



G-Cloud 15

Service Definition Document

Lot 3 Cloud Support

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1. Company Overview

Mobilise Cloud is a born in the cloud organisation offering consulting and managed services to customers across government and the private sector. We strive to enable our customers to transform and thrive through the successful use of public cloud and AI services. Our industry leading partnerships demonstrate our proven ability to deliver expertly designed solutions for our customers.



- Public Sector
- Immersion Day
- Solution Provider
- Amazon EKS Delivery
- Amazon Connect Delivery

- Managed Service Provider
- Govt. Services Competency
- Solution Spark Public Sector Partners



Advanced

Business Partner
Solution provider

Cloud infrastructure



Data & AI
Azure



CLOUD NATIVE
COMPUTING FOUNDATION



Crown
Commercial
Service
Supplier



2. Agile Delivery Service

Mobilise Cloud's Agile Delivery Service provides high-performing, multi-disciplinary teams to lead, manage, and execute complex digital transformations. We embed within your organisation to bridge the gap between strategy and execution. By following GDS Service Standards and Agile methodologies (Scrum, Kanban, Lean), we ensure your digital services are built iteratively, with a relentless focus on user needs, quality, and speed to market.

Value Proposition

The Mobilise Agile Delivery Service provides high-performing, multi-disciplinary teams to lead, manage, and execute complex digital transformations. We embed within your organisation to bridge the gap between strategy and execution. By following GDS Service Standards and Agile methodologies (Scrum, Kanban, Lean), we ensure your digital services are built iteratively, with a relentless focus on user needs, quality, and speed to market.

What the Service Provides

Our Agile Delivery service provides the end-to-end expertise required to build and run modern digital services:

- Agile Squads: Fully formed, cross-functional teams including Delivery Managers, Product Owners, User Researchers, and Engineers.
- User Centred Design: Comprehensive user research and UX/UI design to ensure services meet the GDS Service Standard and accessibility requirements.
- Continuous Integration & Delivery (CI/CD): Building automated pipelines that allow for safe, frequent deployments and high-quality code.
- Product Management & Strategy: Definition of product visions, roadmaps, and prioritised backlogs to ensure maximum value.
- Agile Coaching & Upskilling: Formal and informal training for client staff to build internal digital capability and self-sufficiency.
- Governance & Reporting: Transparent tracking of velocity, burn-down charts, and KPI achievement through digital tools like Jira and Confluence.

Overview of the Service

The service is a collaborative, outcome-based service designed for the fast-paced requirements of the public sector. We operate using a working backwards approach, starting with user needs and working through Discovery, Alpha, Beta, and Live phases.

The service is underpinned by a commitment to transparency; we facilitate daily stand-ups, sprint retrospectives, and show-and-tells to keep all stakeholders aligned. Our teams are experts in modern technology stacks and cloud-native practices, ensuring that the products we deliver are not only user friendly but also technically robust, secure, and easy to maintain. By integrating DevSecOps into our delivery cycles, we ensure that security and stability are never compromised for speed, providing a reliable path for continuous digital innovation.

3. Application Modernisation

Mobilise Cloud's Application Modernisation Service enables organisations to transform legacy "monolithic" systems into agile, cloud-native solutions. We specialise in re-architecting applications to leverage Serverless and Containerisation (Docker/Kubernetes), ensuring high availability, security, and significant reductions in technical debt. By integrating DevSecOps and Agile delivery, we build resilient, cost-effective systems that fully utilise the power of AWS, Azure, and GCP,

Value Proposition

As organisations transition to the cloud, building on a foundation of best practice and innovation is vital to ensure safe, organic growth. Our modernisation approach mitigates the common risks of rapid migration, such as:

- **Cost Control:** Preventing spiralling costs through efficient resource utilisation and cloud-native architectures.
- **Security & Governance:** Implementing robust security controls and guardrails to prevent poorly configured environments.
- **Technical Debt Mitigation:** Actively refactoring hard-to-maintain codebases to prevent long-term tooling sprawl.
- **Rapid Prototyping:** Providing the governance necessary to protect customers while allowing for high-velocity innovation.

What the Service Provides

Our service offers a comprehensive lifecycle for application evolution, including:

- **Strategic Assessment:** Detailed reviews of existing workloads (WAFR) to analyse security, cost, and resiliency.
- **Microservices Re-architecting:** Transforming monolithic systems into secure, modular microservices and event-driven architectures.
- **CI/CD Automation:** Implementing automated pipelines to enable continuous, rapid, and secure deployment.
- **Managed Modernisation:** Identifying areas for continuous optimisation, automation, and dynamic environment provisioning.
- **Upskilling & Enablement:** Embedding expert resources to transition knowledge through paired programming and technical workshops.
- **Full-Stack Engineering:** Expert support covering front-end, back-end, and leading public cloud platforms.

Overview of the Service

Mobilise Cloud's service is designed to assess, migrate, modernise, and support your critical application workloads. We utilise a "Working Backwards" approach, starting with the end-user's needs to ensure every design decision aligns with your strategic goals.

The service is delivered through Agile Sprints, providing full transparency via daily stand-ups, show-and-tells, and collaborative RAID logs. We ensure all workloads conform to the GDS Service Standard, NCSC principles, and the Technology Code of Practice. By baking security into every revision of the architecture—using techniques like Defence in Depth and Least Privilege Access—we deliver a matured service that is operationally ready and resilient against modern cyber threats.

4. AWS MSP Managed Service Provider

Mobilise Cloud is an official **Amazon Web Services (AWS) Managed Service Provider (MSP)**, a designation that confirms our expertise in delivering end-to-end AWS solutions. We provide comprehensive, enterprise-level management of your AWS infrastructure, applications, and data to ensure your services remain highly available, performant, and secure. By combining automated next-generation monitoring with our SC-Cleared, ISO-certified support desk, we handle the operational complexity of the cloud so you can focus on your core business.

Value Proposition

In a time of rapid digital growth, a structured managed service is essential to prevent uncontrolled cloud expansion. Our MSP offering provides a foundation of best practice and governance that delivers:

- **Operational Excellence:** Automated ticket raising and 24/7 engineer callouts through tools like PagerDuty that ensure critical services are always protected.
- **Cost Optimisation:** We proactively identify cost-saving measures, such as spot instances and dynamic environment provisioning to ensure your cloud spend is efficient.
- **Security & Compliance:** Our service is built on NCSC principles and the AWS Well-Architected Framework, incorporating "Defence in Depth" and encryption to protect your data.
- **Continuous Improvement:** Unlike traditional support, we include monthly engineering days to perform small incremental changes, ensuring your solution evolves alongside your needs.

What the Service Provides

Our AWS MSP service provides a tiered, ITIL-aligned management framework:

- **24x7x365 Monitoring & Alerting:** Full-stack monitoring (Infrastructure, Application, and Data) with threshold and anomaly detection.
- **Incident & Problem Management:** Rapid response to outages with defined RPOs and RTOs.
- **Patch & Security Management:** Automated vulnerability scanning and routine security patching to maintain a robust security posture.
- **Cost & Capacity Management:** Monthly reviews to right-size resources and introduce cost-effective compute models like Serverless.
- **CI/CD Pipeline Support:** Management of deployment tooling to ensure your development teams can release code safely and frequently.
- **Backup & Disaster Recovery:** Multi-AZ replication and cloud-native backup services to ensure business continuity.

Overview of the Service

Mobilise Cloud's AWS MSP service is an omnichannel support experience (Email, Phone, Web Portal) designed for the unique demands of the public sector. We offer flexible service levels, allowing you to tailor support hours and response times to the criticality of your applications.

The service is underpinned by our ISO-9001 and ISO-27001 accreditations, ensuring that every interaction meets the highest quality and security standards. Every month, your dedicated account manager will lead a service review to analyse performance metrics, identify areas for further automation, and report on cost-saving innovations. By leveraging our "Working Backwards"

approach, we ensure that our operational support is always aligned with your strategic outcomes, providing a stable, scalable, and high-performing AWS environment.

5. Cloud Enablement

Mobilise Cloud's Enablement service is designed to build the foundational landing zones, governance frameworks, and internal capabilities required for a successful cloud journey. We focus on moving organisations from ad-hoc cloud usage to a structured, enterprise-grade environment. By establishing Cloud Centres of Excellence (CCoE) and automated guardrails, we ensure your teams can innovate at pace while remaining compliant with security standards and financial controls on AWS, Azure, or GCP.

Value Proposition

Building on a foundation of best practice is vital to ensure safe, organic growth. Our Cloud Enablement service ensures you avoid the common pitfalls of cloud adoption by providing:

- **Governance at Scale:** Automated policy enforcement ensures that security and compliance are "baked-in," not an afterthought.
- **Cost Predictability:** We implement tagging strategies and financial guardrails (FinOps) to prevent unexpected billing and resource sprawl.
- **Self-Sufficiency:** Through targeted training and co-delivery, we transition your internal staff from traditional IT roles to confident Cloud Engineers.
- **Reduced Time-to-Market:** Standardised infrastructure templates (Infrastructure as Code) allow your developers to provision compliant environments in minutes rather than weeks.

What the Service Provides

Our service provides the structural and cultural building blocks for a cloud-ready organisation:

- **Landing Zone Deployment:** Building secure, multi-account environments based on the AWS/Azure Well-Architected Frameworks.
- **Cloud Centre of Excellence (CCoE) Setup:** Defining the roles, responsibilities, and processes required to govern cloud usage across the enterprise.
- **Identity and Access Management (IAM):** Implementing robust Single Sign-On (SSO) and Role-Based Access Control (RBAC) to ensure least-privilege security.
- **Infrastructure as Code (IaC):** Developing reusable Terraform or CloudFormation templates to automate environment setup.
- **FinOps & Cost Management:** Setting up real-time dashboards and automated alerts to track and optimise cloud spend.
- **Upskilling & Training:** Delivering hands-on workshops and "immersion days" to bridge the digital skills gap within your workforce.

Overview of the Service

Mobilise Cloud's Cloud Enablement service follows a "Working Backwards" approach, starting with your organisation's strategic goals and security requirements. We act as your partner in establishing a mature cloud operating model that balances agility with control.

The service is delivered through Agile phases, starting with a discovery to assess your current cloud maturity. We ensure all foundational designs align with the NCSC Cloud Security Principles and the GDS Technology Code of Practice. By implementing automated "guardrails" instead of manual "gatekeepers," we empower your delivery teams to move faster while providing leadership with the

visibility and assurance they need. This service ensures that your cloud estate is not just a place to host applications, but a strategic asset that drives continuous innovation.

6. Cloud Migration Service

Mobilise Cloud's Cloud Migration service provides a structured, low-risk pathway for transitioning legacy infrastructure and applications to the public cloud. We specialise in large-scale data centre evacuations and complex workload migrations, using proven frameworks to ensure a seamless move to AWS, Azure, or GCP. Our service focuses on minimising downtime and ensuring that migrated services are immediately more secure, observable, and cost-effective than their on-premises predecessors.

Value Proposition

Moving to the cloud is more than just a change of location; it is an opportunity to modernise. Our migration service ensures you realise the full benefits of the cloud from day one by providing:

- **Reduced Operational Risk:** We use automated migration tools and rigorous testing phases to ensure data integrity and service continuity.
- **Cost Transparency:** By right-sizing resources during the move, we eliminate the "waste" typically found in over-provisioned on-premises environments.
- **Accelerated Timelines:** Our experienced migration engineers use automation to move hundreds of workloads simultaneously, meeting tight data centre exit deadlines.
- **Foundation for Innovation:** We do not just "lift and shift"; we ensure your new cloud environment is built on a Well-Architected foundation, ready for future transformation.

What the Service Provides

Our service delivers a comprehensive end-to-end migration journey:

- **Discovery & Inventory:** Automated scanning of your current estate to identify application dependencies and hardware specifications.
- **Migration Readiness Assessment (MRA):** Evaluating your organisation's cloud maturity across six perspectives: Business, People, Process, Platform, Operations, and Security.
- **Well Architected Framework Review (WAFR)** of any existing workloads to analyse security posture, cost management, resiliency, performance, and operational ways of working.
- **The 6Rs Strategy:** Categorising every workload into the most effective migration path: Re-host, Re-platform, Refactor, Retire, Retain, or Re-purchase.
- **Data Migration & Synchronisation:** Secure transfer of large datasets using specialist tools (e.g., AWS Snowball, Azure Data Box) with zero data loss.
- **Post-Migration Validation:** Deep-dive testing and performance monitoring to ensure the migrated service meets or exceeds on-premises benchmarks.

Overview of the Service

Mobilise Cloud's Cloud Migration service is a high-velocity engagement model designed to deliver complex transformations with precision. We utilise a "Working Backwards" approach, defining the target state based on your business objectives before moving a single server.

