G Cloud 14 (Cloud Support)

Service Definition

Service Management Accelerator - Atlassian Tooling Services

Advancing Technology,

Innovating,

Delivering Digital Outcomes.

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IdentityE2E Ltd

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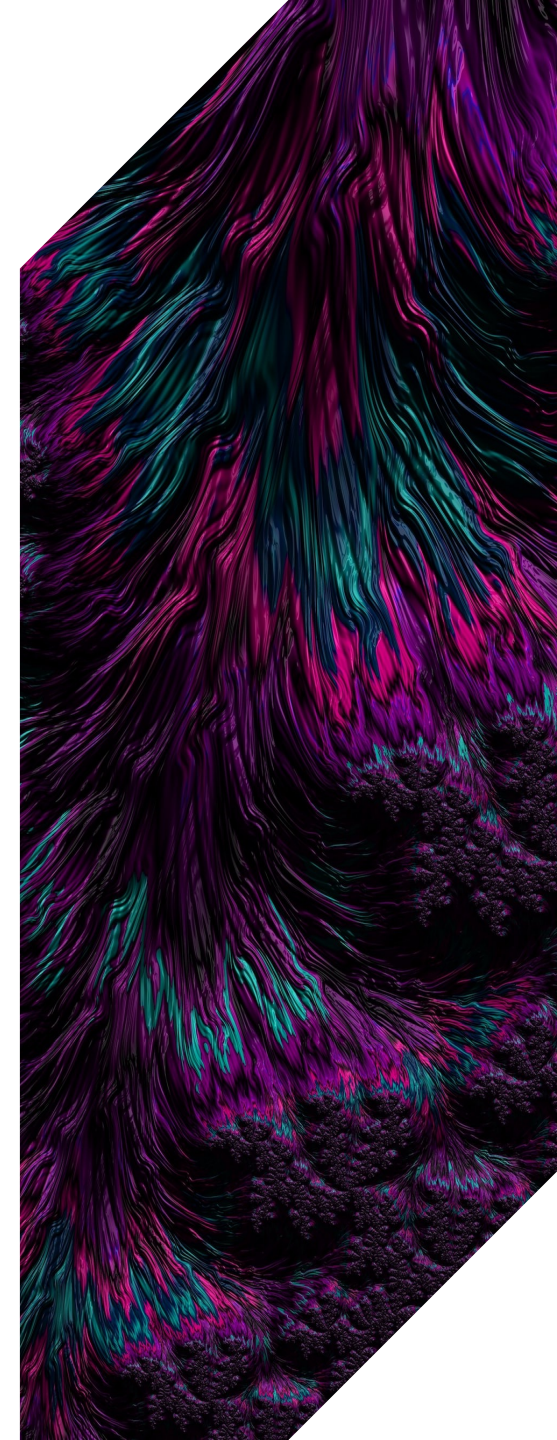
1) Introduction

A UK based SME, specialising in Biometrics, QA and Cloud with a world-class track record of delivering, large-scale, enterprise grade, landing zone platforms and digital services on AWS in both the public and private sectors.

We help clients turn their most critical digital aspirations into reality, delivering secure, modern and resilient services at real pace, often in highly regulated, secure and complex environments.

Cloud Strategy & Execution

We provide leadership across the full end to end lifecycle from cloud adoption strategy, design, migration, and delivery through to live operational support.

Secure Cloud Foundations

We have worked with AWS and NCSC for many years on the design patterns, controls and compliance needed to operate securely at scale on public cloud.

Unparalleled Track Record

We have architected and delivered some of the UK's most complex AWS LZA cloud platforms, including the largest AWS public sector platform in the world for the UK Home Office, NATO and the NHS Halo Platform to support the UK Covid response.

