

Service Management

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.

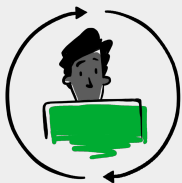
We understand how to deliver successfully using a business outcome-based approach. This ensures we deliver against the highest priorities, maximising value and minimising waste.

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.



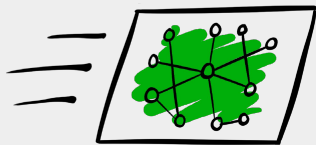
Our mission

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



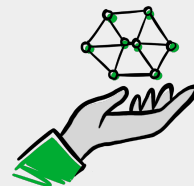
Accelerate

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

Decorative graphic in the bottom right corner consisting of several overlapping green triangles of varying shades.

02 Service Management

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

Service Management

Service description:

Our Service Management offer provides the governance, control, and continual improvement required to operate live digital and IT services effectively.

Delivered by an ISO/IEC 20000–certified consultancy, the service ensures that operational services are managed consistently, transparently, and in line with internationally recognised best practice.

This offer focuses on the management and assurance of live services, enabling reliable service operation, clear accountability, and measurable performance. It complements technical delivery services (such as 2nd and 3rd line support for cloud, application, and data platforms) without duplicating them.

Three overlapping green triangles of varying shades are located in the bottom right corner of the slide.

Service Management

Service features:

Service Governance & Assurance:

- Service management framework aligned to ISO/IEC 20000
- Definition and operation of service management policies and controls
- Service reporting, KPIs, and management information
- Risk, issue, and compliance management
- Support for audits, assurance, and regulatory requirements

Service Operations Management

- Incident Management (process ownership, coordination, and escalation)
- Request Fulfilment management and optimisation
- Problem Management, including root cause analysis and trend reporting
- Event and alert management oversight
- Knowledge Management governance

Technical resolution activities are delivered through aligned 2nd and 3rd line support services.



Service Management

Service features:

Service Performance & Control:

- Service Level Management, including SLA definition, tracking, and reporting
- Service reviews and operational governance forums
- Customer experience and satisfaction measurement
- Supplier and third-party service management oversight

Continual Service Improvement:

- Identification and prioritisation of improvement opportunities
 - Data-led analysis of incidents, performance, and demand
 - Improvement planning and tracking
 - Embedding a culture of learning and operational maturity
- 
- 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.

Service Management

Service features:

Service Delivery Model

- The service is delivered by experienced Service Delivery Managers and consultants who operate as an extension of your organisation. Delivery can be provided as:
- A fully managed Service Management function
- A co-managed model alongside internal teams
- An improvement-led engagement to mature existing practices

Tooling and integration:

We work with existing ITSM, monitoring, and reporting tools, configuring them to support effective service management, automation, and insight. Our approach is tool-agnostic and designed to integrate seamlessly with technical delivery and DevOps tooling.

We focus on creating sustainable, well-governed service operations, avoiding unnecessary process overhead while maintaining assurance and control.

Three overlapping green triangles of varying shades are located in the bottom right corner of the slide, pointing upwards and to the right.

Service Management

Service features:

Quality and Standards

This service is delivered under our **ISO/IEC 20000-certified Service Management System**, ensuring:

- Consistent and auditable service management practices
- Clear ownership of service management processes
- Measurable service performance and improvement
- Alignment between operational delivery and organisational objectives

Where required, the service can align with ISO/27001 and ISO/9001 without extending scope beyond service management.

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.

Service Management

Service benefits:

- Clear governance and accountability for live services
 - Improved service reliability and performance transparency
 - Faster coordination and resolution of operational issues
 - Reduced repeat incidents through structured problem management
 - Evidence-based continual improvement
 - Flexible delivery models (fully managed, co-managed, or improvement-led)
 - Tool-agnostic approach integrating with existing systems
 - ISO/IEC 20000-certified delivery for consistent, auditable practices
 - Sustainable operations without unnecessary process overhead
 - Measurable service performance aligned to organisational objectives
- 

Service Management

Service onboarding:

Onboarding focuses on establishing effective control of live services, and includes:

- Assessment of current service management maturity
- Confirmation of service scope, SLAs, and reporting
- Alignment of processes, roles, and tooling
- Knowledge transfer and operational handover

This ensures **rapid stabilisation and consistent ongoing service management**.



03 Previous experience

Examples of our work



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 relied on physical transportation of paper files, taking up to 8 weeks and creating **dangerous care gaps**. 70 million paper records scattered across practices led to frequent **data loss**, immense **administrative burden**, and required 24/7 manual operations for 62.5 million patients.

Solution:

We replaced the road-transport model with an **instant digital warehouse**. We developed 27 data archetypes and interoperability standards, ensuring that when a patient moves, their data moves with them instantly. This included:

- **Cloud-native architecture** providing a secure digital repository.
- CI/CD and test-driven development for **24/7 availability with zero downtime**.
- **Comprehensive monitoring** to resolve issues before they impact patient care.

Outcomes:

- Enhanced continuity of care - patients no longer waiting weeks for GPs to access critical medical histories.
- Record migration times reduced from 8 weeks to 1 day.
- Significantly reduced data loss during transfers.
- Zero unplanned downtime maintained throughout.
- Monthly cost savings of £75,000 through reduced manual processes.
- 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

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