The service is underpinned by an Agile Migration Factory model. This allows us to migrate workloads in logical "waves," providing stakeholders with regular progress updates via visual dashboards and burn-down charts. We strictly adhere to NCSC Cloud Security Principles and the GDS Technology Code of Practice, ensuring that your migrated estate is fully compliant with public sector standards.

By combining technical automation with a focus on people and processes, we ensure your migration is not just a technical success, but a catalyst for long-term organisational change.

7. Cloud Platform Build and Manage

Mobilise Cloud's Cloud Platform Build and Manage service provides the end-to-end engineering required to design, deploy, and operate production-ready cloud environments. We specialise in building Landing Zones and platform foundations using Infrastructure as Code (IaC), followed by ongoing management to ensure stability. By integrating Kubernetes (EKS/AKS), serverless components, and automated security guardrails, we provide a robust "platform-as-a-product" that allows your developers to deploy code safely and at high velocity on AWS, Azure, and GCP.

Value Proposition

A well-architected platform is the backbone of digital transformation. Our service eliminates the friction between infrastructure and development, delivering:

- **Engineering Excellence:** We build using modular, reusable code (Terraform/CloudFormation), ensuring your platform is consistent, version-controlled, and easy to scale.
- **Operational Stability:** By combining "Build" with "Manage," we ensure that the team who understands the architecture is the one keeping it running, reducing time-to-recovery.
- **Enhanced Security Posture:** Security is not an add-on; we bake NCSC-aligned guardrails, encryption, and identity management into the platform's core code.
- **Cloud-Native Efficiency:** We focus on managed services and automation to reduce the "undifferentiated heavy lifting" of server management, lowering your long-term total cost of ownership (TCO).

What the Service Provides

Our service provides a comprehensive platform engineering and operations lifecycle:

- **Automated Landing Zone Build:** Provisioning multi-account structures with integrated networking, firewalls, and shared services.
- **Container Orchestration:** Designing and managing production-grade Kubernetes clusters (EKS, AKS, GKE) for microservices.
- **Infrastructure as Code (IaC) Development:** Creating bespoke, version-controlled library of templates for rapid environment provisioning.
- **24/7 Platform Management:** Proactive monitoring, incident response, and patching of the underlying cloud platform and OS layers.
- **DevSecOps Integration:** Building automated CI/CD pipelines and security scanning tools directly into the platform fabric.
- **Cost & Performance Optimisation:** Continuous rightsizing to maximise efficiency.

Overview of the Service

Mobilise Cloud's Cloud Platform Build and Manage service is designed to provide a "turnkey" cloud environment tailored to public sector requirements. We follow a "Working Backwards" approach, starting with your application requirements to define the optimal platform architecture.

The service is underpinned by an SRE (Site Reliability Engineering) mindset. We do not just "fix" issues; we use automation to prevent them from reoccurring. During the "Build" phase, we work in Agile sprints to deliver a Minimal Viable Platform (MVP). During the "Manage" phase, we transition to an ITIL-aligned support model with clear SLAs for uptime and response. By adhering to the GDS

Technology Code of Practice and AWS/Azure Well-Architected Frameworks, we ensure your platform is a secure, scalable, and sustainable asset that empowers your digital delivery teams.

8. Cloud Quality Assurance and Performance Testing

Mobilise Cloud's Cloud Quality Assurance (QA) and Performance Testing service ensures that your cloud-native applications are robust, scalable, and secure before they reach production. We move beyond traditional manual testing by embedding Automated Testing and Performance Engineering directly into your CI/CD pipelines. Using modern tools and a "shift-left" approach, we validate that your systems can handle peak user demand, maintain data integrity, and perform optimally under the most strenuous cloud conditions.

Value Proposition

In a cloud environment, performance is often tied directly to cost and user satisfaction. Our service mitigates the risk of application failure and spiralling resource costs by providing:

- **Cost-Efficient Performance:** We identify bottlenecks and "noisy neighbours" early, ensuring you only pay for the cloud resources you need to meet performance targets.
- **Confidence at Scale:** We simulate massive user concurrency to guarantee that your Auto-scaling and Serverless configurations behave correctly under pressure.
- **Rapid Feedback Loops:** By automating 90%+ of repetitive regression tests, we allow your developers to release features faster without compromising on quality.
- **Security-Led Testing:** We integrate security vulnerability scanning into the QA process, ensuring that functional updates do not introduce new security flaws.

What the Service Provides

Our service provides a comprehensive suite of cloud-specialist testing capabilities:

- **Automated Regression Testing:** Building maintainable test suites using frameworks like Selenium, Cypress, or Playwright.
- **Load and Stress Testing:** Simulating high-traffic events to identify breaking points and optimize database/compute scaling policies.
- **API and Microservices Testing:** Validating contract integrity and performance across distributed, decoupled architectures.
- **Chaos Engineering:** Purposefully injecting failures into cloud environments to test system resilience and automated recovery.
- **User Acceptance Testing (UAT) Support:** Facilitating end-user validation to ensure services meet GDS accessibility and usability standards.
- **Accessibility Auditing:** Ensuring your digital services comply with WCAG 2.2 standards.

Overview of the Service

Mobilise Cloud's QA and Performance Testing service is built on the principle of Quality by Design. Using a "Working Backwards" approach, we define success criteria based on real-world user journeys and performance requirements before the first line of code is written.

The service is delivered through an Agile QA model, where testers work side-by-side with developers in every sprint. We strictly adhere to the GDS Service Standard, ensuring that quality is not just about "bugs," but about building services that are accessible, easy to use, and technically sound. By utilizing cloud-native monitoring tools (e.g., CloudWatch, Azure Monitor, Prometheus), we provide transparent, real-time dashboards of your application's health. This data-driven approach ensures

that your leadership team has the assurance required to move services into the "Live" phase with complete confidence in their stability and performance.

9. Cloud Strategy, Design and Architecture

Mobilise Cloud's Cloud Strategy, Design and Architecture service provides the high-level technical leadership and strategic planning required to align cloud investments with organisational goals. We specialise in creating secure, scalable, and cost-effective architectural blueprints for AWS, Azure, and GCP. Our service bridges the gap between business objectives and technical implementation, ensuring that your cloud journey is governed by best practices, NCSC security principles, and the GDS Technology Code of Practice.

Value Proposition

A successful cloud journey begins with a robust strategy. Our service ensures that your digital transformation is built on a solid foundation, providing:

- **Strategic Alignment:** We ensure that every architectural decision directly supports your business outcomes, such as cost reduction, improved agility, or user service improvement.
- **Design for Security:** By adopting a "Security by Design" approach, we ensure that compliance and data protection are integrated into the architecture from day one.
- **Futureproofing:** Our architects design for portability and scalability, helping you avoid vendor lock-in and ensuring your platforms can evolve with emerging technologies like AI/ Machine Learning.
- **Optimised Total Cost of Ownership (TCO):** We design for financial efficiency, ensuring that your cloud architecture is right-sized and uses the most cost-effective native services.

What the Service Provides

Our service provides the strategic and technical documentation required to guide complex cloud transformations:

- **Cloud Readiness Assessment:** Evaluating your current IT estate, skills, and processes to define a realistic roadmap for cloud adoption.
- **Architecture Design (High-Level & Detailed):** Producing comprehensive design documents (HLDs/LLDs) for Landing Zones, networks, and application hosting.
- **Well-Architected Reviews (WAFR):** Assess existing cloud environments against the five pillars: Operational Excellence, Security, Reliability, Performance Efficiency, Cost Optimisation.
- **Technology Selection & Options Analysis:** Objective evaluations of cloud providers (AWS/Azure/GCP) and third-party tools to find the best fit for your requirements.
- **Governance & Compliance Frameworks:** Designing the policies, guardrails, and IAM structures required to maintain control over your cloud estate.
- **Migration Planning & Road mapping:** Prioritising workloads for migration and modernisation using the "6Rs" methodology to ensure a logical transition.

Overview of the Service

Mobilise Cloud's Strategy, Design and Architecture service is led by senior, UK-based architects with extensive public sector experience. The service is highly collaborative; we work as an extension of your internal leadership team to build consensus and ensure stakeholder buy-in. We ensure all designs conform to the GDS Technology Code of Practice and NCSC Cloud Security Principles, providing the formal assurance required for internal governance boards. By delivering clear,

actionable strategies and blueprints, we provide your delivery teams with what they need to build and manage a world-class cloud platform with confidence.

10. Data Business Intelligence and Visualisation Service

Mobilise Cloud's Data, Business Intelligence (BI), and Visualisation service enables organisations to turn vast amounts of raw data into actionable insights. We specialise in building modern, cloud-native data platforms on AWS, Azure, and GCP that aggregate, secure, and analyse data at scale. By utilising advanced analytics and interactive dashboards, we help public sector leaders make data-driven decisions that improve citizen outcomes and operational efficiency.

Value Proposition

As organisations move to the cloud, establishing a robust data foundation is critical to prevent data silos and ensure compliance. Our service provides:

- **Evidence-Based Decision Making:** We transform complex datasets into clear, intuitive visualisations that highlight trends, risks, and opportunities.
- **Security & Compliance:** We ensure all data handling adheres to GDPR, NCSC principles, and DPIA requirements, with robust encryption and access controls.
- **Scalability & Performance:** Cloud-native architectures grow with your data needs, providing high availability without the overhead of traditional on-premises data warehouses.
- **Cost Efficiency:** By using serverless and pay-as-you-go data services, we ensure you only pay for the processing power you use, avoiding expensive legacy licensing.

What the Service Provides

Our service delivers a comprehensive end-to-end data lifecycle:

- **Data Assessment & Strategy:** Analysing storage requirements, data flows, and options for aggregation while ensuring security compliance.
- **Data Platform Build:** Designing and deploying secure data lakes and warehouses using Infrastructure as Code (IaC).
- **ETL & Pipeline Automation:** Implementing automated data ingestion and transformation processes to ensure real-time or batch data accuracy.
- **Interactive Visualisation:** Developing bespoke dashboards using tools like Microsoft Power BI or AWS QuickSight to simplify complex billing and operational metrics.
- **AI & Advanced Analytics:** Integrating machine learning and AI components to perform predictive analytics and threat detection.
- **Knowledge Transfer:** Upskilling your internal teams to manage and evolve the data platform independently through our Knowledge Transfer Framework.

Overview of the Service

Mobilise Cloud's service is built on a "Working Backwards" approach, starting with the specific questions you need to answer before defining the technical solution. We work in Agile Sprints, providing transparency through daily stand-ups, show-and-tells, and collaborative RAID logs.

The service ensures that your data platform is not just a repository, but a strategic asset. We bake security into every layer following the GDS Service Standard and Well-Architected Frameworks. Whether you are consolidating monitoring data from thousands of microservices or creating public-

facing performance dashboards, our service provides the technical expertise and governance required to handle data safely and effectively in the public sector.

11. Data Platform Services

Mobilise Cloud's Data Platform Services provide the engineering and architectural expertise to build, secure, and manage scalable data environments on AWS, Azure, and GCP. We focus on creating unified ecosystems—including Data Lakes, Data Warehouses, and Lakehouses—that allow organisations to ingest, store, and process massive volumes of structured and unstructured data. By automating infrastructure through Infrastructure as Code (IaC), we ensure your data platform is resilient, compliant, and ready to support high-performance analytics and AI initiatives.

Value Proposition

A modern data platform is the foundation of an insight-driven organisation. Our service eliminates the complexity of data management by delivering:

- **Single Source of Truth:** We consolidate fragmented data silos into a unified platform, ensuring consistency and accuracy across all business units.
- **Security & Sovereign Governance:** Implement granular access controls, data masking, and encryption at rest and in transit, ensuring alignment with GDPR/NCSC security principles.
- **Elastic Scalability:** Our cloud-native designs scale compute and storage independently, allowing you to handle sudden spikes in data volume without performance degradation.
- **Cost Optimisation:** We leverage serverless data technologies (e.g., AWS Glue, Azure Synapse, BigQuery) to ensure you only pay for the processing you use, significantly reducing TCO compared to legacy on-premises systems.

What the Service Provides

Our service delivers the technical framework required for a mature data operations model:

- **Data Platform Architecture & Build:** Designing secure multi-tier storage architectures (Bronze/Silver/Gold) using IaC.
- **Automated Ingestion (ETL/ELT):** Developing robust pipelines to collect data from diverse sources, including IoT, legacy databases, and SaaS applications.
- **Data Cataloguing & Lineage:** Implementing metadata management tools to ensure data is discoverable, audited, and understood.
- **Data Warehouse & Lakehouse Modernisation:** Migrating legacy SQL or Hadoop clusters to modern cloud-native services like Redshift, Snowflake, or Databricks.
- **Streaming & Real-time Processing:** Setting up event-driven architectures for real-time data analysis using technologies like Kafka or Kinesis.
- **Platform Management:** 24/7 monitoring of pipeline health, data quality, and availability.

