

Scrumconnect G-Cloud 14 Service description

Modernisation



**Digital. Made
easy.**



Overview: About Scrumconnect

We are a UK-based SME providing digital services to the private and public sectors.

We help define your product, engineer the solution and transfer skills.

- 1 Delivering more than 20% of top 75 public services
- 2 We are a **trusted partner** to major govt departments including DWP, HMPO, MoJ and DfE
- 3 Delivered successful digital programmes to SITA, Cora, Bank of England and ASOS.
- 4 The services we build achieve an average **95%+** user satisfaction rate
- 5 Creating **750 new jobs** over the next 3 years

Digital. Made easy

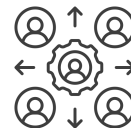
Our mission is to make digital services easy to use for our clients and their customers. To create great user experiences for everyone.

Track Record: Digital. Made easy

Delivering over **20%** of top 75 UK citizen-facing Public Services and a number of Private sector customer facing programmes.



68 user-centred digital services delivered across **14** major clients



350 people currently deployed on client projects



cora

ASOS
discover fashion online

SITA



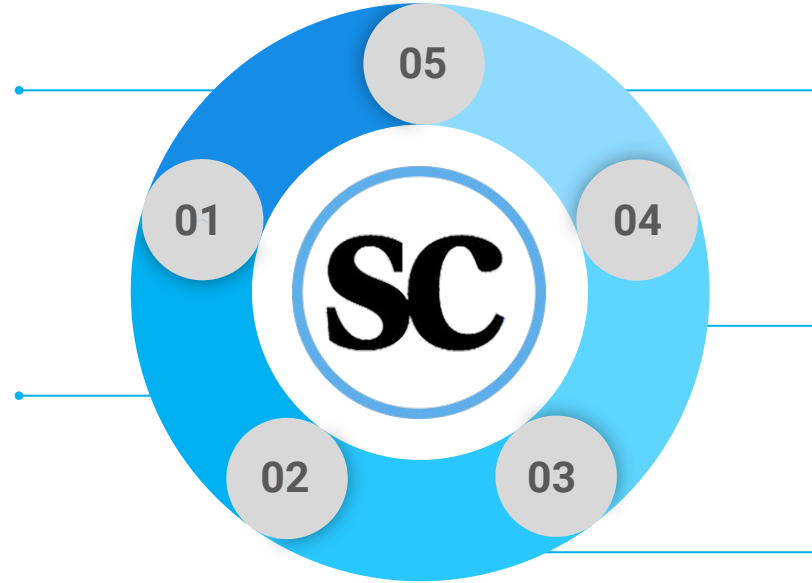
50m UK citizens use our solutions

> User Insights

We put the user at the heart of everything we do. Through diligent user research, we get our solutions right first time.

> Rapid Concept Development

We follow the concept of 'think big, build small'. By continuous iteration, our mentality is to develop a sustainable product.



> Early Product Launch

Our job is to find the quickest route from idea to digital product for our customers. Early value to users results in a virtuous delivery cycle.

> Agile Working

Our delivery, and indeed our organisation, is based on agile principles. Adopting GDS ways of working enables us to help our customers deliver fast and right.

> Lean Experiments

We accept that we build systems in an uncertain world. We take calculated risks through lean experiments to get ahead of the curve.



