



Delivery Management Consulting

G-Cloud 15: Service Definition Document



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In the bottom right corner of the slide, there are two overlapping green triangles. The triangle in the foreground is a vibrant green, while the one behind it is a slightly lighter shade of green.

01 About Made Tech

Who we are and what we do



About Made Tech

Established in 2008, Made Tech helps public sector organisations deliver technology at pace. Our services include digital service delivery, technology skills enablement, legacy applications transformation and data infrastructure and insights.

We work exclusively with public sector organisations, and our work follows Government Service Standards and is aligned with the Service Manual and Technology Code of Practice.

We're experts in delivering public sector services based upon easily scalable platforms and are leaders in delivering digital, cloud-based technology platforms using modern software engineering and architecture, and lean and agile software delivery practices.

Working collaboratively with our central and local government clients, we create user-centred, evidence-based, end-to-end services that reduce costs and vastly improve the user experience.

We understand how to deliver successfully using a business outcome-based approach. This ensures we deliver against the highest priorities, maximising value and minimising waste.

Continuous improvement, learning and mentoring are key values for us, and we are committed to sharing new and improved ways of working with client teams when we see opportunities to improve capabilities.



Our mission

To help the public sector build world-class technology teams, that practice the sort of techniques and ways of working you would see in an internet-era business.



Modernise

legacy technology
and working practices



Accelerate

digital and technology
delivery



Drive

smarter decisions with
data and automation



Enable

sustainable
technology and
delivery skills

Our **services**

**Cloud and
Engineering**

Data

**Strategy and
Transformation**

**User Centred
Design**

**Industry
Verticals**

Cyber Security

**Managed
Services**

**Problem /
Solution
Specific**

Technology



02 Delivery Management Consulting

Delivering user-centred digital, data and technology services to the UK public sector

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Service description:

We support your exit from legacy contracts and transition to disaggregated multi-vendor models.

We design operating structures, manage procurement, plan transitions and implement service management approaches, de-risking change whilst ensuring uninterrupted service and accelerating delivery of organisational strategy.



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Service features:

- Delivery capability assessment
- Ways of working design and implementation
- Tooling strategy and selection
- Metrics and performance management frameworks
- Continuous improvement strategy
- Delivery maturity assessment and benchmarking
- Agile coaching for teams and leadership
- Delivery operating model design
- Methodology selection and tailoring
- Governance framework design



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Service benefits:

- Optimised delivery capability and performance
 - Right-sized governance supporting agility
 - Improved delivery predictability and outcomes
 - Long-term delivery capability building
 - Better alignment between delivery and business
 - Reduced delivery waste and inefficiency
 - Sustainable delivery practices
 - Evidence-based improvement roadmap
 - Cultural transformation supporting modern delivery
 - Long-term delivery capability building
 - Enhanced team performance and satisfaction
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- Three overlapping green triangles of varying shades (light green, medium green, and dark green) are positioned in the bottom right corner of the slide, pointing upwards and to the right.

03 Previous

experience

Examples of our work



DVLA: Drivers' Licensing Legacy System (D90)

Problem:

DVLA needed to migrate their Drivers' Licensing legacy system - a national critical service built in the 1990s - from Mainframe to the cloud. The system contained 2 million+ lines of code requiring review before migration. Manual review was impractical, and created significant risk of removing critical functionality. Traditional approaches would have been too slow and risky.

Solution:

We created dependency graph analysis tools to identify redundant code and visualise the codebase, reducing migration volume and verification effort. We built a Git-based deployment pipeline to unify developer workflows, replacing error-prone manual processes and reducing deployment labour.

We improved test suite performance from over 30 minutes to approximately 2 minutes, significantly boosting developer productivity.

Outcomes:

- Reduced codebase by 10%.
- Streamlined migration to modern cloud infrastructure
- Prevented technical debt accumulation.
- Maintained service stability with no disruption throughout.
- Created reusable techniques for other legacy modernisation projects.

Ministry of Housing, Communities and Local Government: **Homes for Ukraine**

Problem:

A digital service for the Homes for Ukraine scheme to support refugees. The service was to be launched to coincide with the policy announcement, meaning MHCLG had to respond incredibly quickly.

Solution:

We rapidly deployed (<7 days) an SC cleared multidisciplinary team (engineering, UCD, data) to work with other suppliers and MHCLG senior leadership. Policy teams were invited to service mapping and User Research sessions to unlock benefits of quickly testing ideas and making frequent iterations. Existing architecture was re-used to accelerate delivery.

Outcomes:

- Working service launched within 10 days.
- High levels of engagement across MHCLG, including method advocacy of Deputy Director.
- The service enabled 180,000 expressions of interest in its first week and the settlement of ~120,000 guests to date.

NHS England: GP Interoperability (GP-IT) Patient Record Migration Programme

Problem:

Patient record transfers between GP practices took weeks, causing dangerous care gaps for 62.5 million patients. Multiple clinical systems with different data formats led to significant data loss during transfers. Solution required 24/7 operations with zero downtime.

Solution:

We developed data interoperability standards for medical data exchange, and built a solution with 27 data archetypes covering different patient data aspects. Used best practice development methodologies including CI/CD and test-driven development, we implemented comprehensive monitoring for proactive issue resolution.

Outcomes:

- Record migration times reduced from weeks to one day.
- Significantly reduced data loss during transfers.
- Zero unplanned downtime maintained throughout.
- Interoperability standards adopted across NHS systems.
- Scalable technical foundation established for future healthcare digital initiatives.

Ministry of Justice: Modernising the court results system

Problem:

The Bichard 7 application manages transfer and processing of 10-15K daily case results from court systems to the Police National Computer. MoJ wanted to modernise it with reliable, cost-effective modern technology.

Solution:

Given its criticality, we took a considered approach to rolling out replacement functionality. We focused on moving to cloud and removing expensive proprietary licences, before full legacy replacement and building new user centred products. Test-driven development, automation and AI driven code analysis accelerated delivery.

Outcomes:

- Our iterative delivery released value early and de-risked delivery
- Police users have a new service with intuitive navigation, aligned to GDS standards, fully accessible and designed inclusively.
- Easy to maintain solution with reduced total cost of ownership

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With the great support and guidance from the managed services team at Made Tech, I'm delighted to say this project has been a huge success. A great level of dedicated work has gone into helping us modernise the application, migrate it to AWS and rollout ongoing improvements to meet the needs of our users.

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Dom Tomkins, Ministry of Justice Service Owner

Contact us

Email: presales@madetech.com