Overview of the Service

Mobilise Cloud's Data Platform Services are designed to provide a "Platform-as-a-Product" for your data scientists and analysts. Using a "Working Backwards" approach, we define the required data outputs and latency requirements before selecting the underlying technology stack.

The service is delivered through Agile Sprints, focusing on creating a Minimum Viable Platform that can be iteratively expanded. We ensure all platforms conform to the GDS Technology Code of Practice and Well-Architected Frameworks, with an emphasis on automation to reduce manual intervention. By integrating DevSecOps for Data (DataOps), we ensure that changes to the platform

are version-controlled, tested, and deployed securely, providing your organisation with a reliable and sustainable foundation for all future data and AI projects.

12. DevOps Build Service

Mobilise Cloud's DevOps Build Service provides the specialist engineering required to automate the software development lifecycle. We focus on bridging the gap between code and production by building robust CI/CD pipelines, implementing Infrastructure as Code (IaC), and establishing automated testing and security gates. Our service enables your delivery teams to release software frequently, safely, and reliably on AWS, Azure, and GCP, transforming manual, error-prone deployment processes into streamlined, automated workflows.

Value Proposition

Modern delivery requires more than just cloud hosting; it requires a high-velocity delivery engine. Our DevOps Build service delivers:

- **Accelerated Speed-to-Market:** Automated pipelines reduce lead times from weeks to minutes, allowing you to respond to policy changes or user needs instantly.
- **Improved Quality & Reliability:** By removing manual intervention, we eliminate human error and ensure that every deployment is consistent and repeatable.
- **Enhanced Security (DevSecOps):** We integrate automated security scanning (SAST/DAST) and compliance checks into the build process, ensuring code is secure before it is ever deployed.
- **Cultural Transformation:** We embed DevOps best practices within your teams, breaking down silos between developers and operations to foster a culture of shared responsibility.

What the Service Provides

Our service provides the technical automation and tooling required for a modern DevOps capability:

- **CI/CD Pipeline Construction:** Designing and building automated deployment tracks using tools like GitHub Actions, GitLab CI, Jenkins, or AWS CodePipeline.
- **Infrastructure as Code (IaC):** Developing version-controlled templates (Terraform, CloudFormation, Bicep) to automate environment provisioning.
- **Containerisation & Orchestration:** Building Docker images and configuring Kubernetes (EKS/AKS) or Serverless deployment patterns.
- **Automated Testing Integration:** Embedding unit, integration, and performance tests into the build cycle to ensure code quality.
- **Observability & Monitoring Setup:** Implementing "telemetry" (logging, metrics, and tracing) so teams have real-time visibility into application health.
- **Secret Management & Security:** Setting up secure vaults (e.g., HashiCorp Vault, AWS Secrets Manager) to handle credentials and API keys safely.

Overview of the Service

Mobilise Cloud's DevOps Build service is designed to create a paved road for developers. We use a "Working Backwards" approach, starting with your desired release frequency and security requirements to define the optimal automation architecture.

The service is delivered through Agile Sprints, where we work alongside your developers to automate their specific workflows. We ensure all builds conform to the GDS Technology Code of Practice and NCSC Cloud Security Principles. By focusing on shifting left we reduce the cost of fixing bugs and ensure that your digital services are always in a "deployable" state. This service provides

the technical foundation for continuous innovation, allowing your organisation to focus on building features rather than managing deployments.

13. DevOps Run Service

Mobilise Cloud's DevOps Run service provides the ongoing operational management and optimisation of your automated cloud environments. While a "Build" service creates the automation, the "Run" service ensures those pipelines, infrastructure-as-code libraries, and container platforms remain healthy, secure, and performant 24/7. We bridge the gap between traditional IT operations and modern software delivery, providing an SRE (Site Reliability Engineering) approach to manage your production AWS, Azure, and GCP environments.

Value Proposition

A modern DevOps environment requires proactive nurturing to prevent automation debt and operational fragility. Our DevOps Run service provides:

- **Maximum System Uptime:** We use proactive monitoring and automated self-healing to resolve infrastructure issues before they impact end-users.
- **Continuous Compliance:** We manage automated guardrails that ensure your production environments stay compliant with security policies in real-time.
- **Operational Efficiency:** By automating routine tasks like patching, backups, and scaling, we reduce manual overhead and lower your long-term operational costs.
- **Developer Empowerment:** We manage the delivery, ensuring developers can continue to deploy code without being slowed down by platform instability or pipeline failures.

What the Service Provides

Our service provides the always-on engineering required to sustain a high-performing digital service:

- **24/7/365 Platform Monitoring:** Full-stack observability across infrastructure, containers (EKS/AKS), and serverless functions using tools like Prometheus, Grafana, or CloudWatch.
- **to prevent recurrence.**
- **CI/CD Pipeline Maintenance:** Ongoing management of deployment tools (GitHub Actions, GitLab, Jenkins) to ensure release tracks remain fast and reliable.
- **Patch & Vulnerability Management:** Automated scheduling of OS and container image patching to maintain a robust security posture.
- **Backup & Disaster Recovery Operations:** Regular testing and management of automated recovery procedures to guarantee business continuity.
- **FinOps & Resource Optimisation:** Monthly reviews of cloud spend to adjust reserved instances, scaling policies, and "zombie" resource cleanup.

Overview of the Service

Mobilise Cloud's DevOps Run service is designed as an ITIL-aligned, next-generation support model. We utilise a "Working Backwards" approach, defining Error Budgets and Service Level Objectives (SLOs) that align with your specific business criticality.

The service is delivered by our UK-based, SC-cleared engineering teams who act as an extension of your own department. We operate via flexible service levels, tailoring our support hours to your needs. By adhering to the GDS Service Standard and NCSC Cloud Security Principles, we provide the rigorous governance required for public sector applications while maintaining the agility of a cloud-native startup. This service ensures that your automated cloud platform does not just work on day one but remains a secure and efficient engine for your organisation indefinitely.

14. End User Compute Services

Mobilise Cloud's End User Compute (EUC) services enable public sector organisations to deliver secure, high-performance desktops and applications to any device, anywhere. We specialise in designing and managing cloud-based virtual desktop infrastructures (VDI) using Amazon WorkSpaces, AppStream 2.0, and Microsoft Azure Virtual Desktop (AVD). Our service removes the burden of managing physical hardware and complex VPNs, providing a seamless, "office-like" digital experience for remote, hybrid, and frontline workers.

Value Proposition

A modern EUC strategy is the cornerstone of a flexible, resilient organisation. Our service eliminates the complexity of distributed estate management by delivering:

- **Location & Device Independence:** Enable secure access to corporate applications and data from any location on any device, ensuring a consistent high-performance experience for remote, office-based, and frontline staff.
- **Zero Trust Security & Governance:** "Secure by Design" principles ensure data remains within the cloud perimeter. Architectures align with NCSC principles, incorporating robust identity management and conditional access.
- **Platform Choice & Flexibility:** Deep technical capacity across AWS, Azure, and GCP, allowing deployment on the provider that aligns with your existing licensing and technical roadmap.
- **Cost Transparency & Optimisation:** Shift from unpredictable capital expenditure to a consumption-based model, utilising automated power management and right-sizing.

What the Service Provides

Our service delivers the technical framework required for a mature digital workplace model:

- **EUC Readiness & Strategy:** Assessing existing desktop workloads, application compatibility, and network bandwidth to define the optimal VDI strategy.
- **Cloud Desktop Design & Build:** Provisioning secure AWS WorkSpaces or Azure Virtual Desktops integrated with your existing Identity providers (Active Directory/SSO).
- **Application Virtualisation:** Packaging and streaming legacy and modern applications to ensure seamless compatibility across all virtual and physical endpoints.
- **Security & Policy Enforcement:** Implementing multi-factor authentication (MFA), conditional access, and data loss prevention (DLP) policies.
- **Image Management & Patching:** Ongoing maintenance of "Golden Images" to ensure all users have access to the latest, most secure versions of their tools.
- **Performance Monitoring:** Proactive tracking of user-experience metrics, latency, login times.

Overview of the Service

Mobilise Cloud's EUC service follows a "Working Backwards" approach, starting with the specific personas and workflows of your staff. The service is delivered through Agile phases, starting with a Proof of Concept (PoC) to validate performance and user acceptance. We ensure all designs conform to the GDS Technology Code of Practice, focusing on accessibility and ease of use. By moving the desktop to the cloud, we provide your organisation with a "disaster-proof" workforce capability; if physical offices or devices are compromised, your staff can remain productive from any browser.

Our UK-based, SC-cleared engineers provide the ongoing support and governance required to keep your digital workplace secure, modern, and cost-effective.

15. FinOps

Mobilise Cloud's FinOps services provide the financial engineering and analytical expertise to bring accountability and control to your cloud spend. Whether on AWS, Azure, or GCP, we bridge the gap between technology and finance. By implementing an Inform, Optimise, and Operate lifecycle, we ensure your cloud investment aligns with business value, eliminating waste and creating a sustainable financial model for public sector organisations.

Value Proposition

Unmanaged cloud spend can quickly outpace budgets. Our service provides the governance framework to master cloud economics by delivering:

- **Total Spend Visibility:** We translate complex billing into business-aligned dashboards, ensuring every pound is attributed to the correct department.
- **Immediate Cost Reduction:** Our engineers identify "cloud waste"—such as idle resources and over-provisioned instances—delivering immediate savings upon engagement.
- **Data-Driven Decision Making:** Move from reactive budgeting to proactive forecasting, making informed trade-offs in line with the GDS Technology Code of Practice.
- **Cultural Transformation:** We embed FinOps principles within engineering teams, shifting the mindset to "cost-conscious architecture" without slowing innovation.

What the Service Provides

Our service delivers the technical and operational framework required for a mature cloud financial management model:

- **Cloud Cost Assessment & Audit:** Deep-dive analysis of your AWS, Azure, or GCP estate to identify immediate saving opportunities.
- **Automated Governance & Guardrails:** Implementing policies to prevent budget overruns, including auto-tagging, resource scheduling, and cost-anomaly alerts.
- **Commitment Strategy Management:** Expert management of Reserved Instances (RIs), Savings Plans, and CUDs to maximise commercial discounts.
- **Bespoke FinOps Reporting:** Tailored dashboards (Quicksight, PowerBI) that translate technical metadata into financial insights for stakeholders.
- **Unit Economics Development:** Defining "Cost per Transaction" metrics to measure the true efficiency of your digital services.
- **Continuous Optimisation Support:** Regular cadence reviews to track KPIs, refine forecasts, and adjust to evolving cloud provider pricing.

Overview of the Service

Mobilise Cloud's FinOps Services ensure cloud is a driver of value, not a liability. Following FinOps Foundation best practices, the service is delivered through a structured loop: Inform (tagging and transparency), Optimise (right-sizing and discounts), and Operate (continuous improvement).

All designs align with the GDS Service Standard and Well-Architected Frameworks. By integrating FinOps into DevOps workflows, our SC-cleared experts ensure cost becomes a first-class citizen in your architecture, providing a scalable and predictable foundation for all future digital initiatives.

16. Managed AWS Container Service

Mobilise Cloud's Managed AWS Container Service provides the specialist engineering and operational support required to run scalable, secure, and resilient containerised workloads. As an AWS Advanced Consulting Partner, we manage the complexity of Amazon ECS, EKS, and Fargate, allowing your developers to focus on code while we handle the underlying orchestration, scaling, and security. Our service is designed for public sector organisations seeking to modernise legacy applications or deploy microservices using cloud-native best practices.

Value Proposition

Containerisation is key to digital agility, but managing orchestration at scale is complex. Our service provides the governance and expertise to ensure your container estate is a high-performing asset:

- **Architectural Excellence:** We deploy environments aligned with the AWS Well-Architected Framework, ensuring your containers are highly available across multiple Availability Zones.
- **Rapid Deployment & Scalability:** Utilising CI/CD pipelines and auto-scaling, we enable your services to respond instantly to citizen demand without manual intervention.
- **Enhanced Security & Isolation:** We implement "Secure by Design" principles, including pod-level security policies, automated vulnerability scanning (Amazon ECR), and IAM integration.
- **Cost Efficiency:** By leveraging AWS Fargate (serverless) and Spot Instances, we optimise compute density and ensure you only pay for the exact resources your containers consume.

