



STRATEGIC THINKING, SEAMLESS EXECUTION

G-CLOUD SERVICE OFFERING

Service Management Tool Sourcing and Implementation



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 Tool Sourcing and Implementation

Our independent consultants help source and implement cloud-native IT service management (ITSM) tools that optimise workflows, enable user self-service, and embed AI-driven automation.

We ensure ITIL 4-aligned selection, seamless integration, and efficient migration — improving service desk performance, reducing disruption, and increasing user satisfaction across Defence, Healthcare, Education, Government, Transport, and Blue Light organisations.

Service features

- Provide expertise across Defence, Healthcare, Education, Government, Transport, Blue Light
- Evaluate ITSM tools for automation, customisation, and integration capability
- Identify AI/AIOps opportunities, e.g. intelligent ticketing and workflows
- Empower users with self-service portals and knowledge management
- Source vendors based on reputation, functionality, and total cost of ownership (TCO)
- Ensure scalability and flexibility through structured tool evaluations
- Support procurement, contracts, and vendor negotiation processes
- Apply ITIL 4 and Agile expertise to implementation
- Manage migration and data integration activities seamlessly
- Deliver adoption coaching, training, and change management support

Service benefits

- Select optimal ITSM tool through structured vendor comparison
- Implement tools aligned to ITIL 4 best practice standards
- Improve ROI with case studies, benchmarks, and cost tracking
- Enable smooth data migration and integration with minimal disruption
- Increase scalability with SaaS ITSM and workflow automation
- Drive user adoption through self-service and training support
- Improve efficiency with predictive analytics and cognitive automation
- Reduce risk with proven implementation and integration assurance
- Strengthen governance with SLA enforcement and performance monitoring
- Deliver improved service desk efficiency and customer satisfaction

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 architecture & migration
	Cloud sourcing & procurement		Cybersecurity & resilience
	Service management & governance		Cloud optimisation
	Cost optimisation & FinOps		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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Mason Advisory Limited

Pall Mall

61 King Street

Manchester M2 4PD

Tel: +44 333 301 0093

www.masonadvisory.com

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