



STRATEGIC THINKING, SEAMLESS EXECUTION

G-CLOUD SERVICE OFFERING

Service Management Assessment and Transformation



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.

How we do it

Our delivery methodology is built on Agile principles, providing an iterative and flexible approach that releases value quickly while maintaining control. Each engagement follows a structured framework which is adapted to meet client needs.

Discover



- You know your business best. We listen to you, while bringing a fresh, independent view.

You get a clear picture of what's working and what needs attention.

Analyse & design



- Together, we turn insights into practical, tailored solutions that meet your needs.

You get a realistic roadmap that makes sense and drives measurable value.

Deliver



- We work with you to make change happen – fast, using outcomes-driven delivery.

You see tangible change quickly, without disruption.

Embed



- We hand over tools, knowledge, and confidence so you stay in control after we leave.

You remain self-sufficient and ready to keep improving.

Service Management Assessment and Transformation

Effective service management is a growing challenge with mixed cloud/on-premises hosting, multiple suppliers, and hybrid delivery models.

Our independent consultants assess capability using ITIL-based frameworks and proven blueprints, considering the role of automation, AI, and AIOps to rapidly identify, recommend, and plan service management improvements across the full IT service lifecycle.

Service features

- Provide expertise across Defence, Healthcare, Education, Government, Transport, Blue Light
- Conduct detailed health checks against industry-aligned ITIL 4 blueprints
- Apply ITIL, COBIT, SIAM, Agile, DevOps, and Lean practices
- Cover IT organisation and lifecycle, not just operations
- Assess people, processes, tools, data, and reporting capabilities
- Recommend digital solutions such as self-service and AI automation
- Support both SIAM and non-SIAM service delivery models
- Align to ITSM tools, including ServiceNow, BMC, Cherwell, Jira
- Embed AIOps, knowledge management, and workflow automation practices
- Provide flexible, Agile approach tailored to organisational needs

Service benefits

- Rapid current state analysis identifies priority service improvements
- Customised strategy and roadmap based on ITSM maturity findings
- Streamlined incident and problem management with automation and AI
- Improved multi-supplier and multi-sourced environment management effectiveness
- Reduced costs and increased productivity through optimised service management
- Improved citizen and employee satisfaction with faster service resolution
- Transfer of expertise enables sustainable in-house service delivery
- Embed cognitive service management (AI, machine learning, automation)
- Provide assurance aligned to government and sector ITSM standards
- Enable progression into enterprise service management (HR, Facilities, Finance)

Who we are

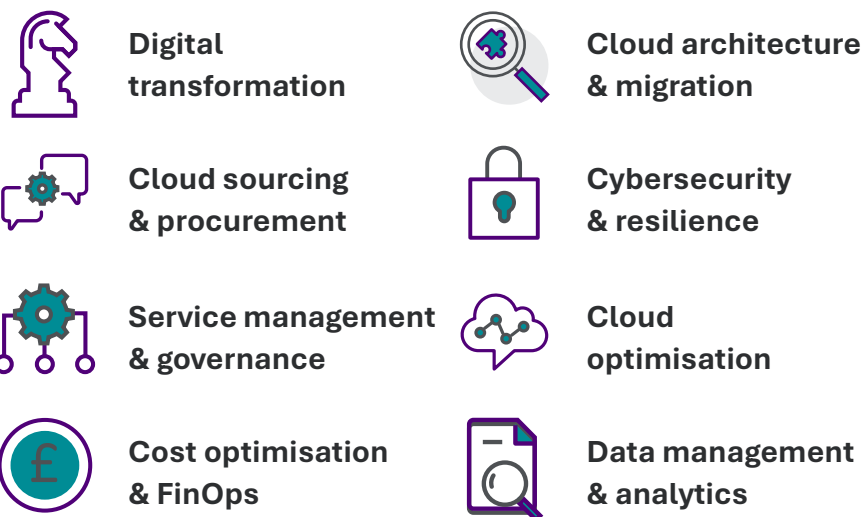
Inspiring people to work better, share ideas, and prosper through digital & technology change

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



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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Mason Advisory Limited

Pall Mall

61 King Street

Manchester M2 4PD

Tel: +44 333 301 0093

www.masonadvisory.com

Registered in England No. 8990928

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