



STRATEGIC THINKING, SEAMLESS EXECUTION

G-CLOUD SERVICE OFFERING

Devolution Digital Services for Local Government



What we do

Our G-Cloud services are designed to help you make informed cloud decisions, whether you are assessing readiness or planning next-generation deployments.

Maximising value from cloud

Flexible working models are the norm, and there's continued pressure to reduce IT spend and simplify complex estates. Cloud solutions make all of this easier, modernising operations, enabling innovation, and providing the flexibility to scale efficiently.

Cloud has evolved from a cost-saving alternative into a core platform for digital transformation. Today, most organisations run blended environments that combine on-premises systems with infrastructure as a service (IaaS), platform as a service (PaaS), and software as a service (SaaS) solutions, creating a more adaptable and resilient technology platform for the future.

But with a host of approaches available, working out how to make cloud deliver sustained value can be tricky. How do we maximise return while maintaining security and governance? How do we avoid complexity and control costs? Mason Advisory helps clients answer these questions by developing and delivering clear cloud strategies that align technology with business goals.

Who we've helped

- For a government agency, we managed a multi-year major cloud consolidation, migration and transformation programme.
- A large insurance company needed a more scalable, resilient CRM system. We supported the cloud migration strategy for Dynamics 365 and the associated data architecture.
- For a major retailer, we developed a cloud operating model for the service delivery function, helping establish an in-house capability for existing and new cloud-based solutions.

- We undertook a cloud transformation review for a fire & rescue service, assessing its options for transitioning mission-critical systems.
- A UK ambulance service needed to transform its IT environment to support critical operations. We led the programme, including migrating applications and services to a new private cloud hosting environment.
- We assisted a county council to develop a cloud-first contact centre and UC strategy. We then led the procurement and implementation that resulted in it being the first to adopt an Amazon Connect cloud contact centre for all frontline contact services.
- Our team advised and supported an acute trust on a three-phase ICT transformation, establishing a platform to support digital healthcare innovations.
- A large UK police force needed support with a major infrastructure programme. We provided strategic advice to the network, hosting and data centre towers, as well as operational support with a complex data centre migration including server virtualisation, and application rationalisation.
- Working with the NHS, we provided critical security architecture services to the Covid Pass App, a Microsoft Azure cloud-based platform. We provided security architecture services across the whole solution, and provided threat modelling and security incident support to help the team maintain a strong security posture.

Devolution Digital Services for Local Government

We support local authorities to rationalise and consolidate digital services while shaping devolution-aligned strategy, operating models, transformation plans, and governance.

Our impartial expertise ensures coherent, collaborative, and citizen-focused digital delivery across regions.

Service features

- Independent advisory for devolution digital strategy
- Local authority service transformation roadmaps
- Citizen engagement and co-design workshops
- Data integration and sharing frameworks
- Governance, risk, and compliance assurance
- Cloud migration planning and oversight
- Vendor-neutral technology sourcing
- Operating model and skills assessment
- Performance and outcomes measurement
- Knowledge transfer to local teams

Service benefits

- Impartial, independent guidance you can trust
- Align services with devolution priorities
- Improve citizen access and satisfaction
- Increase efficiency across local authority operations
- Enable secure regional data collaboration
- Reduce costs through shared platforms
- Strengthen transparency and accountability
- Build sustainable in-house capability
- Deliver measurable citizen-focused outcomes
- Future-proof digital services for evolving needs

Our service approach

Our Devolution Digital Services offering provides a structured, evidence-led methodology designed specifically for local authorities preparing for or implementing devolution arrangements.

We combine strategic advisory capability with deep public sector delivery experience to help councils redesign services, establish effective governance, improve digital maturity, and strengthen regional collaboration.

Our phased approach ensures clarity, reduces risk, and builds sustainable in-house capability while delivering measurable citizen outcome.

Discovery & alignment

Establish a shared understanding of the devolution context, current service maturity, and priority outcomes.

- Assess local authority readiness, digital capabilities, and operating constraints
- Map statutory services, user journeys, data flows, and pain points
- Define devolution drivers, intended benefits, and regional interdependencies
- Facilitate stakeholder, member, and partner engagement
- Produce a baseline assessment highlighting opportunities and risks

Outputs: Readiness assessment, discovery findings, strategic problem statements, stakeholder map.

Design & roadmapping

Design future service models aligned with devolution priorities, policy intent, and local needs.

- Co-design future-state services with citizens, staff, and partners
- Develop cross-authority integration, data-sharing, and governance models
- Create transformation roadmaps and prioritised workstreams
- Define principles for interoperability, procurement, and platform reuse
- Establish measurable outcomes and benefits frameworks

Outputs: Future-state blueprint, devolution-aligned roadmap, governance model, benefits framework.

Delivery & implementation

Support the authority to implement agreed changes, procure technology, and embed new ways of working.

- Provide PMO/portfolio support for multi-partner programmes
- Support sourcing, procurement, evaluation, and contract alignment
- Guide service redesign, and delivery
- Provide technical assurance
- Establish change management, communications, and adoption activities

Outputs: Delivery plans, procurement support, implementation assurance, change and adoption materials.

Optimisation, assurance & support

Ensure sustainability, measure outcomes, and transfer capability into local teams.

- Measure impact against citizen outcomes and regional objectives
- Review performance dashboards, service levels, and governance effectiveness
- Identify optimisation opportunities and continuous improvement actions
- Strengthen internal skills through coaching and structured knowledge transfer
- Support handover to BAU and internal governance bodies

Outputs: Performance review, optimisation recommendations, capability uplift, handover pack.

Who we are

Inspiring people to work better, share ideas, and prosper through digital & technology change

Since launching in 2014, we have experienced huge growth in revenues and staff numbers, with offices in London and Manchester, working with clients of all sizes in the UK and beyond.

Mason Advisory is a digital & technology consultancy committed to making your life easier. Our people work with organisations of all sizes, across industry sectors including Financial Services & Insurance, Government, Corporate Clients, Public Safety and Professional Services.

Clients trust us to help set their strategy and then deliver on those decisions. We use our skills in operating model & organisational design, sourcing, architecture, service management, and cybersecurity to build, protect and support sustainably successful businesses.

Our G-Cloud services



Digital transformation



Cloud sourcing & procurement



Service management & governance



Cost optimisation & FinOps



Cloud architecture & migration



Cybersecurity & resilience



Cloud optimisation



Data management & analytics

Our culture creates consulting teams that stand out for their commitment to clients. Clients get exceptional performers at all levels in our teams; we don't take work where we can't make a difference; and we are emotionally invested in what happens to the people we help.

That's why, over

72%

of clients continue to work with us beyond the first engagement

Our industry-leading awards are underpinned by our ISO-certified management systems, offering clients confidence in the quality and security of our services.



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