Collaboration

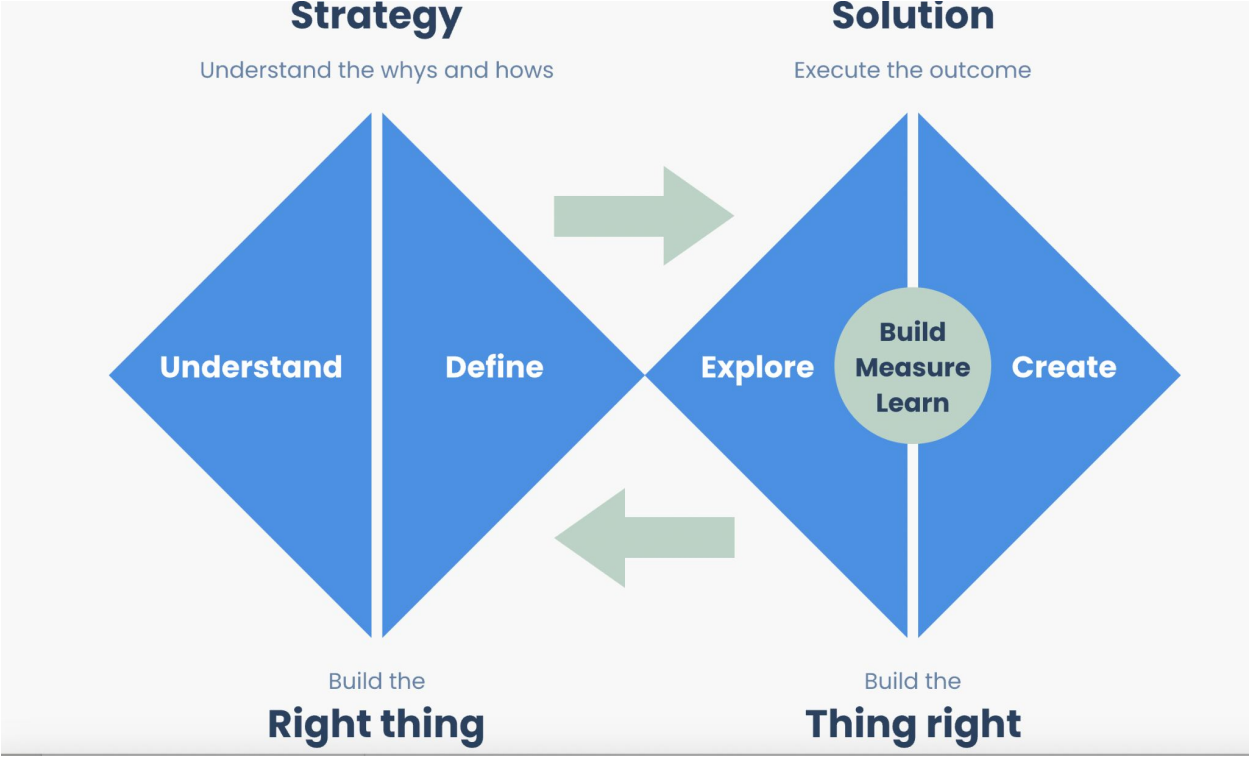


One Team Objective



Continuous Learning

Building for both quality and outcome without compromise



Our Modernisation service encompasses a comprehensive approach to revitalizing legacy systems, including applications, databases, and infrastructure. We leverage our expertise in software engineering, architecture, and migration strategies to deliver a seamless and successful modernization journey.

Service Features

a. Legacy System Assessment:

- We begin by conducting a thorough assessment of your existing legacy system, including its architecture, functionality, and underlying technologies. This assessment helps us understand the system's strengths, weaknesses, and potential areas for improvement.

b. Modernization Strategy Development:

- Based on the assessment findings and your organization's specific goals, we collaborate with your team to develop a tailored modernization strategy. This strategy outlines the recommended modernization approach, technology stack, migration roadmap, and expected outcomes

c. System Redesign and Replatforming:

- Our experts work closely with your stakeholders and subject matter experts to redesign the legacy system, ensuring it meets modern architectural principles and aligns with industry best practices. We also assist in replatforming the system onto modern infrastructure, such as cloud-based environments, to enhance scalability and flexibility.

d. Application Refactoring and Migration:

- We employ various techniques, including code refactoring and reengineering, to modernize your legacy applications. Our team ensures that the refactored applications are optimized for performance, maintainability, and integration with other systems. We carefully plan and execute the migration process, minimizing disruption and ensuring data integrity throughout the transition.

e. Data Migration and Transformation:

- Our data migration experts facilitate the seamless transfer of data from legacy databases to modern data platforms, ensuring data integrity and consistency. We also assist in transforming and restructuring data to meet the requirements of the modernized system.

f. Integration and Interoperability:

- We address the integration challenges of the modernized system by enabling seamless interoperability with other applications, systems, and third-party services. This ensures smooth data flow, process automation, and enhanced collaboration within your organization's ecosystem.

g. Testing, Quality Assurance, and Performance Optimization:

- Our dedicated testing and quality assurance teams conduct comprehensive testing to ensure the modernized system meets functional and non-functional requirements. We perform load testing, stress testing, and performance optimization to enhance system responsiveness, stability, and scalability.

h. Ongoing Support and Maintenance:

- We provide post-modernization support and maintenance services to ensure the continued optimal performance and evolution of the modernized system. Our team is available for assistance, bug fixing, enhancements, and upgrades, helping you derive long-term value from your investment

Service Benefits:

- **Enhanced System Performance:** Modernization improves system speed, reliability, and responsiveness, leading to improved user experience and increased productivity.
- **Scalability and Flexibility:** Modernized systems are designed to scale effortlessly, accommodating growing business demands and future technological advancements.
- **Cost Optimization:** Legacy modernization reduces maintenance costs, infrastructure expenses, and manual effort, resulting in long-term cost savings.
- **Improved Security:** Modernized systems incorporate robust security measures, protecting sensitive data from potential threats and vulnerabilities.
- **Increased Agility:** Modernization enables organizations to adapt quickly to market changes, innovate rapidly, and respond to customer needs effectively

Service Delivery: Our approach to service delivery ensures a seamless and collaborative experience throughout the legacy modernization process. We prioritize effective communication, transparency, and adherence to project timelines to achieve successful outcomes.

a. Project Initiation:

Once the engagement is confirmed, we initiate the project by conducting kickoff meetings with key stakeholders from both our organization and yours. We establish project goals, define roles and responsibilities, and agree upon the project timeline and deliverables.

b. Requirement Gathering and Analysis:

Our team works closely with your subject matter experts to gather detailed requirements for the legacy modernization project. We analyze and document these requirements, ensuring a clear understanding of your business objectives and expectations.

c. Agile Development Methodology:

We adopt an agile development methodology, enabling iterative and incremental development cycles. Regular sprint planning, stand-up meetings, and retrospectives ensure continuous feedback and collaboration, allowing for flexibility and adaptability throughout the project.

d. Progress Tracking and Reporting:

We provide regular progress updates and reports, keeping you informed about the project status, milestones achieved, and any potential risks or issues. Transparent communication channels ensure that you are involved in decision-making and are aware of the project's progress at all times.

e. Change Management:

As legacy modernization projects often involve significant changes to existing systems and processes, we implement robust change management practices. We ensure effective communication, training, and user adoption strategies to minimize resistance and maximize the benefits of the modernized solution.

f. Quality Assurance:

Our dedicated quality assurance team conducts rigorous testing at each phase of the modernization process. We follow industry-standard testing methodologies to identify and address any functional or non-functional issues, ensuring a high-quality end product.

g. Deployment and Post-Deployment Support:

We carefully plan and execute the deployment of the modernized system, working closely with your team to minimize any disruption to your business operations. Following deployment, we provide comprehensive post-deployment support, ensuring a smooth transition and addressing any immediate issues or concerns.

h. Knowledge Transfer and Training:

To empower your team to effectively manage and maintain the modernized system, we provide knowledge transfer sessions and training. This equips your staff with the necessary skills and knowledge to leverage the new system's capabilities and functionalities.

e. Agile Project Management:

- We adopt agile project management principles, including Scrum and Kanban methodologies, to ensure transparency, flexibility, and iterative progress. Regular sprint planning, stand-up meetings, and retrospectives enable effective communication, collaboration, and timely delivery of RPA initiatives.

f. Testing and Quality Assurance:

- We employ rigorous testing and quality assurance practices to validate the functionality, reliability, and security of the RPA solution. Our team performs comprehensive testing, including functional testing, regression testing, and user acceptance testing, to ensure that the automation meets your expectations.

g. Training and Change Management:

- We provide comprehensive training programs to equip your team with the necessary skills to manage and maintain the RPA solution. Additionally, we assist in change management activities, ensuring smooth user adoption, stakeholder engagement, and alignment with your organization's change initiatives.

h. Support and Maintenance:

- Our support team provides ongoing maintenance and technical support for the implemented RPA solution. We monitor the performance of the robots, address any issues or errors, and provide regular updates and enhancements as required.

Why Choose Scrumconnect?



Track Record:

Experienced delivery partner for private and public sector clients



UK govt's trusted partner



Cross-Sector Delivery experience

DWP, MOJ, HMPO, DFE, GDS, SITA, Cora, Bank of England and ASOS



Value for Money

clear vision for improvement, TCO benefits, competitive rates, experienced team, knowledge transfer



Hand picked team

10+ years experience of picking bespoke digital teams to meet customer demands



Delivery Mindset

Delivered 40+ projects over Discovery/Alpha/Beta/Live



Quality

meeting user needs as default



Standards

Adherence to GDS and Industry SDLC and Designs, tech community participation. Certified to Cyber Essentials Plus, ISO 9001/27001

Award Winning Agile Software Engineering



Department
for Education



Ministry
of Justice



Education & Skills
Funding Service



Central Digital
& Data Office



Cabinet Office



Department
for Work &
Pensions



Home Office



UK Health
Security
Agency



Government
Digital Service



Department for
International Trade



BANK OF ENGLAND

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Thank you