What the Service Provides

Our service offers a comprehensive management framework for containerised environments:

- **Container Strategy & Migration:** Assessing application portfolios to define the best path to containers (Rehost, Replatform, or Refactor).
- **Cluster Design & Build:** Provisioning secure Amazon EKS (Kubernetes) or ECS clusters using Infrastructure as Code (IaC) for consistency and auditability.
- **Serverless Operations:** Management of AWS Fargate to remove the overhead of patching and managing underlying EC2 instances.
- **CI/CD Pipeline Integration:** Building automated deployment workflows (using Jenkins, GitLab, or AWS CodeSuite) to ensure safe, frequent code releases.
- **Service Mesh & Networking:** Implementing AWS App Mesh or Istio for complex microservices communication, observability, and traffic control.
- **24/7 Monitoring & Logging:** Utilising Amazon CloudWatch and Container Insights to track cluster health, performance bottlenecks, and security events.

Overview of the Service

Mobilise Cloud's Managed AWS Container Service follows a "Working Backwards" approach, ensuring your container strategy maps directly to your service delivery goals. We act as an extension of your DevOps team, providing the "undifferentiated heavy lifting" of cluster maintenance and security patching.

The service is delivered through Agile phases, ensuring compliance with the GDS Technology Code of Practice. We prioritise automation and GitOps workflows to eliminate configuration drift and manual errors. By combining our SC-cleared expertise with AWS-native security tools, we provide the

stability and speed required to run the UK's most critical containerised services with absolute confidence.

17. Managed Azure Service

Mobilise Cloud's Managed Azure Service provides comprehensive, 24/7 operational support for your Microsoft Azure environments. As a specialist cloud partner, we take full responsibility for the health, security, and performance of your Azure infrastructure. Our service is designed for public sector organisations that require enterprise-grade reliability, utilising automated monitoring and SC-cleared engineers to manage everything from foundational networking to complex application workloads and serverless architectures.

Value Proposition

Operating in Azure requires vigilance to maintain security and control costs. Our managed service provides the governance and expertise needed to ensure the viability of your Azure estate:

- **Proactive Reliability:** Our Next-Gen monitoring identifies and remediates issues before they impact users, ensuring high availability for critical services.
- **Continuous Cost Optimisation:** We treat cost as a technical metric, constantly right-sizing resources and managing Azure Reservations and Azure Hybrid Benefit to ensure you never overpay for capacity.
- **Guaranteed Security & Compliance:** We manage your environment against NCSC Cloud Security Principles and the Azure Well-Architected Framework, ensuring automated patching and threat detection are always active.
- **Focus on Innovation:** By offloading the "undifferentiated heavy lifting" of infrastructure management to us, your internal teams are freed up to focus on delivering high-value digital services for citizens.

What the Service Provides

Our service offers a tiered, ITIL-aligned management framework tailored to your specific needs:

- **24/7/365 Incident Management:** Round-the-clock monitoring and rapid response for critical (P1) incidents with industry-leading SLAs and UK-based support.
- **Azure Landing Zone Governance:** Ongoing management of Azure Blueprints, Policy, and Management Groups to maintain a secure, multi-subscription structure.
- **Automated Patching & Backup:** Management of Azure Update Manager and Azure Backup to ensure your data is protected and your OS layers are hardened.
- **Performance Tuning:** Continuous monitoring of Azure SQL, App Services, and Virtual Machines to ensure an optimal user experience and resource efficiency.
- **Security Operations (SecOps):** Management of Microsoft Defender for Cloud and Azure Sentinel to provide real-time protection and automated responses to cyber threats.
- **Monthly Service Reviews:** Data-driven reporting on platform health, security posture, cost-saving recommendations, and strategic road mapping.

Overview of the Service

Mobilise Cloud's Managed Azure Service is built on a "Working Backwards" approach, defining Service Level Objectives (SLOs) that map directly to your business outcomes. We operate as an extension of your team, providing a seamless support experience via multiple channels. The service is delivered through flexible support levels, allowing you to scale management up or down based on the criticality of individual workloads. We strictly adhere to the GDS Service Standard, ensuring your

platform remains accessible, robust, and transparent. By combining automated self-healing infrastructure with expert human oversight, we provide the stability required to run the UK's most critical public sector services with absolute confidence.

18. Managed Gen AI Services

Mobilise Cloud's Managed GenAI Services provide the architectural expertise and operational governance required to deploy, secure, and scale Generative AI solutions. Whether leveraging AWS (Bedrock), Azure (OpenAI Service), or GCP (Vertex AI), we enable public sector organisations to move from experimental pilots to production-ready AI applications. Our service focuses on building private, secure, and sovereign AI environments that augment human decision-making while ensuring strict adherence to data privacy and ethical standards.

Value Proposition

Generative AI offers transformative potential for public services but requires rigorous control to mitigate risk. Our service delivers a secure pathway to AI adoption by providing:

- **Sovereign & Secure AI:** We build private-by-design environments where your data is not used to train public models, ensuring total alignment with NCSC AI Security Principles/GDPR.
- **Rapid Innovation with Guardrails:** Move from concept to MVP in weeks. We implement automated guardrails to prevent hallucinations and bias while safeguarding information.
- **Multi-Cloud Model Flexibility:** Access the best-in-class Large Language Models (LLMs), including Claude, GPT-4, and Gemini through a single, managed framework tailored to you.
- **Operational Cost Control:** AI can be resource intensive. We treat cost-per-token as a key performance metric, optimising prompt engineering, and model selection to ensure sustainable scaling.

What the Service Provides

Our service delivers the technical and ethical framework required for mature AI operations:

- **GenAI Readiness & Use-Case Discovery:** Identifying high-impact workloads, such as automated summarisation, intelligent search (RAG), or citizen support, to deliver value.
- **Secure AI Landing Zones:** Provisioning the underlying infrastructure (e.g., AWS Bedrock, Azure OpenAI) with integrated IAM and network isolation.
- **Retrieval-Augmented Generation (RAG) Architecture:** Building vector databases and data pipelines that allow AI to provide accurate answers based solely on your organisation's private data.
- **Prompt Engineering & Tuning:** Developing and version-controlling high-quality prompts to improve accuracy and reduce latency.
- **LLM-Ops & Monitoring:** Proactive monitoring of model performance, drift, and toxicity, ensuring AI responses remain safe, helpful, and relevant.
- **Ethical Governance & Compliance:** Ongoing auditing of AI outputs to ensure transparency, accountability, and alignment with the GDS Service Standard.

Overview of the Service

Mobilise Cloud's Managed GenAI Service follows a "Working Backwards" approach, defining the specific chosen outcome before selecting the model or technology. We act as your expert AI partner, navigating the rapidly evolving landscape of foundation models to find the most efficient solution.

The service is delivered through Agile phases, starting with a gated "Sandpit" environment for safe experimentation. We ensure all AI deployments conform to the GDS Technology Code of Practice,

with a heavy emphasis on human-in-the-loop (HITL) workflows. By combining our SC-cleared cloud expertise with advanced data engineering, we provide the governance and stability required to integrate Generative AI into the heart of your public service delivery with absolute confidence.

19. Managed Google Cloud Platform

Mobilise Cloud's Managed GCP Service provides comprehensive, 24/7 operational support for your Google Cloud environment. As a specialist cloud partner, we take full responsibility for the health, security, and performance of your GCP infrastructure. Our service is designed for public sector organisations requiring enterprise-grade reliability, utilising automated monitoring and SC-cleared engineers to manage everything from foundational VPC networking to complex data analytics workloads and Google Kubernetes Engine (GKE) clusters.

Value Proposition

Operating in GCP requires specialised expertise to maintain security and control costs. Our managed service provides the governance and expertise needed to ensure your Google Cloud estate remains a high-performing asset:

- **Proactive Reliability:** Our "Next-Gen" monitoring identifies and remediates issues before they impact your users, ensuring high availability for critical digital services.
- **Cost Optimisation:** We treat cost as a technical metric, constantly right-sizing resources and managing Committed Use Discounts to ensure you never overpay for capacity.
- **Guaranteed Security & Compliance:** We manage your environment against NCSC Cloud Security Principles and the GCP Well-Architected Framework, ensuring automated patching and threat detection are always active.
- **Focus on Innovation:** By offloading the "undifferentiated heavy lifting" of infrastructure management to us, your internal teams are freed up to focus on delivering high-value work.

What the Service Provides

Our service offers a tiered, ITIL-aligned management framework tailored to your specific needs:

- **24/7/365 Incident Management:** Round-the-clock monitoring and rapid response for critical (P1) incidents with industry-leading SLAs and UK-based support.
- **GCP Organisation & Project Governance:** Ongoing management of IAM, Folders, and Projects to maintain a secure, hierarchical multi-tenant structure.
- **Automated Patching & Backup:** Management of Google Cloud Backup and DR services to ensure your data is protected and your Compute Engine instances are hardened.
- **Performance Tuning:** Continuous monitoring of BigQuery, GKE, and Cloud SQL performance to ensure an optimal user experience and efficient resource utilisation.
- **Security Operations (SecOps):** Management of Google Cloud Armor and Security Command Center to provide real-time protection and automated responses to cyber threats.
- **Monthly Service Reviews:** Data-driven reporting on platform health, security posture, cost-saving recommendations, and strategic road mapping.

Overview of the Service

Mobilise Cloud's Managed GCP Service is built on a "Working Backwards" approach, defining Service Level Objectives (SLOs) that map directly to your business outcomes. We operate as an extension of your team, providing a seamless support experience via multiple channels. The service is delivered through flexible support levels, allowing you to scale management up or down based on the criticality of individual workloads. We strictly adhere to the GDS Service Standard, ensuring your platform remains accessible, robust, and transparent. By combining automated self-healing

infrastructure with expert human oversight, we provide the stability required to run the UK's most critical public sector services with absolute confidence.

20. Managed Red Hat Service

Mobilise Cloud's Managed Red Hat Service provides the engineering expertise and operational governance to run enterprise-grade Linux and container environments. We specialise in managing Red Hat Enterprise Linux (RHEL) and OpenShift (RHOS) across AWS, Azure, and GCP. Our service is designed for public sector organisations requiring the stability of Red Hat's ecosystem combined with cloud-native agility, ensuring mission-critical applications remain secure, compliant, and highly available.

Value Proposition

Operating Red Hat solutions in the cloud requires a balance of traditional systemic stability and modern DevOps speed. Our service delivers the framework to manage this complexity by providing:

- **Enterprise-Grade Stability:** We manage your RHEL estate, ensuring maximum uptime. Red Hat Insights and predictive analytics resolve hardware/software issues before any outages.
- **Hybrid Cloud Consistency:** We provide a unified management layer that ensures a consistent experience for developers and operators alike.
- **Hardened Security & Compliance:** We align your Red Hat environment with NCSC Cloud Security Principles and the CIS Benchmark, implementing automated patching, identity integration, and mandatory access controls (SELinux).
- **Software Supply Chain Security:** By managing Red Hat Quay and Advanced Cluster Security (ACS), we ensure that only trusted, scanned, and verified container images are deployed into your production environments.

What the Service Provides

Our service offers a comprehensive management framework tailored to the Red Hat ecosystem:

- **RHEL Estate Management:** Automated deployment, configuration (via Ansible), and lifecycle management of Red Hat Enterprise Linux instances across any cloud provider.
- **OpenShift (RHOS) Operations:** Full-stack management of OpenShift clusters, including scaling, upgrades, and integration (e.g., ROSA on AWS or ARO on Azure).
- **Ansible Automation Mastery:** Developing and maintaining Ansible Playbooks to automate "day-two" operations, reducing manual errors, and ensuring environment consistency.
- **Subscription & Satellite Governance:** Management of Red Hat Satellite and Subscription Management so your organisation remains compliant and cost-effective with its licensing.
- **24/7 Monitoring & Incident Response:** Round-the-clock monitoring of cluster health and OS performance with SC-cleared engineers providing rapid remediation for critical incidents.
- **Security & Patch Management:** Automated deployment of security errata and kernel updates, protecting the estate against any vulnerabilities without significant downtime.

Overview of the Service

Our Managed Red Hat Service follows a "Working Backwards" approach, defining service stability requirements before configuring the platform. We act as a bridge between legacy infrastructure and modern containers, helping you move workloads to OpenShift with confidence.

Delivered through Agile phases, we ensure all deployments conform to the GDS Technology Code of Practice. We prioritise Infrastructure as Code (IaC) and GitOps workflows to manage cluster configurations. By combining deep Linux expertise with cloud-native security, we provide the robust

governance required to run the UK's most sensitive public sector workloads on a reliable Red Hat foundation.