We are proud of our reputation for high quality, rapid delivery, working collaboratively with our clients to maximise their return on investment by enabling cloud transformation at speed.
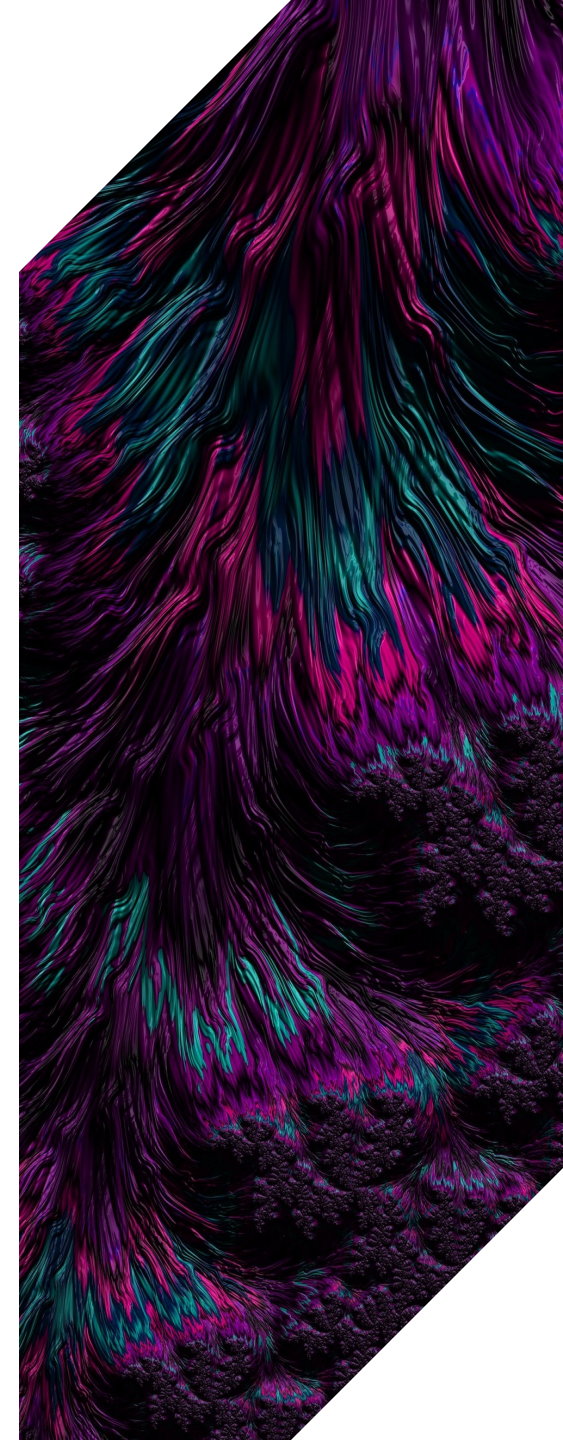
Why Trust IdentityE2E?

As a top-tier UK SME, we specialise in cutting-edge cloud services. Trusted for our expertise, we deliver enterprise-grade solutions to a diverse clientele in the public and private sectors.

Proven expertise in designing, building, and supporting cloud platforms ensures your success. Partner with us for tailored, impactful solutions.

Trailblazers in Platform Engineering Excellence

Adoption of modern, automated engineering practices such as common patterns, Continuous Delivery, platform engineering and Well Architected assurance using AWS best practice.

Pinnacle Cloud Expertise

IdentityE2E has 10-plus years of experience building large-scale AWS platforms for the UK Government including the Home Office, eGates, and NHS Test and Trace platforms

