Softwire

Cloud Support

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
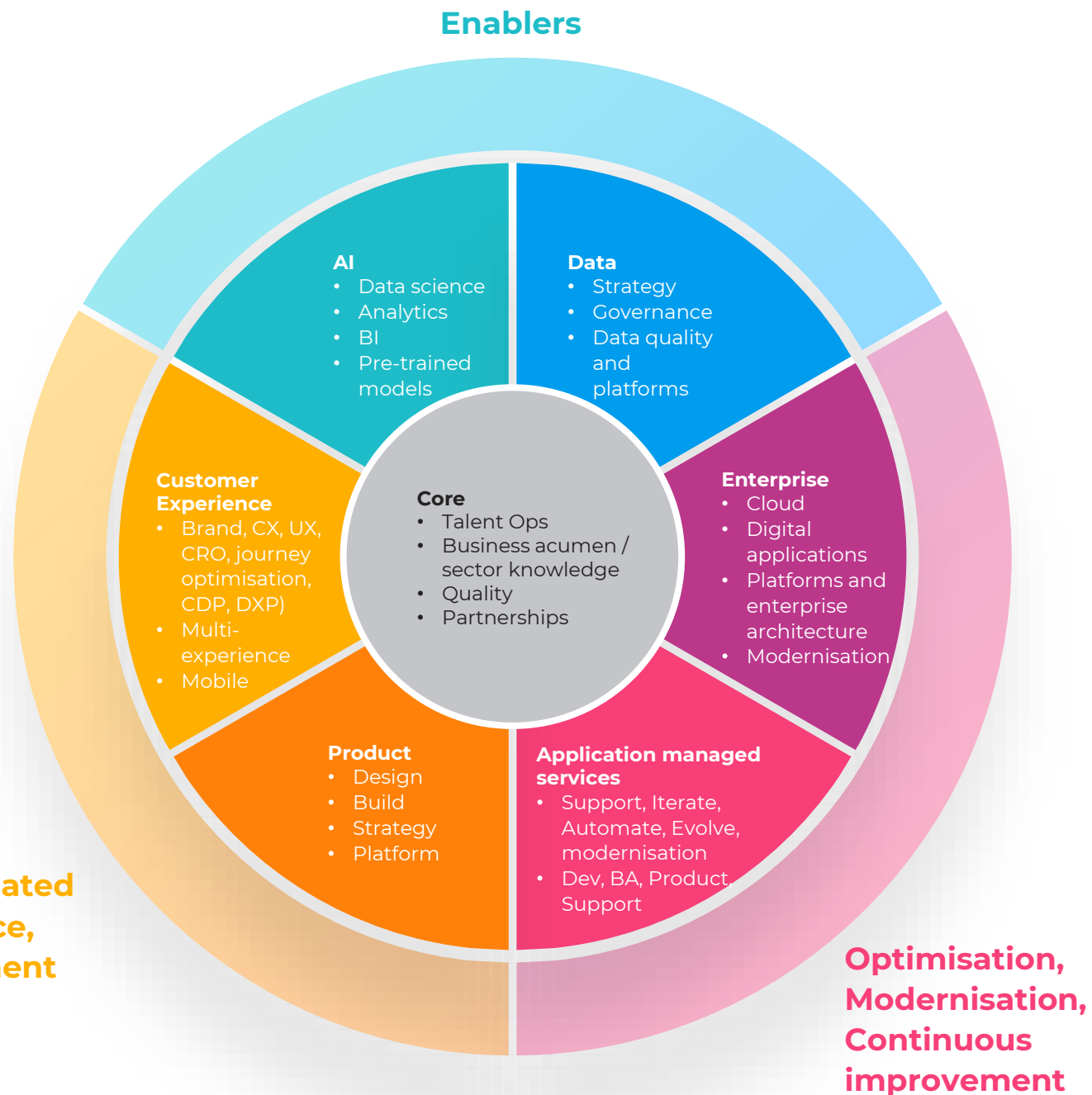
- ~95% annual staff retention

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

Cloud Support

Softwire has extensive experience providing support for a range of systems, including fully managed services where we take responsibility for the infrastructure and the software thereon. Our priority is ensuring that the live system is secure, reliable and performant. We have clear, robust processes in place for this purpose.

We have extensive, robust cloud-based infrastructure to enable our support service to operate effectively, with industry-standard enterprise solutions for communications (O365/Slack/PagerDuty), document storage (Sharepoint/Confluence), code storage and tooling (GitHub) and issue management (Jira). We also have large, flexible tenancies in Amazon Web Services and Azure, including the flexibility to provision cloud resources whenever needed.

We can provide a fully managed support service for 6 clients, including critical and high-availability services such as the Register to Vote service for the Department for Levelling Up, Housing and Communities. We work closely with each client's IT and information security teams to ensure that our service is aligned with their priorities.

Service Features

- **Incident management**: Triage, resolution, and root cause analysis
- **Transition services to support:** Working with development teams to ensure monitoring and alerts are in place
- **Release management**: Planning, testing, approval, releases, and hypercare
- **Enhanced support**: Proactive monitoring during key events
- **24x7:** We can support your systems throughout the day
- **Capacity management:** Load testing and scaling of services to ensure they can handle expected traffic#
- **Security management:** Vulnerability scanning, patching and testing
- **Continuous improvement:** Monitoring analytics and suggesting service improvements based on performance
- **Reporting and governance:** Regular updates on service and support process performance

aws PARTNER Advanced Tier Services

CYBER ESSENTIALS PLUS

nqa. ISO 27001 INFORMATION SECURITY MANAGEMENT

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Case Study – Register To Vote

We work collaboratively with DLUHC to provide support and ongoing improvements to the Register To Vote service

- A high-profile service, designated as Critical National Infrastructure

- Daily standups, weekly prioritisation sessions with the Cabinet Office team ensure we work as a single team

- We handle regular tasks such as load testing, pen testing and accessibility audits to ensure the service is complaint and kept up to date

- We proactively suggest improvements, e.g. recently using a new design system component to support a new feature

- We engage with their DDAT, IA, policy teams and external stakeholders including NCSC to ensure that all changes meet NFRs

- We maintain full documentation of the system and processes in Cabinet Office storage so that all knowledge is shared

- We provide detailed reports, attending monthly governance boards to report on performance against KPIs

Where do you live?

- ○ England
- ○ Scotland
- ○ Wales
- ○ Northern Ireland

or

- ○ British citizen living in another country
  including the Channel Islands or Isle of Man

Continue