21. Multi Cloud Managed Service

Mobilise Cloud's Multi-Cloud Managed Service provides a unified operational framework for organisations running workloads across AWS, Azure, and GCP. We eliminate the complexity of managing disparate cloud environments by providing a single, consistent management layer. Our service is designed for public sector organisations that require cross-platform visibility, centralised governance, and SC-cleared expertise to manage complex, multi-vendor cloud estates without duplicating internal overhead.

Value Proposition

Managing multiple clouds often leads to fragmented security and spiralling costs. Our service provides a "single pane of glass" approach to deliver:

- **Vendor Agility & Resilience:** Avoid vendor lock-in and enhance disaster recovery by spreading workloads across providers with a single point of accountability.
- **Unified Security Posture:** We apply consistent security policies and NCSC Cloud Security Principles across your entire estate, ensuring no gaps exist between provider configurations.
- **Cross-Cloud Cost Management:** Leverage FinOps expertise to gain a holistic view of spend. We identify cross-platform saving opportunities for the optimal use of multi-cloud licensing.
- **Operational Consistency:** By standardising monitoring, patching, and incident response, we ensure your IT team interacts with a unified service model regardless of the underlying cloud provider.

What the Service Provides

Our service delivers a comprehensive management framework tailored for multi-cloud environments:

- **Centralised Governance & Compliance:** Implementing unified guardrails and policies across AWS, Azure, and GCP to maintain continuous compliance and auditability.
- **Aggregated Monitoring & Alerting:** A single dashboard providing real-time visibility into the health and performance of all cloud resources, regardless of the platform.
- **Cross-Platform Identity Management:** Ensuring seamless, secure access using Single Sign-On (SSO) and Multi-Factor Authentication (MFA) integrated across all cloud environments.
- **Unified Patch & Backup Management:** Automated scheduling for OS patching and data backups, providing a standardised recovery point objective (RPO) across your estate.
- **Multi-Cloud Connectivity Support:** Management of complex networking, including Direct Connect/ExpressRoute/Interconnect, ensuring low-latency communication between clouds.
- **24/7 Multi-Cloud Service Desk:** A single, UK-based support team capable of resolving incidents across any of the major cloud platforms under a single SLA.

Overview of the Service

Our Multi-Cloud Managed Service follows a "Working Backwards" approach, focusing on your organisational outcomes rather than individual cloud features. We act as a Cloud Service Broker, helping you place the right workload on the right cloud for the right price.

Delivered through Agile phases, the service aligns with the GDS Technology Code of Practice, prioritising open standards and interoperability. We use Infrastructure as Code (IaC) to ensure that environments are reproducible and free from configuration drift. By combining our deep expertise in

AWS, Azure, and GCP, we provide the robust governance and operational stability required to run a diverse, modern digital estate with absolute confidence.

22. Secure Cloud Service

Mobilise Cloud's Secure Cloud Service provides the architectural frameworks and operational guardrails required to host sensitive public sector workloads with absolute integrity. We specialise in building Secure by Design environments on AWS, Azure, and GCP that align with the NCSC Cloud Security Principles. Our service bridges the gap between high-level compliance and technical implementation, ensuring your data is protected against evolving threats while maintaining the agility of a modern cloud-native platform.

Value Proposition

Security in the cloud is a shared responsibility, but its complexity can be a barrier to digital transformation. Our service provides:

- **NCSC-Aligned Architecture:** We build platforms specifically mapped to the 14 NCSC Cloud Security Principles, ensuring robust data-in-transit protection and customer separation.
- **Proactive Threat Defence:** Cloud-native security tools move beyond perimeter security with identity-centric models, automated vulnerability scanning, and real-time threat detection.
- **Compliance:** We ensure your data remains within required geographic boundaries, providing the governance needed to meet GDPR and UK-specific regulatory standards.
- **Reduced Risk, Increased Speed:** By embedding security into your CI/CD pipelines (DevSecOps), we allow your teams to deploy code frequently without compromising your security posture.

What the Service Provides

Our service delivers a comprehensive technical and governance layer for secure cloud operations:

- **Secure Landing Zone Build:** Provisioning hardened multi-account structures with integrated guardrails, VPC security, and centralised logging using Infrastructure as Code (IaC).
- **Identity & Access Management (IAM):** Implementing Least Privilege access models, Multi-Factor Authentication, and Just-In-Time administration to minimise the attack surface.
- **Automated Security Guardrails:** Deploying autonomous checks to prevent, detect, and remediate misconfigurations (e.g., public S3 buckets) before they can be exploited.
- **Data Encryption Management:** End-to-end encryption for data at rest and in transit, utilising cloud-native Key Management Services (KMS) with customer-managed keys.
- **Continuous Security Monitoring (SecOps):** 24/7 monitoring of security events, configuration drift, and compliance status, supported by our SC-cleared engineering team.
- **Vulnerability & Patch Management:** Automated scanning of OS, container images, and dependencies, ensuring rapid remediation of critical security flaws.

Overview of the Service

Our Secure Cloud Service follows a "Working Backwards" approach, starting with your specific risk appetite and data classification. We act as your security-focused cloud partner, ensuring that your migration to AWS, Azure, or GCP does not just replicate on-premise security but enhances it through cloud-native automation.

Delivered through Agile phases, we focus on creating a secure Minimum Viable Product (MVP) that adheres to the GDS Service Standard. We prioritise transparency, providing you with real-time security dashboards and audit logs. By combining automated "self-healing" security with expert

human oversight, we provide the robust foundation required to run the UK's most critical and sensitive digital services with absolute confidence.

23. Secure Landing Zones

Mobilise Cloud's Secure Landing Zone service provides the foundational, multi-account framework required to host cloud workloads safely and at scale. Whether on AWS, Azure, or GCP, we build automated, "Secure by Design" environments that ensure consistent governance, networking, and security. Our service is designed for public sector organisations needing to transition to a robust architecture that aligns with NCSC Cloud Security Principles and the GDS Technology Code of Practice, including specialised configurations like Platform Adaptive Landing Zones (PALZ).

Value Proposition

A well-architected landing zone is the bedrock of a successful cloud strategy. Our service eliminates technical debt and security gaps by delivering:

- **Instant Governance & Compliance:** We implement automated guardrails and service control policies that prevent non-compliant resources from being created.
- **Hardened Security by Default:** Centralise identity, logging, and audit trails from day one. Our designs include PALZ and micro-segmentation to protect sensitive workloads and satisfy stringent security audits.
- **Scalable Multi-Account Structure:** Move beyond manual account creation. We provide an automated factory approach to vended accounts, allowing new projects to launch in minutes with pre-configured security.
- **Operational Efficiency:** By standardising the "plumbing" of the cloud we reduce the management burden on your internal IT teams.

What the Service Provides

Our service delivers a comprehensive technical framework for a secure, multi-account estate:

- **Automated Landing Zone Build:** Provisioning environments using AWS Control Tower, Azure Landing Zones (CAF), or GCP Cloud Foundations via Infrastructure as Code (IaC).
- **PALZ Implementation:** Designing Platform Adaptive Landing Zones that provide a scalable, secure, and flexible foundation for multi-tenant or highly regulated environments.
- **Network Architecture & Security:** Designing secure Hub-and-Spoke topologies, integrated firewalls, and encrypted hybrid connectivity (Direct Connect, ExpressRoute).
- **Identity & Access Management (IAM):** Implementing centralised SSO, Multi-Factor Authentication (MFA), and RBAC models that enforce the principle of "least privilege."
- **Centralised Logging & Auditing:** Consolidation of all API logs and security events into a single, immutable "Log Archive" account for compliance and forensic analysis.
- **Guardrails & Automated Remediation:** Deployment of proactive and detective controls to automatically fix security misconfigurations (e.g., unencrypted disks or public buckets).

Overview of the Service

Mobilise Cloud's Secure Landing Zone service follows a "Working Backwards" approach, starting with your security policy and data classification. We act as your architectural partner, ensuring that your cloud foundation is "audit-ready" for highly regulated public sector workloads.

Delivered through Agile phases, we focus on creating an automated "Landing Zone as a Product." We prioritise transparency and knowledge transfer, ensuring your team can operate the environment with confidence. By combining SC-cleared expertise with cloud-native automation and

PALZ frameworks, we provide the robust, secure-by-design foundation required to scale your digital transformation across AWS, Azure, and GCP.

24. SIEM Tooling Service

Mobilise Cloud's SIEM (Security Information and Event Management) Tooling service provides the expertise to design, deploy, and operate advanced security monitoring across AWS, Azure, and GCP. We specialise in cloud-native solutions such as Microsoft Sentinel, AWS Security Hub, and Google Chronicle, providing a single "pane of glass" for your security posture. Our service ensures public sector organisations can detect, investigate, and respond to threats in real-time, bridging the gap between raw log data and actionable security intelligence.

Value Proposition

In an era of sophisticated cyber threats, reactive security is insufficient. Our service delivers a proactive, data-driven security framework:

- **Centralised Visibility:** Consolidate logs from cloud environments, on-premise infrastructure, and SaaS applications into a unified dashboard, eliminating security blind spots.
- **Rapid Incident Response:** Reduce Mean Time to Respond (MTTR) by using AI-driven analytics and SOAR (Security Orchestration, Automation, and Response) to automate the containment of known threats.
- **Compliance & Audit Readiness:** Maintain an immutable audit trail aligned with NCSC Cloud Security Principles and GDPR, ensuring your organisation is ready for regulatory inspections.
- **Reduced Alert Fatigue:** Our experts refine detection logic and use machine learning to filter out "noise," ensuring your security teams focus only on high-priority, genuine threats.

What the Service Provides

Our service delivers a comprehensive technical and operational framework for security monitoring:

- **SIEM Strategy & Tool Selection:** Assessing your digital estate to select and design the optimal SIEM solution (e.g., Sentinel, Security Hub) using Infrastructure as Code (IaC).
- **Secure Log Ingestion:** Configuring secure data connectors to ensure logs are ingested safely from all cloud and hybrid sources, including identity providers and firewalls.
- **Custom Detection Rule Authoring:** Developing bespoke analytics rules and KQL/SQL queries to detect specific threat patterns unique to your organisation's risk profile.
- **SOAR Automation Playbooks:** Building automated response workflows to immediately isolate compromised assets or revoke suspicious access rights upon threat detection.
- **Continuous Tuning & Optimisation:** Regular reviews of ingestion costs and detection accuracy to ensure the platform remains cost-effective and performant.
- **Proactive Threat Hunting:** SC-cleared engineers perform deep-dive analysis into historical data to identify subtle indicators of compromise (IoCs) that automated tools might miss.

Overview of the Service

Mobilise Cloud's SIEM Tooling service follows a "Working Backwards" approach, starting with your specific compliance requirements and threat landscape to define the technical architecture. We act as an extension of your security team, ensuring your monitoring tools evolve at the speed of the cloud.

The service is delivered through Agile phases, focusing on high-value log sources first to provide immediate visibility. We ensure all designs conform to the GDS Technology Code of Practice and integrate seamlessly with your existing infrastructure. By combining cloud-native AI with expert

human oversight, we provide the robust, 24/7 vigilance required to protect the UK's most critical public sector services with absolute confidence.

25. User Experience and Product Services

Mobilise Cloud's Managed UX and Product Services provide the end-to-end expertise required to design, build, and evolve citizen-centric digital services. We provide dedicated, multidisciplinary teams including Product Managers, User Researchers, and Service Designers. These composite teams ensure your digital products are not only functional but also accessible and highly effective. Our service is designed to help public sector organisations adhere to the GDS Service Standard, moving from initial Discovery through to Live operations with a focus on continuous improvement and measurable user outcomes.

Value Proposition

Building great services requires more than just technical code; it requires a deep understanding of human behaviour and product strategy. Our managed service delivers:

- **User-Centred Decision Making:** We eliminate guesswork by basing every feature on evidence from rigorous user research, ensuring budget is spent on features that you/users need.
- **GDS & Accessibility Compliance:** We ensure every journey meets WCAG 2.2 AA standards and the GDS Service Standard, reducing the risk of service assessment failure and ensuring digital inclusion for all.
- **Accelerated Delivery:** Managing the full product lifecycle, we reduce friction between design and development, using rapid prototyping to validate ideas before significant investment.
- **Continuous Product Evolution:** Unlike traditional "one-and-done" projects, our managed approach focuses on long-term product health, using data and feedback to iterate and improve the service post-launch.