Our experience in supporting cloud platform teams is scalable, efficiently handling requests from over 1000 developers.
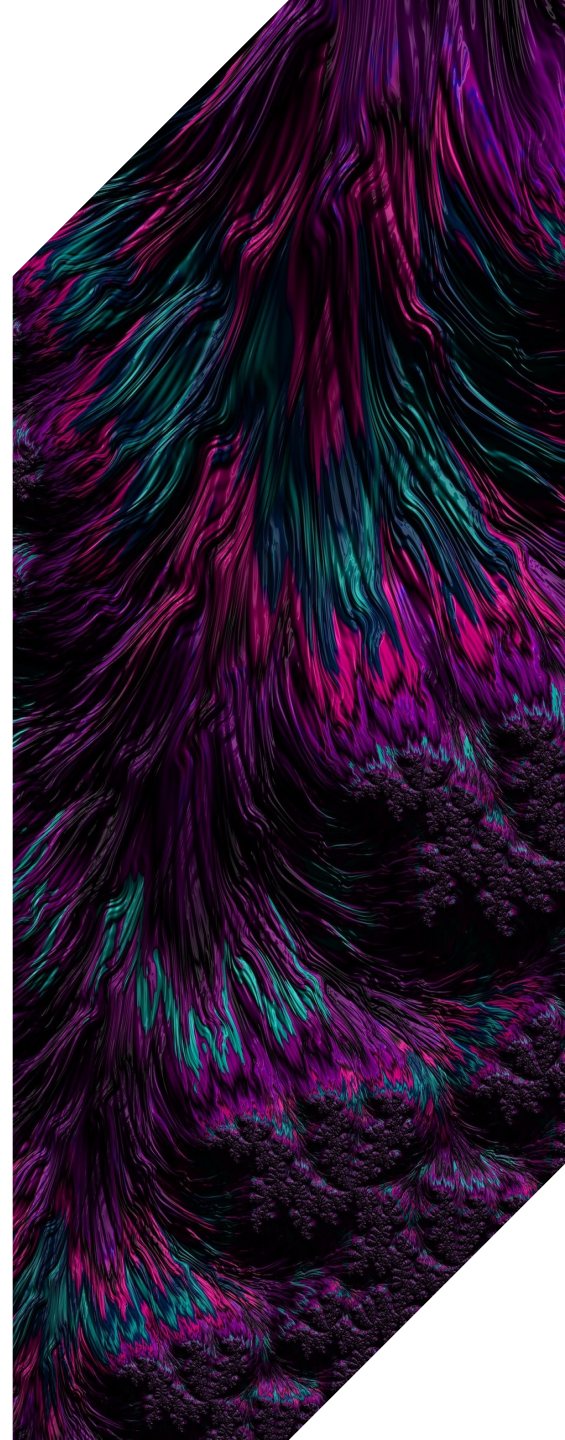
Cutting Edge Digital Thinking

We combine modern user-centred design thinking with the latest engineering practices to deliver world-class services at scale & pace, including AI/ML tooling.

Trusted AWS Partner

aws **PARTNER**

aws **PARTNER** Public Sector

aws **PARTNER** Advanced Tier Services

aws **PARTNER** Solution Spark Public Sector Partners

Our AWS Pedigree

Identity E2E has emerged as a leading AWS Public Sector Partner through a decade of dedication and expertise in cloud technology. Our highly skilled, loyal team boasts an impressive array of AWS certifications and significant achievements.

In 2023, Identity E2E earned the esteemed titles of LZA Partner and Solution Sparks for Public Sector (SSPS) Partner, placing us among an elite group of only 12 companies in the UK and 41 worldwide. We also completed the AWS Think Big for Small Business (TBSB) program and ascended to the rank of Advanced Partner.

2024 witnesses the continued flourishing of Identity E2E's development and pedigree. Building upon our NATO work and extensive LZA experience, we triumphantly completed the rigorous assessment for the Trusted Secure Enclaves (TSE) Vetted Partner Programme (VPP) on our first attempt, solidifying Identity E2E's position as the **first VPP Partner in the United Kingdom**.

