

Layer 7 G-Cloud 13

Service Definition

Cloud, Digital and Technology Transformation and Delivery

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1. Introduction

1.1 About Us

We're a blended team of thinkers, designers, engineers and creators who strive to deliver excellence for our digital clients. Founded in 2010 we focus on building lasting relationships, working transparently and collaboratively to deliver meaningful innovative change. As a highly dynamic SME we will embrace your vision and deliver through our range of Cloud Support Services which can be rapidly deployed and flex in accordance with your needs.

1.2 Our Approach

Layer 7 prides itself on being highly flexible and dynamic in delivering our Cloud Support Services,

- Clarity – we ensure identification and focus on your core challenges
- Planning – we establish and maintain a joint, cohesive, prioritised plan
- Benefit realisation – we deliver outcomes that are important to your business
- Risk Treatment – we manage risks before they become issues
- Pragmatism and practicality – we understand real-world opportunities and constraints
- Commitment – your success is our success
- Knowledge transfer – your team becomes equipped to move you forward
- Stakeholders – fully engaged and committed throughout
- Partnership – we work as an integral part of your team
- Experience and capability – our team is highly able, knowledgeable and approachable

1.3 Our Principles

- Integrity – We believe in doing the right thing, all of the time. Through our actions we build lasting trust by being true at all times.
- Diversity - In sharing our skills, knowledge and experience our diversity and uniqueness which empowers us as a team.
- Passion - We strive to be our best, inspired to make an impact through our talents, passion and hard work each and every day.
- Learning - We love learning new things, continually improving and innovating. Learning from our challenges, successes and others.

- Kindness - It's a busy competitive world, empathy and kindness go a long way. We believe in showing compassion and kindness to all.
- Respect - We respect each other's value, differences, and contributions. For our team, ourselves, clients, vendors and our community.

1.4 Adding Value

- Scalable, flexible, tailored and innovative solutions for client needs
- Work Packages and Statements of Work configured and managed to budget
- Security Cleared Specialists including BPSS, CTC, SC and DV Cleared
- Managed Service, Turnkey Solutions & Capability as a Service
- Deliverable and Outcome based fully flexible specialist engagement
- Social Value target tracking and reporting
- Regular client engagement and service reviews
- Effective Programme Delivery, Mentoring and Knowledge Transfer Services
- Value for Money (VfM) and cost effective solutions – outside IR35
- Government/GDS, Wider Public Sector, NHS & Education and Local Government extensive track record
- Extensive network of highly skilled technical Certified Specialists and Resources

1.5 Contact Us

For further information of Layer 7 G-Cloud Services please use the central enquiry for all G-Cloud enquiries, framework@layer7.uk

Further information regarding Layer 7 can be found on our website, <https://layer7.uk>

2. Cloud Support Services

2.1 Layer 7 Cloud Support Services

We currently provide the following Cloud Support Services through the Digital Marketplace.

Cloud Transition Agile Delivery & Assurance
Cloud, Digital and Technology Transformation and Delivery
Cyber Security Services and Cloud Security Architecture
Digital and Cloud Transformation
Digital Transformation
Information Assurance, Cyber Risk Management, Governance, Risk & Compliance (GRC)
AWS Cloud Services
AWS Engineering
Azure Cloud Services
Azure Engineering
Digital API Engineering
Digital Service Transformation
Digital Software Engineering Service
Engineering Service
Site Reliability Engineering (SRE)
Technical and Solutions Architecture
Security Architecture & Design

2.2 Cloud, Digital and Technology Transformation and Delivery

Layer 7 provide Azure cloud support services in the planning, set-up, migration, maintenance, and security when migrating or optimising Azure cloud environments. Our services offers customers a tried and tested approach for successful analysis, planning, design, deployment, support, Azure Consultancy, and licensing.

Service Features

- Define target operating model, principles and blueprint for future state
 - User research and customer insight to understand issues and opportunities
 - Define vision, strategy, roadmap and objectives for transformation
 - Agile collaborative delivery, co-production, coaching and knowledge and skills transfer
 - End-to-end customer journey, user experience (UX) and business process improvement
 - Change management, business change, Training planning for user adoption
- Digital transformation programme setup including governance and delivery management

Service Benefits

- Applies extensive experience of digital transformation and technologies
- Improved ways of working for staff through improved/agile workflows/structures.
- Improved business engagement on IT programmes, increased collaboration and ownership
- Improved stakeholder confidence, buy-in for digital transformation projects
- Identifies channel shift opportunities for cost and efficiency benefits realisation
- Defines the programme architecture, structure and resources to deliver