What the Service Provides

Our service provides a comprehensive framework for creating and managing digital products:

- **User Research & Insights:** Managing recruitment and conducting lab-based, remote, and contextual research to uncover deep user needs and pain points.
- **Product Strategy & Management:** Defining the product vision, managing the roadmap, and prioritising backlogs to ensure maximum value delivery for stakeholders.
- **Service & Interaction Design:** Designing seamless end-to-end journeys that span both digital and non-digital touchpoints, ensuring a joined-up experience for the citizen.
- **Rapid Prototyping:** Creating low and high-fidelity prototypes (using the GOV.UK Prototype Kit) to test hypotheses and gather early feedback.
- **Accessibility Auditing & Inclusion:** Continuous testing with users who have access needs and conducting formal audits to ensure the service works for everyone.
- **Content Design:** Developing clear, concise, and actionable content that follows GDS style guidelines and helps users complete tasks quickly.

Overview of the Service

Mobilise Cloud's Managed UX & Product Service follows a "Working Backwards" approach, starting with the citizen's need before a single line of code is written. We act as your strategic design partner, providing the leadership and skills needed to transform complex policy requirements into simple, intuitive digital experiences.

Delivered through the standard Discovery, Alpha, Beta, and Live phases, the service is built on Agile principles and the GDS Technology Code of Practice. We prioritise transparency and knowledge

transfer, upskilling your internal teams while we deliver. By combining deep research expertise with high-tempo product management, we provide the governance and creative energy required to build the next generation of world-class UK public services.

26. Well Architected Review Service

Mobilise Cloud's Well-Architected Review (WAR) service provides a deep-dive technical assessment of your cloud workloads against industry best practices. Whether on AWS, Azure, or GCP, our certified architects evaluate your architecture across the core pillars of Operational Excellence, Security, Reliability, Performance, Cost, and Sustainability. This service is designed for public sector organisations looking to identify hidden risks, reduce cloud spend, and ensure their platforms are robust enough to support critical citizen services.

Value Proposition

Cloud environments often evolve faster than their documentation, leading to "design drift." Our review restores architectural integrity by delivering:

- Risk Mitigation: Identify "High-Risk Issues" (HRIs) that could lead to downtime or data breaches before they impact your service.
- Immediate Cost Savings: Uncover "zombie" resources and over-provisioned instances, often reducing monthly cloud spend by 15-25%.
- Operational Resilience: Ensure your system can automatically recover from failure and scale seamlessly during peak citizen demand.
- Sustainability & ESG: Optimise your resource utilisation to reduce your environmental footprint, aligning with the Greening Government Commitments.

What the Service Provides

Our service delivers a structured, evidence-based roadmap for architectural improvement:

- Multi-Pillar Deep Dive: Comprehensive assessment against the 6 pillars of the Well-Architected Framework (e.g., AWS WAF, Azure WAF).
- Security & Compliance Audit: Review of identity management, encryption, and logging against NCSC Cloud Security Principles.
- High-Risk Issue (HRI) Report: A prioritised list of critical vulnerabilities and architectural flaws that require immediate attention.
- Cost Optimisation Analysis: Detailed recommendations for rightsizing, reserved capacity, and serverless adoption.
- Actionable Remediation Roadmap: A clear, phased plan to fix identified issues, including estimated effort and business impact.
- Knowledge Transfer Workshops: Collaborative sessions with your technical teams to embed best-practice architectural patterns for the future.

Overview of the Service

Mobilise Cloud's Well-Architected Review follows a "Working Backwards" approach, starting with your service-level objectives (SLOs) to ensure the technology supports the mission. We act as an objective third party, providing the "fresh eyes" needed to validate your cloud strategy.

Delivered through intensive half-day workshops and automated scanning, the service aligns with the GDS Technology Code of Practice. We prioritise "quick wins" that deliver immediate value while building a long-term strategy for excellence. By combining our SC-cleared expertise with cloud-

native benchmarking tools, we ensure your infrastructure is a lean, secure, and reliable foundation for digital transformation.

27. Associated Services

Mobilise can include any additional components such as logging and monitoring, alerting, integrations with existing services, AI analytics etc. with this solution. These services can be identified during the order form process where pricing can be clarified for additional services should the buyer be interested.

Our approach ensures that your core cloud platform remains flexible and extensible, allowing you to optimise your environment as your digital maturity grows. By integrating these modular components, you can ensure a bespoke fit for your organisation's specific operational requirements.

28. Social Value

At Mobilise, we believe that business success goes together with making a positive impact on society and the environment. Our core values of fairness and sustainability drive everything we do, from fostering talent and promoting diversity to championing environmental stewardship.

Breaking Down Barriers to Opportunity: A Core Mission

Bridging the Digital Skills Gap & Empowering Communities

The UK faces a significant digital skills gap, with over half of working-age adults (52%) unable to complete all 20 basic digital tasks essential for work. Even within the tech sector, 20% of professionals lack these essential skills. We are actively addressing this through:

Mobilise Academy Programme

Our free 12-week Mobilise Academy (MA) programme is designed to equip individuals with the skills needed to thrive in the technology sector. We focus on:

- Providing career mentoring and essential AWS certifications, which can lead to higher salaries and enhanced career opportunities.
- Offering pre-employment courses to prepare participants for tech roles.
- Targeting individuals from low economic backgrounds and underrepresented groups in tech, such as women and ethnic minorities. We also support young adults and those without a degree who lack the necessary skills or experience to typically enter the industry.

Extensive Community & Educational Outreach

We are embedded in our local communities and committed to nurturing future tech talent:

- We host lectures and tutorials at institutions like the University of South Wales and Cardiff University, promoting AWS and Cloud Technology careers to students.
- We actively partner with local organisations and educational institutions to support underrepresented groups in accessing the tech industry.
- For industry professionals, we organise and sponsor ServerlessDays Cardiff and manage the AWS South Wales User Group, which has been offering workshops and events at least every two months since 2016. These initiatives foster a strong community around serverless technologies and contribute to industry diversification, particularly supporting the SME community in Wales.
- As part of our commitment, we fund scholarship tickets for underrepresented minorities in tech to attend relevant industry events and training.
- We encourage our employees to volunteer and actively support community initiatives focused on equality and inclusion, such as sponsoring local sports teams, supporting DVLA coding for kids, making donations to local special schools, and sponsoring the Duke of Edinburgh's Award.

Breaking Down Barriers to Opportunity by Fostering Diverse & Equitable Workspaces.

We are committed to creating a fair, inclusive, and supportive environment for all our employees, championing the Good Work Plan principles.

Local Hiring & Economic Impact

Based in Bridgend, we provide local employment opportunities in areas that have historically experienced deprivation and skill shortages. We prioritise recruitment from Bridgend and South Wales, collaborating with local job centres and community organisations to reach underrepresented groups. Our commitment extends to offering competitive salaries above the living wage, helping to attract and retain local talent and contribute to economic uplift in the region. Our Mobilise Growth Plan aims to increase our permanent employees, creating more high-skilled, high-paying jobs in South Wales.

Inclusive Recruitment & Development

We implement fair and equitable recruitment practices, ensuring our opportunities attract candidates from all backgrounds. This includes implementing strategies that promote the inclusion of women and individuals with other protected characteristics in shortlists for recruitment and promotions, supported by annual equal pay audits.

Our recruitment process uses skill-based assessment tasks, and our Applicant Tracking System anonymises applications during qualification, alongside psychometric assessments, to objectively evaluate abilities and minimise unconscious bias. We also use varied sourcing methods and partner with equal opportunity recruitment agencies to reach diverse applicants.

We offer flexible working arrangements from day one, including permanent contracts and hybrid work options. Flexible working has been shown to improve employee satisfaction, reduce turnover, and boost productivity.

We provide clear routes of progression through training, apprenticeships, and mentorship programmes. All staff receive custom training plans focused on digital skills like AWS qualifications and Agile training, ensuring continuous skill development and career advancement for everyone.

Making Britain a Clean Energy Superpower by Driving Towards Net Zero & Sustainability

Mobilise recognises the critical urgency of the climate crisis and is deeply committed to minimising our environmental impact. Our commitment directly aligns with national goals, as the UK aims for an 81% reduction in emissions by 2035 (from 1990 levels) and full Net Zero by 2050. We are actively working towards a Net Zero Carbon business model, exceeding Model Award Criteria (MAC) 4.1.

Our Net Zero Commitment & Method Statement

We are committed to achieving Net Zero emissions by 2040 at the latest, with ambitious, science-based interim carbon reduction targets set for 2030, aiming for a 90% absolute reduction from our 2022 baseline. Our detailed Carbon Reduction Plan (CRP) guides our approach across all operations and contracts, reviewed quarterly by Senior Management.

Decarbonising Our Own Operations

Robust Emissions Reporting: We conduct GHG Protocol Compliant Emissions Reporting across Scopes 1, 2, and 3, using specialist software and annual carbon footprint assessments verified by independent bodies.

Dedicated Green Team & Initiatives: Our internal Green Team actively drives environmental initiatives, promoting energy efficiency and sustainable practices. We target a 20% reduction in office energy consumption per FTE by 2026 through smart lighting, optimised HVAC systems, and increased procurement of renewable energy.

Sustainable Travel Policy: Our policy prioritises virtual meetings (resulting in an 85% reduction in business car journeys since 2020), encourages public transport, and supports active commuting. Our employee EV scheme currently boasts a 25% uptake to electric or hybrid vehicles. This strategy has already yielded a 22% reduction in our Scope 1 and 2 emissions since our 2022 baseline.

Promoting Sustainable Resource Use & Circularity

Sustainable Procurement Policies: Our ethical procurement framework promotes suppliers with strong environmental credentials, favouring recycled/recyclable products and IT hardware with extended lifecycles.

Waste Minimisation & Recycling: We implement a digital-first policy to reduce paper and comprehensive e-waste recycling. Our goal is a 30% reduction in office waste sent to landfill per FTE by 2026.

Resource Efficiency in Cloud Operations: For all contracts, we apply resource optimisation best practices, including continuous rightsizing of cloud resources, leveraging serverless architectures, and optimising storage tiers to reduce energy consumption from data centres.

Decarbonising Our Supply Chain & Broader Impact

Supplier Engagement Programme: We conduct annual reviews with key suppliers to encourage carbon reduction plans and align with our Net Zero ambitions.

External Partnerships: Our partnerships with organisations like Carbon Trust and Positive Planet provide independent monitoring and strategic guidance for our carbon accounting.

Mandatory Carbon Literacy Training: All staff receive mandatory carbon literacy training, achieving a 95% completion rate, fostering a deep understanding of climate change and empowering individual action.

Industry Advocacy: We contribute to wider industry forums and open-source projects promoting sustainable IT practices, influencing the technology sector towards greater environmental responsibility.

29. Data Protection

Information Assurance

Mobilise Cloud maintains multiple certifications to prove to our customers that we are competent in handling data and following best practices. To that end Mobilise Cloud maintain the following accreditations:

- ISO27001
- Cyber Essentials
- Amazon Web Services Managed Service Provider (MSP)

Data Back-Up and Restoration

As AWS Advanced Consulting and Microsoft Gold Partners, Mobilise Cloud ensures that all solutions are designed according to the Azure/AWS Well Architected Framework and GDS, CDDO & NCSC principles to ensure applications and their data are resilient, highly available and secure.

As such data can be stored using cloud native services which replicate data across multiple data centres to ensure resilience. Managed Services such as Azure and AWS Backup ensure any compute solutions have robust RPOs and RTOs.

Business Continuity Statement & Plan

Mobilise utilises the Cloud architectures to implement our application and modernisation solutions and as such benefit from cloud native techniques to ensure services remain highly available and provide robust disaster recovery processes.

Our designs utilise multi availability zones and cloud managed services to spread compute and data services across multiple data centres for high availability. Cloud managed services automate the disaster recovery of services, whilst data is stored on multi-az storage. These techniques, offload responsibility of disaster recovery and resiliency to the cloud provider and reduce operational overhead for our customers - providing a stable, cost-effective, cloud native service.

A more detailed plan can be provided to the buyer on request.

Privacy by Design

As AWS Advanced Consulting and Microsoft Gold Partners, our designs conform to Azure and AWS Well Architected Frameworks which detail how to handle, store and process data at scale.

Throughout the delivery of application modernisation projects, technical architects continually analyse designs, decisions, and processes to ensure adherence to data privacy & security principles.

Following NCSC Principles and the Technology Code of Practice, Mobilise ensure that all applications adhere to the following principles:

- PII Identification, Least Privilege Access.
- Security Patching, Detection of Cyberattacks using cloud services.
- Battle tested disaster recovery processes.
- Encryption at rest/in transit, Role Based Access Control.
- Central Audit Store, Network Defence in Depth.
- Supply Chain Security (Vulnerability Scanning of Images).
- Keeping users away from the data.

30. Using the Service

Ordering and Invoicing

To discuss your requirements in more detail and place an order please contact gcloud@mobilise.cloud where our team can discuss your requirements and explain our service offerings.

Our fees are invoiced monthly in arrears. Payment terms are 30 days after receipt of invoice.