Identity E2E is dedicated to the growth of our exceptional staff through continuous AWS training and hands-on experience. As an industry leader, we redefine the meaning of a trusted AWS Public Sector Partner through VPP, delivering cutting-edge solutions for the most complex and regulated mission-critical sectors, including Government, Global National Security and Defence.
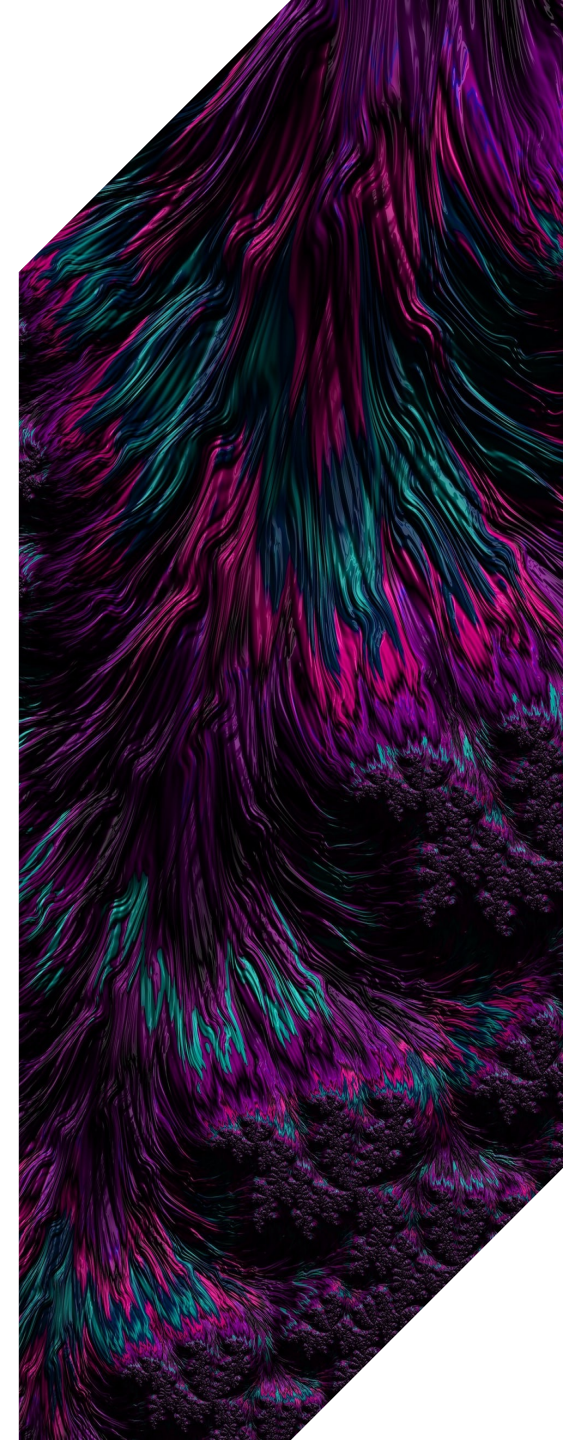
How we help our AWS customers succeed

Realising value from cloud

Cloud migration strategy & execution, establishing mature cloud operating models, cloud platforms, & value realisation.

Engineering transformation

Adoption of modern, automated engineering practices such as continuous delivery, platform engineering, guardrails and security operations (SecDevOps).

Transforming delivery effectiveness

We help our customers achieve better results from their expenditure through migration, cloud native adoption, cloud cost optimisation and observability.
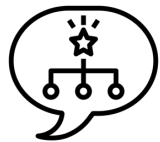
Cloud Acceleration

Provision of 'out-the-box' LZA accelerators to enable rapid adoption of AWS cloud, securely at scale using Landing Zone based platforms and services.
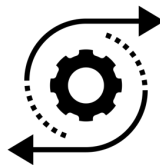
Delivery of critical change

We specialise in leading & delivering of critical cloud programmes, often in complex, high-pressure, time critical environments

Recovering troubled programmes

Stabilising troubled projects & programmes and getting them back on track

2) **Service Management Accelerator - Atlassian Tooling Services**

Service Overview

- Our company offers extensive Solutions for Management Services, utilising JIRA Service Management. Our provisions cover all aspects of assistance, Catalogue of Services, Management of Incidents and Alterations, and smooth Transition of Services. With proficiency in API merging, mechanisation, and custom coding of Atlassian applications. We guarantee effective procedures for heightened consumer satisfaction and seamless integration of services.

