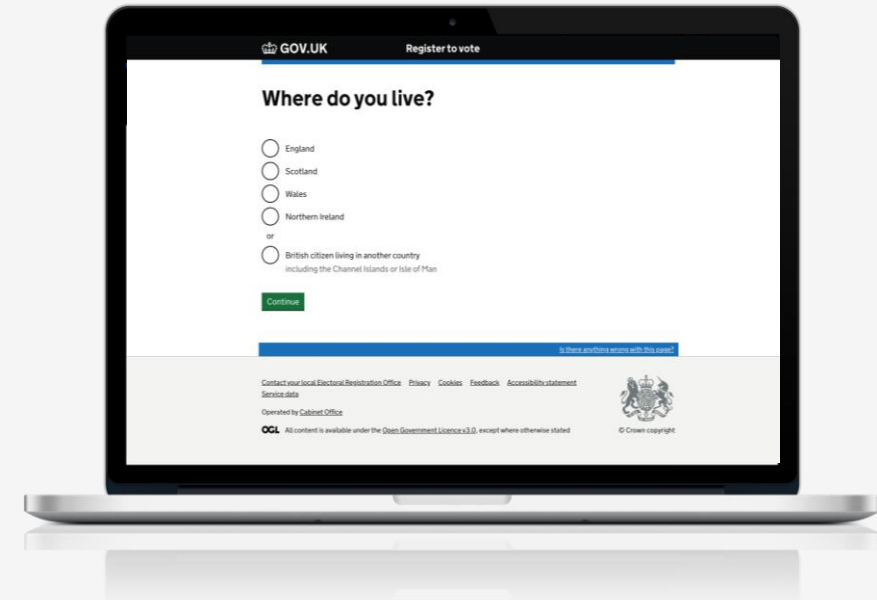# Case Study: Register to Vote Service

We delivered a cloud migration/replatforming of the Critical National Infrastructure Register To Vote service, a key part of the UK's electoral ecosystem

Key Design Challenges:
- Extremely spikey load pattern around elections
- Stringent non-functional requirements (99.9% uptime etc…)
- Data migration to support a close to zero downtime transition

Outcomes:
- Live service load tested to 275k concurrent users with <100ms page load times
- New architecture has saved significant hosting costs
- Achieved AAA accessibility

Register to Vote Service
Technical Design

Critical National Infrastructure project with exceptional technical challenges.

Technical design approach included:

Clarity of responsibility
- Experienced tech architect with overall ownership and support from wider org
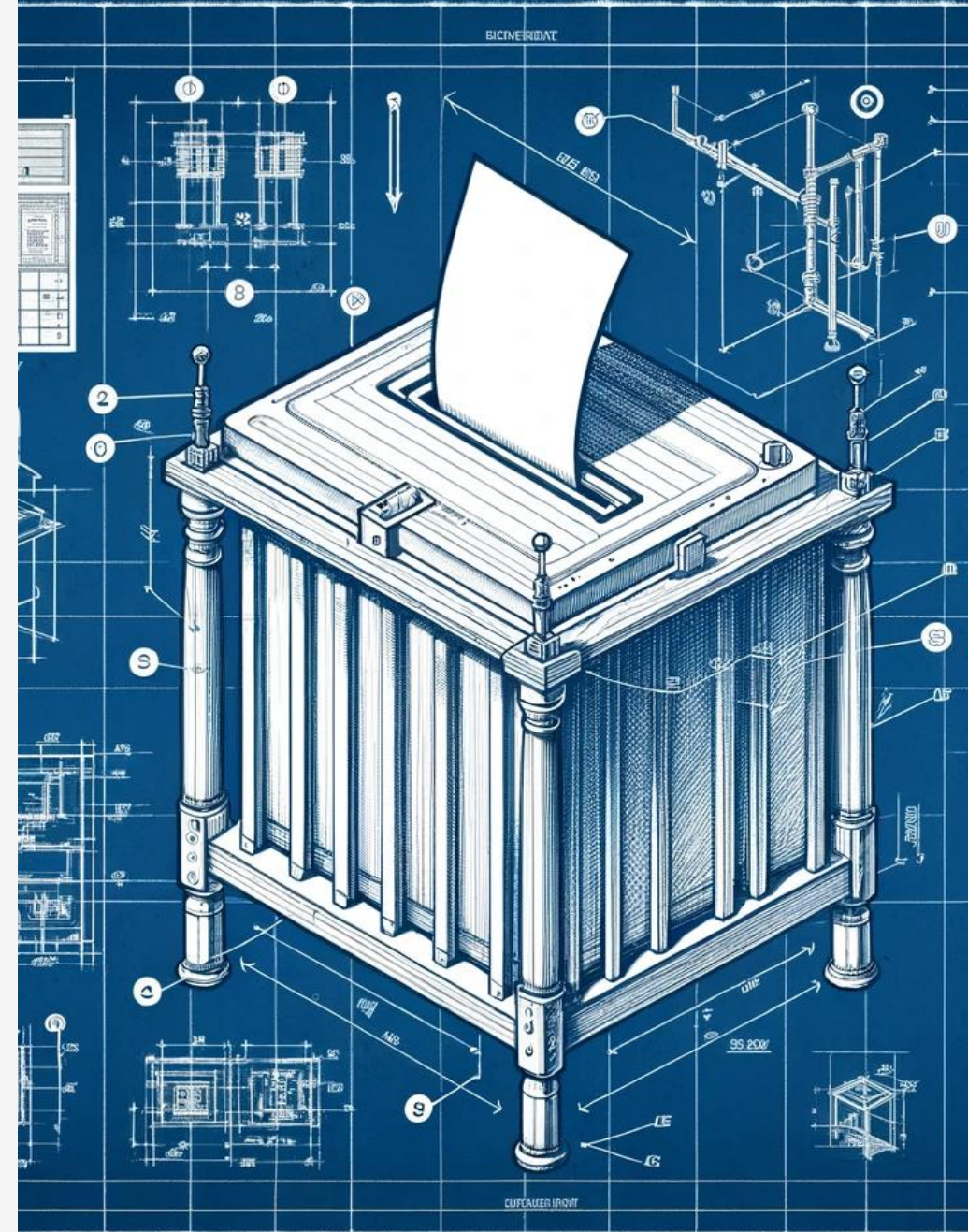
Early and open collaboration
- Working groups with stakeholders/partners
- Living documentation always up-to-date

Validation of decisions
- Spikes + engagement with cloud vendor

Joined-up leadership across disciplines
- Tech/UX/Delivery leads working closely to ensure joined-up delivery plans

Register to Vote Service
Security and Privacy

Service holds citizen personal data, and is a key link in the security of electoral processes.

We brought:

Specialist security expertise
- Softwire security lead working directly with NCSC and GDS Cyber

Layered approach to security
- Technical design *e.g. encrypted client-side storage*
- Infrastructure *e.g. back end service isolation*
- Boundary protection *e.g. WAF*
- Monitoring *e.g. log-shipping to DLUHC Cyber*

Security embedded within team processes
- Low level *e.g. code review, security testing*
- High level *e.g. threat-modelling, data lifecycle management*

Register to Vote Service

Resilience and Performance

Highly visible service with massive, unpredictable traffic spikes and complex dependencies.

Fully-realized cloud benefits
- AWS Lambda serverless technology delivered large cost savings and huge burst capacity

Integrated technology landscape
- Portfolio of electoral services with consistent technical approach ensures stability/efficiency
- Close collaboration with other gov agencies ensures processes are effective end-to-end

Designed for maintainability
- Comprehensive real-time monitoring and alerting ensure day-to-day performance
- Extensible technical design and strong devops toolset allow efficient changes
- Softwire provide expert 24x7 SC support