All pricing is per our G-Cloud stated rates. Engagements can be tailored to either produce a Proof of Concept or Agile delivery to deliver outcomes. Our team size can be scaled to meet customer time constraints.

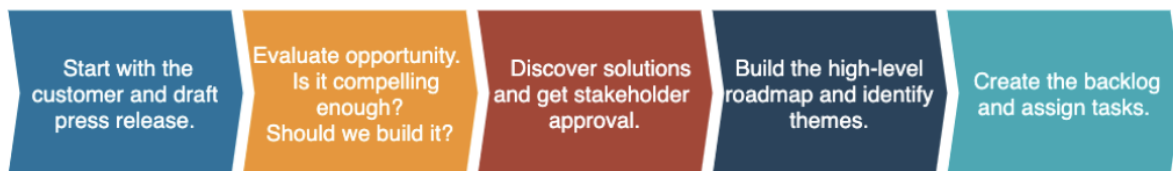
Availability of Trial Service

Mobilise Cloud Services can provide proof of concepts (POCs) to demonstrate to our customers the art of the possible. This is traditionally a scaled down version of this service which aims to develop a minimum viable product (MVP) using accelerated delivery techniques. Please contact us at

gcloud@mobilise.cloud for more information on our Proof of Concepts or MVPs. Costing dependent on vendor funding as per our pricing document.

Approach

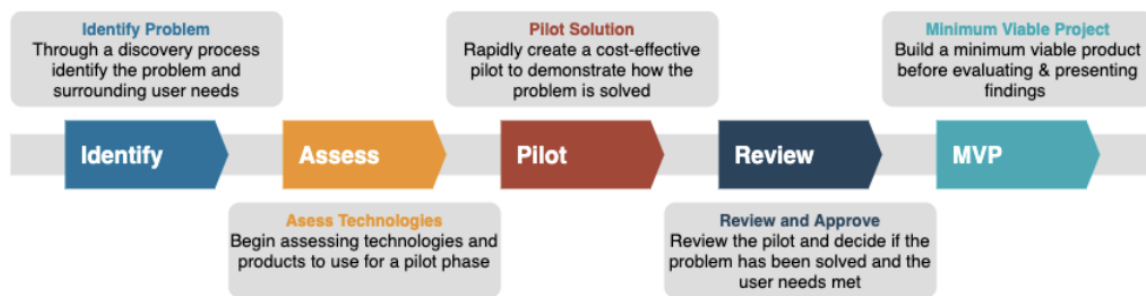
The primary method is the Working Backwards approach - by working backwards from the customer, rather than starting with an idea for a product/technology Mobilise ensures user's needs are clearly focused on – rather than trying to find a customer for a new product.



Thinking through the reasons to build the hypothetical product, the team will draft a compelling news release to announce the product's release in a way that would convince target customers and stakeholders to build it.

Afterwards, assessments on the technical needs of the project and skills required during the development phase are matched against our internal skills matrix and resource allocation system. If a gap in skills or availability is identified, additional resources from established partners or trusted contractors can be utilised.

The press release is used as a strategic guide as the proof of concept is created and stakeholder buy-in is sought. From there an Agile approach to delivery is taken to accelerate delivery and focus stakeholder oversight. Mobilise adopts a fail-fast approach to innovation by following the model below to quickly assess if a proof of concept is successful.



On-Boarding, Off-Boarding, Service Migration, Scope etc.

Collaboration and partnerships are core principles of our business engrained in all aspects of our engagements. Our approach ensures transparency and collaboration at all levels of the project and programme delivery by using Agile Practices.

Our Agile Delivery Manager will arrange project kick-off meetings with Mobilise resources and key customer stakeholders to make introductions and review the high-level deliverables, risks, assumptions, and dependencies to ensure all parties are aligned. As a single point of contact, our ADM will work closely with the customer to liaise with the delivery team, and if necessary, escalate issues to senior management.

At project kick-off our Agile Delivery Manager will facilitate the collaborative development of a “Ways of Working Charter,” accessible to all delivery team members, key stakeholders, and management. A process of backlog building is then carried out with the customer to expand high level deliverables into detailed Agile stories.

Furthermore, a Mobilise Account Manager will be appointed to provide regular reviews and check-ins with the customer to ensure the smooth delivery of milestones, procurement details, and service reviews.

Offboarding

Mobilise has experience building sustainable capabilities and handing over operations to government departments through our Offboarding Transition Plan. Service transition to internal/supplier resources is considered throughout delivery to reduce pressures/workloads during handover. Mobilise ensure:

- Technical documentation is up to date/quality assured during delivery and incorporated into the “definition of done” during sprints,
- Technical requirements are continually baselined with customer engagement,
- Architecture, Elasticity, Deployments, Operations, RTO & RPO procedures, Monitoring and Alerting, are all quality assured,
- Sprints include standardisation tasks; monitoring, alerting, disaster-recovery etc. So that support transition can be simplified towards the end of the project and tooling is interoperable.

During handover, Mobilise would collaboratively develop a transition plan including testing, contingency, knowledge-

transfer (paired programming of changes/incident-resolution, knowledge transfer workshops, wiki knowledge base updates) and stakeholder communication & escalation.

A phased approach to support allows customer resources to shadow Mobilise engineers on incident & change management whilst quality assuring documentation. Next, customer resources take lead on incident & change management with close support from Mobilise engineers before Mobilise finally transitions to a 4th line service before exiting the contract.

Service Migration

To transition services either across technologies and environments to cloud platforms or into the Mobilise managed service, Mobilise would work with our customers using the following 5-phase plan.



Mobilise Engagement leads would conduct stakeholder mapping understanding roles, responsibilities, and escalation paths before planning transition milestones and reporting cadences. Technical Architects would carry out a Discovery reviewing documentation, code repositories and deployments establishing a baseline before a risk register and detailed transition plan are produced.

Mobilise would expect to have access to:

- Code Repositories,
- Design Documentation,
- Wiki/Technical Operational Documentation,
- Cloud Environments (Read-Only Audits),
- CI/CD, Logging & Management Environments,
- Agile Backlogs,
- Collaboration Channels (Slack/Teams etc.)

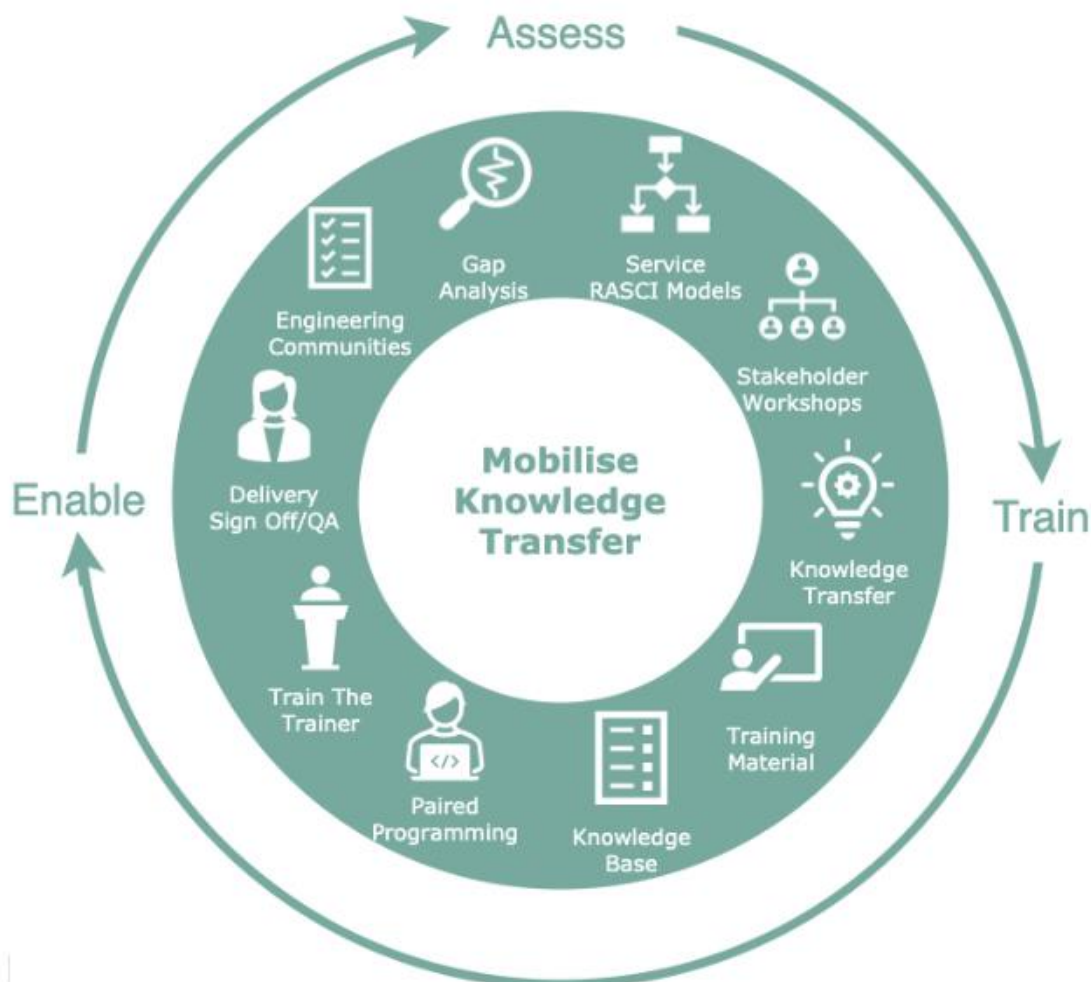
Technical Architects would then brief Engineering teams taking on support during the Delivery phase and organise knowledge transfer sessions with ECS/Incumbent supplier. Quality assurance is performed against documentation with shortcomings and perceived risks raised. Paired programming commences with deployment dry runs, rebuilds and disaster recovery testing.

‘Validation and Testing’ ensures Mobilise works with our customer to remedy items that failed to meet requirements. Once documentation has been signed off, an Intensive Care phase starts with lead/senior engineers taking frontline positions on incident & change management, whilst introducing any additional monitoring and alerting, optimisations & automations and establishing strong relationships with stakeholders. As service transitions into BAU, SLAs are implemented, and regular cadence reporting established.

Training

Mobilise utilises our Knowledge Sharing Framework to enable and upskill customer resources and leave them with a sustainable capability to both develop and support any delivered solution.

This is a continual process that is agreed upon during onboarding and implemented from day one to ensure that knowledge transfer is an ongoing process and not an afterthought towards the end of delivery. Our most effective technique is paired programming, where Mobilise certified experts work through changes and incidents with customer resources to give them hands-on experience in a safe environment, coupled with an extensive wiki knowledge base containing customer quality assured reference material on common technical operational tasks. Costing dependent on vendor funding as per our pricing document.



Assessment: Analyse existing skills/capabilities – comparing them to industry standards needed to support such a solution (Gap Analysis), allowing Mobilise to tailor training material and Documentation.

Training: Develop custom training material through recorded presentations, demonstrations, and documentation developing a comprehensive Knowledge Base. 'Definition of Done' on user stories ensures technical documentation is updated continuously. Paired programming enables customer resources direct, practical experience working on changes/incidents with certified experts.

Enablement: Ensure any documentation is quality assured and signed off. By identifying key subject matter experts or stakeholders, Mobilise can 'Train the Trainer' to ensure we leave our customers with a sustainable, supported solution.

Implementation Plan

Mobilise Agile Delivery Managers will work closely with our Architecture team and the customer to develop a detailed implementation plan that ensures user needs are met, and existing live services adhere to their SLAs. Mobilise can utilise our existing collaboration tooling to build out backlogs, roadmaps, and detailed delivery tasks to give our customers a flexible approach to delivery, or we can adopt our customers collaboration tooling.

Service Management

Mobilise maintains ISO-9001, ISO-27001 & Cyber Essentials accreditations, independently scrutinised by third-party auditors. These standards have been deeply ingrained into our standard working practices and culture ensuring quality and security standards are adhered to in all engagements.



Resource Management

Our ISO20000-aligned Service Management System is responsible for ensuring all Mobilise resources are highly performant and following the Ways of Working Charter aligning with our customers' policies, whilst also supporting the drafting and management of statements of work. The Customer Obsession capability handles direct communication with our customer senior stakeholders.



Resource quality is maintained through an exclusive use of carefully selected, experienced, certified, high-calibre staff. At Mobilise we pride ourselves in employing experienced, certified, SC-cleared, permanent members of staff - investing in their skills to build an expert consulting capability. Mobilise puts an emphasis on recruiting people with the right attitude who are self-accountable and can be trusted whilst also wanting to challenge, develop and improve themselves. Incident & Change Management.