Service Management Accelerator - Atlassian Tooling Services Features

The features and capabilities of our service include:

Service Features

- Catalogue construction streamlines service offerings for intuitive access.
- Incident management promptly addresses issues, minimizing downtime efficiently.
- Swift request handling ensures customer satisfaction with seamless resolutions.
- Change management tracks and manages changes robustly for effective adaptation.
- Service Transition guarantees smooth transition to live operations.
- JIRA Service Management Premium enhances functionality.
- API integration improves workflow automation across systems seamlessly.
- Automated processes boost efficiency, reduce manual workload effectively.
- Atlassian apps tailored to business needs with bespoke coding.
- Comprehensive analytics inform decision-making, driving continual improvement.

Service Benefits

- Operational efficiency increased, optimizing resource utilization for better outcomes.
- Reliability and stability enhanced, minimizing disruptions through proactive management.
- Customer satisfaction elevated, providing timely resolutions and personalized experiences.
- Risks reduced, compliance improved with robust change management practices.
- Transitions ensure smooth service delivery, fostering continuity and reliability.
- Advanced features of JIRA Service Management leveraged for superior quality.
- Agility and adaptability enhanced with seamless integration and customization options.
- Teams empowered with automation for improved performance.
- Tailored solutions meet unique business requirements, maximizing value.
- Detailed analytics facilitate decision-making, strategic planning effectively.

3) Other Information

Onboarding Information

Ahead of finalising a call off order through G-Cloud for our services, we will engage with the Customer to discuss on-boarding arrangements, including:

- Measurable deliverables and milestones

- Defined outcomes

- Ownership, risks and consequences related to delivery

- Quality criteria

- Security requirements

- IdentityE2E governance, and management of our delivery team including escalation

Pricing

The pricing for this consultancy service is set out in our Pricing Document and SFIA rate card, as an attachment to our G-Cloud service listing.

Please note that the day rate will vary according to the SFIA level of the service required.

AWS Partner

IdentityE2E are a registered AWS Advance Partner with extensive experience of migrating, designing, building, testing and operating secure cloud-based services for the public sector.

Sub-contractors

IdentityE2E has several strategic partnerships with trusted associates that we work with on a regular basis to provide us with increased flexibility and further strengthen the service we can offer to customers. In some cases, we may subcontract some work described in the service description above to one of these partners.

However, for the avoidance of doubt, IdentityE2E will always remain the prime contractor and manage the work and relationship with the customer.

AWS Reference Feedback

→ *Tim Precious: AWS Enterprise Global Account Manager for Thomson Reuters, July 2023*

"I have written this in context of the feedback I have had from the AWS lead on the Home Office as well as a very deep look at the work executed at NHS Digital - which I know you know - is held up as a **beacon of success and execution by AWS exec globally**.

The differentiator on TR was the **breadth and depth of knowledge of AWS services** that you have demonstrated, providing Thomson Reuters advice on building **highly secure, scalable, cloud-native services on AWS using best practice**. This thought leadership was instrumental to remediating numerous high impact concerns shared by AWS and also providing strategic direction going forward to reduce risk and optimise costs.

Also, I don't think we're finished yet. I see a considerable amount of work ahead as you help inform the TR team on the absolute criticality of **right sizing, optimal architecture and the shared responsibility model we host for Cloud with our clients**. That includes the automation importance you have unearthed and highlighted.

You get it. We continue to lean on you for execution of the best practice engagements you have built with and for TR & AWS"

Neil Beet, AWS NATO Team Lead, Global National Security & Defence, February 2024

→

"By leveraging the AWS Trusted Secure Enclave (TSE) as its cloud foundation, NATO School Oberammergau (NSO) migrated to Amazon Web Services (AWS) in weeks whilst putting **security and resilience at the core its approach**.

This is a strong example of how **customers are able to move at speed**, made possible by leveraging AWS' unparalleled experience in working with national security and defence organisations globally, alongside deep AWS **expertise from Identity E2E Ltd as an Advanced AWS Partner**."

Our Customers

- Prestigious organisations trust us to help achieve their goals

4) Contact Details

Pricing

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