A Mobilise managed service offering seeks to cover infrastructure, application and data components ensuring critical business services remain available whilst delivering value for money and allow the client to focus on its core business.

Our ISO27001, SC-Cleared Support Desk offers an omnichannel experience to customers (Email, Phone, Web-Portal) to raise and query existing tickets. Mobilise utilises next generation monitoring and alerting to automate the raising of tickets and call-out of engineers through tooling such as PagerDuty to ensure an engineer is always available (using dual rotas and escalation paths).

A tailored managed service will cover:

- ITIL Aligned Service Desk
- Change and Release Management
- Problem Management
- Incident Management
- 24x7 Monitoring
- Capacity Management
- Security Management
- Backup and Recovery Management
- Cost Management
- Patch Management
- Application Monitoring and Management
- Bug Fixing
- Service Transition/Enablement
- CI/CD Pipeline Tooling
- Engineering and Application Development*

* As part of our managed service offering, Mobilise can include additional days per month that can be drawn down on to improve existing services, perform small changes etc.

Reporting

Mobilise provides monthly service review meetings with your dedicated Mobilise account manager and supporting engineers to review the previous months performance, highlight any risks or issues, identify areas for improvement through automation or optimisation, and introduce cost saving measures.

Service Constraints & Service Levels

Mobilise provides varying levels of service to provide our customers with flexibility when tailoring a managed service. Platinum, Gold, Silver, Bronze etc.

Mobilise offers four levels of support with the following support hours:

1. Platinum: Full 24*7 support services suitable for the most business-critical applications.
2. Gold: On-call 24*7 support service appropriate for public facing applications that are used 24*7.
3. Silver: 8am to 6pm Monday to Friday, excluding public holidays. This extended hour model is targeted at customers requiring cover for a flexible working day.
4. Bronze: 9am to 5pm Monday to Friday excluding public holidays.

The Mobilise Service Desk is contactable from 8am to 6pm on UK working days.

The Service Desk responds to questions depending on the Severity Level of the call as follows:

- a) Severity Level 1 (Critical) - the reported problem causes a halt to the client's core business processes and no workaround is available.
- b) Severity Level 2 (Major) - the reported problem causes degradation of the client's core business processes and no reasonable work-around exists.
- c) Severity Level 3 (Intermediate) - the reported problem impacts the client's operational environment but does not affect core business processes. A work-around is available.
- d) Severity Level 4 (Minor) - a non-critical problem is causing some disruption, but with little or no impact on the client operation.

Outage and Maintenance Management

Mobilise implements a multi-approach strategy to ensure high availability and quality of services; continual risk management, well architected designs, account management, and robust monitoring and alerting.

Risk Management

Mobilise adopts a transparent risk management approach using established collaboration tooling to record risks, issues, actions, and dependencies.



Our risk management approach follows a series of steps to ensure risks are removed or mitigated with maximum effect.

- **Identification:** Risks are identified based on their category: hazard, operational, financial, or strategic. These are identified during operations reviews or from Mobilise’s experience with similar managed services.
- **Assessment:** Risks are assessed based on their impact to delivery and their likelihood to occur. This is a collaborative process between Mobilise and our customers.
- **Treatment:** A joint decision between our customers and Mobilise will identify the corrective action: avoid, transfer, mitigate or accept. Based on the assessment of the risk, we determine if a new story needs to come into the sprint or added to the backlog for future development.
- **Monitoring:** Risks will continue to be tracked for the life of the project, continually reassessed unless it is resolved.
- **Reporting:** An open and transparent report (RAID log complete with supplementary documentation and engineer/architectural insight into the risk) will be continuously published during every review.

Well Architected Designs: All our design work is completed in alignment with the Azure Well Architected Framework to ensure that solutions are resilient, performant, cost-effective, secure, and operationally excellent. Using this framework in conjunction with GDS Service Standard and the Technology Code of Practice ensures that risks surrounding the availability of services are mitigated.

Monitoring and Alerting: All solutions delivered incorporate threshold and anomaly detection-based alerting, which send automated alerts to either the customer or the Mobilise Managed Service Desk when issues arise. This allows for the immediate notification of problems, and using a two phased approach, the first phase of alerts will be configured to provide warnings of potential issues before they become problems.

Account Management: Our account management function will measure the performance and success of the delivered solution through service metrics made available from the underlying platform. These will be used to compare SLAs surrounding service availability. Furthermore, our account managers will utilise solutions and features deployed across our external customers to strengthen and innovate our existing solutions.

Financial Recompense Model for not Meeting Service Levels

If our service does not meet the agreed Service Levels, Mobilise have the following financial recompense model in place.

1. If a fault is not fixed in accordance with the timings as set out in the Service Level Agreement, the customer shall be entitled to a service credit equivalent to 5% of the monthly service fee.
2. This shall only apply to Priority 1 and Priority 2 categories.
3. If more than one Service Level Default occurs in a single month, the Service Credits to be credited in respect of that month shall be the aggregate of each of the Service Credits.
4. In no event shall the amount of Service Credits credited to the Customer with respect to all Service Level Defaults occurring in a single month under this agreement exceed, in total, 20% of the monthly fee.

31. Provision of the Service

Customer Responsibilities

More detailed information and responsibilities will be identified during the contracting process, Mobilise would expect the following from our customers.

- Stakeholder support and availability.
- Sufficient access to any existing systems needed to perform the tasks at hand.
- Access to customer engineering and development resources to support delivery.

Technical Requirements and Client-Side Requirements

These items will be agreed and documented in the Order Form as agreed between both parties and may include, for example:

- Networking constraints,
- Data integration requirements,
- Data handling requirements,
- Level of commitment to knowledge sharing and enablement.

Outcomes/Deliverables

This service will deliver the following outcomes:

- Detailed design document of the proposed solution.
- Supporting technical operational documentation.
- Data platform meeting the requirements outlined in the Order Form.
- Any underlying Infrastructure as Code used to build the solution.
- Where appropriate, version-controlled source code used to deploy artefacts.
- Knowledge Transfer using supporting documentation, training materials, and workshops.

After-sales Account Management

Mobilise assigns an account manager to each customer to manage the delivery of the solution, understand our customers' future needs, and support a long-term business relationship. Our account managers are focused on ensuring customer satisfaction through regular service review meetings and growing a business partnership.

Termination Process

Upon termination of this Agreement for convenience the Customer shall pay the Supplier the following termination costs (unless within the 90 days' notice of termination as per GC15 terms and conditions):

Effective date of termination	Any time within the Initial Period.	Any time within the 12 Month Extension Period.
Termination costs payable	50% of outstanding total agreed charges for the whole of the Initial Term.	50% of outstanding total agreed charges for the whole of the Extension Period.

32. Our Experience

Case Studies – Building DVLA’s Cloud Centre of Excellence

With over 5,000 employees, and over £9 billion in annual revenues, the Driver, and Vehicle Licence Agency (DVLA) is an enterprise user of IT services. After moving to an insourced IT service (from a long-term outsourced contract) they had the ambition to put cloud-based services at the heart of their transformation journey to deliver new digital services. Mobilise were selected as a partner to ensure the successful adoption and implementation of cloud services – enabling the progression from initial ‘quick wins’ to becoming an exemplar of cloud delivery with their own 24/7 support capability underpinning the work of their award-winning multi-squad agile project teams.

Migration

Mobilise helped the agency to migrate over 600 servers, 60TB of storage and all public facing systems from an internal private cloud to AWS, without any service interruption. The platforms were converted to code-based deployments (IAC: Terraform) which streamlined application delivery, ensured environments were consistent and provided a rapid recovery to a platform ‘known-state’ should there be a failure scenario. Migrating to this platform resulted in considerable savings and delivered a 4-month return on investment. A great migration project delivered on time and generated the expected returns,” Daniel Came (Delivery Manager).

Cost Management and FinOps

Mobilise helped establish a central cloud function to perform IAM governance and cost management across AWS, and Azure clouds. A central governance process established ‘joiners and leavers’ processes, powered by automation. Microsoft Power BI Dashboards were created to simplify billing across both clouds and allow DVLA to chargeback to specific delivery teams. As the service matured, cost savings such as reserved instances, shutdown scheduled, and enforced tagging policies were introduced.

DevOps Enablement

To accelerate delivery across DVLA and standardise build, deployment, and support technologies and techniques – the DVLA required a new CI/CD platform. Collaborating in multi-disciplinary teams, Mobilise designed, built, and supported new CI solutions utilising DevSecOps pipelines to build, and deploy digital services across AWS and Azure on Virtual Machine, Serverless, and Containerised architectures. CI/CD pipelines automatically validated code, vulnerability scanned libraries, built applications, automatically deployed to near live environments, and performed routine operational tasks.

Application Modernisation

To standardise support capabilities, consolidate resources, eliminate technical debt, and improve monitoring – DVLA needed to modernise applications running on traditional virtualised infrastructure, whilst standardising cloud architecture.

Collaborating in multi-disciplinary teams, Mobilise designed, and built multiple Kubernetes platforms across AWS and Azure deploying thousands of microservices across multiple environments. Mobilise worked to Replatform 5+ major services from VMs to containerised architectures, deployed to the new flagship Kubernetes platform.

“We wanted to ensure we had the most agile technical platform so that we could deliver our new services at pace, the Mobilise team delivered,” Matt Lewis (Chief Architect)

Monitoring and Alerting

To consolidate monitoring and alerting across DVLA for Windows and Linux operating systems across AWS, Azure and On-Premise, DVLA required a centralised logging solution.

Collaborating in multi-disciplinary teams, Mobilise designed, and built an Elasticsearch (ELK Stack) platform to aggregate, index, and perform search, and data analytics across system, and application logs. Developers across 15+ delivery teams conducted incident support using least privilege access to the multi-tenancy platform. Alerting configured on application logfiles triggered automated, immediate alerts to centralised ops Capabilities. Furthermore, the Elastic SIEM capability was utilised by DVLA Cyber Security to capture security events and perform threat detection.

Agile Delivery

To accelerate delivery of digital services, Mobilise Agile Delivery Managers led multi-disciplinary teams to deliver infrastructure, and application projects. Working with stakeholders and Agile coaches, Mobilise ADMs helped improve Agile processes, develop cross-cutting communities, and assist in portfolio management across 15+ delivery teams.

CCOE Delivery

To ensure that the DVLA had a sustainable cloud capability once Mobilise exited the contract, Mobilise assisted in building DVLA’s Cloud Centre of Excellence. Working in multi-disciplinary teams, Mobilise helped establish governance policies across AWS, and Azure utilising automation to enforce security, and housekeeping policies. Dynamically provisioned environments helped foster a culture of innovation whilst minimising cloud spend, engineering communities shared innovations and new concepts between previously siloed delivery teams, and a cloud academy ensured a steady stream of trained, DVLA-aligned resources.

Support

Mobilise provided 24x7x365 support across AWS, and Azure for DVLA’s flagship digital services across containerised, virtualised, and serverless architectures – supporting thousands of microservices. Utilising our ISO 27001, SC-Cleared Service Desk – immediate automated alerts triggered PagerDuty to automatically call out certified engineers. Supporting infrastructure, data, and application workloads, Mobilise performed monthly service reviews including how services could be automated and optimised.

We have had a great engagement with the Mobilise team, and have delivered an end-to-end project that has resulted in us being fully enabled and self-sufficient,” Louise Pierpoint (Cloud Engineering Product Manager)

The ambition within the DVLA to undertake an organisation wide transformation has delivered a range of new digital services and reduced operational costs. Working together with Mobilise the DVLA has transformed its cloud delivery and operations capabilities, becoming self-sufficient ‘cloud natives’.

Designing, building, and supporting such a range of services across multiple architectures and technologies has been a challenging and rewarding transformation for Mobilise, where we have seen a complete re-architecture of digital services, the 24x7x365 support of DVLA’s flagship platform processing £9BN in annual payments, and a collaborative stakeholder engagement to transform team capabilities and processes.

Mobilise are pleased to have helped the DVLA to deliver their 'Cloud Centre of Excellence' and look forward to seeing the DVLA continue to deliver new digital services at pace.

33. Clients & Accreditations

Clients



Accreditations and Partnerships



- Public Sector
- Immersion Day
- Solution Provider
- Amazon EKS Delivery
- Amazon Connect Delivery

- Managed Service Provider
- Govt. Services Competency
- Solution Spark Public Sector Partners



Advanced

Business Partner
Solution provider

Cloud infrastructure



Data & AI
Azure



CLOUD NATIVE
COMPUTING FOUNDATION



Crown
Commercial
Service
Supplier



34. Contact Details

To contact our team please contact us at the email address below:

Mobilise G-Cloud – gcloud@mobilise.cloud