

NODE4

G-Cloud 15 Service Description

**Bespoke Application
Development**



ABOUT THE SERVICE

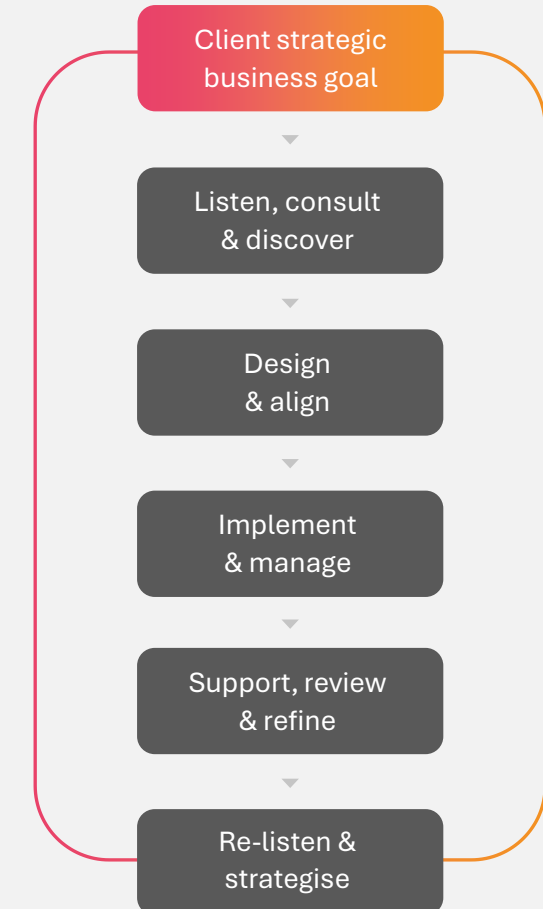
The Bespoke Application Development service provides customised software solutions specifically designed to meet the unique requirements of businesses. It emphasises custom functionality, scalability, and integration, creating applications from scratch with the latest technologies to align with specific business goals, thereby enhancing operational efficiency and offering a competitive marketplace advantage.

Key service features include tailored software development focused on unique business needs, integration of the latest technologies for innovative solutions, scalable architecture design for future growth, full-cycle development from concept to maintenance, agile methodologies for flexibility and timely project completion, robust security protocols, seamless integration with existing systems, user-centric design for improved engagement, continuous testing and quality assurance, and post-deployment support for enduring application reliability.

Benefits of the service are the delivery of precisely tailored solutions, enhanced operational efficiency through custom functionalities, competitive advantage from unique application features, scalability and flexibility to meet evolving demands, improved customer engagement with user-focused designs, strengthened data security and reliability, seamless business process integration, agile market response capabilities, reduced long-term costs via durable software, and ongoing support for continuous application optimisation.

However, the service is subject to constraints including the necessity for clear, precise client requirements to deliver truly bespoke solutions, potentially longer development times due to the complexity of customisation, budgetary constraints affecting customisation scope and advanced technology use, the need for careful planning in system integration to ensure compatibility and prevent disruption, and the requirement for committed resource allocation for ongoing support and maintenance, posing challenges for businesses lacking dedicated IT infrastructure.

ON A JOURNEY TO CHANGE, WITH YOU



WORKING TOGETHER TO ACHIEVE YOUR GOALS

NODE4 ASPIRE FRAMEWORK

A delivery framework built for innovation and value creation.

Node4's ASPIRE Framework delivers a consistent customer journey across all our delivery practices and outlines our approach to delivering end-to-end, secure and transformative services.

A

Assessments &
Advisory

S

Strategy
& Business Case

P

Design & Planning

I

Implementation,
Testing & Go Live

R

Handover
to Run

E

Service Evolution
& CI/CD

One Transformation Journey – Many Pathways to Discover

DIGITAL AND APP INNOVATION

Analysis and Strategy

Accessibility
Assessment

AI Services Analysis and
Strategy

AI Powered Automation
Analysis

Application Solutions
Architecture Strategy &
Design

Application
Modernisation Analysis

Azure AI Maturity
Assessment and
Strategic Planning

Azure DevOps
Assessments and Gap
Analysis

DevOps Analysis &
Strategy

Azure/IaC Strategy and
Analysis

Digital Solution
Architecture

Microservices Architecture
Assessment and Strategy

Plan and Implement

AI-Enabled Virtual
Agents and Customer
Service Solutions

Bespoke Application
Development

OpenAI and Azure AI
Integration and
Development

AI-Powered Automation
Services

Infrastructure-as-
Code (IaC) Design
and Deployment for
DR & Failover

Software Development
Partner Framework
(SDaaS)

API Management &
Integration Services
(iPaaS)

IoT and Edge
Computing
Solutions

Solutions Plan and
Implement
Development Services

Application
Modernisation

IoT and Integration
Plan and
Implementation
Services

TFS and DevOps
Migration to Azure
DevOps

Azure DevOps Plan and
Implement Services

Microservices
Architecture and
Delivery

User Experience Design

Run and Evolve

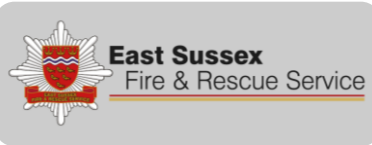
Application and
Solution Code Health
Check

DevOps as a Service
(DaaS)

CLIENTS

1800 CLIENTS, 1800 INDIVIDUAL STORIES OF CHANGE. HERE ARE JUST A FEW

 Foreign, Commonwealth & Development Office	 Ministry of Defence	 Ministry of Justice	 Department for Environment Food & Rural Affairs	 UK Export Finance
 Department for Levelling Up, Housing & Communities	 Homes England	 SSRO Single Source Regulations Office	 NHS Digital	 UKSBS Shared Business Services
 West Mercia Police	 Leicestershire Police Protecting our communities	 Cheshire East Council	 West Midlands Combined Authority	 CareQuality Commission
 Locala Health & Wellbeing	 Ofsted raising standards improving lives	 HS2	 HM Land Registry	 acas working for everyone



CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

CLIENT SUCCESS

FROM 7 DAYS TO 5 MINUTES – A 99.9% REDUCTION IN TIME

ESFRS's previous manual SSRI process meant crews assessing the risk at premises had to make handwritten notes, fill out a Word document and then send an email to their respective Station Manager for approval. This was prior to the SSRI document being uploaded manually to a SSRI system and downloaded to the services' Mobile Data Terminals (MDT), located on each fire appliance, for use when in transit and at incidents. This process could take up to seven days to complete.

ESFRS identified this process needed upgrading to meet aspects of the Grenfell Tower incident recommendations and to modernise the technology in use and reached out to their ICT managed service provider and trusted partner, Telent, to help them kickstart the process.

With the support of strategic partners, Telent have been working with ESFRS since 2016 to transform key operational processes. In this instance, commercial, out-of-the-box solutions were available – but ESFRS and Telent felt that a purpose-built, configurable solution would be better placed to meet all requirements and deliver maximum impact and improve safety.

Telent introduced Node4, to ESFRS and what they had set out to achieve, and together we mapped a way forward for the organisation. The end solution would support ESFRS's digital strategy, with a focus on alignment of digital risk data collection and current guidance, and the introduction of an auditable digital process for collecting and communicating risk data.

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Self-service was a key driver in this project for us, with risks continuously changing, and new risks regularly being discovered, it was important that any new requirements could be added to the form as and when needed.

DEREK HAMILTON
STATION MANAGER –
OPERATIONAL LEARNING &
INTELLIGENCE

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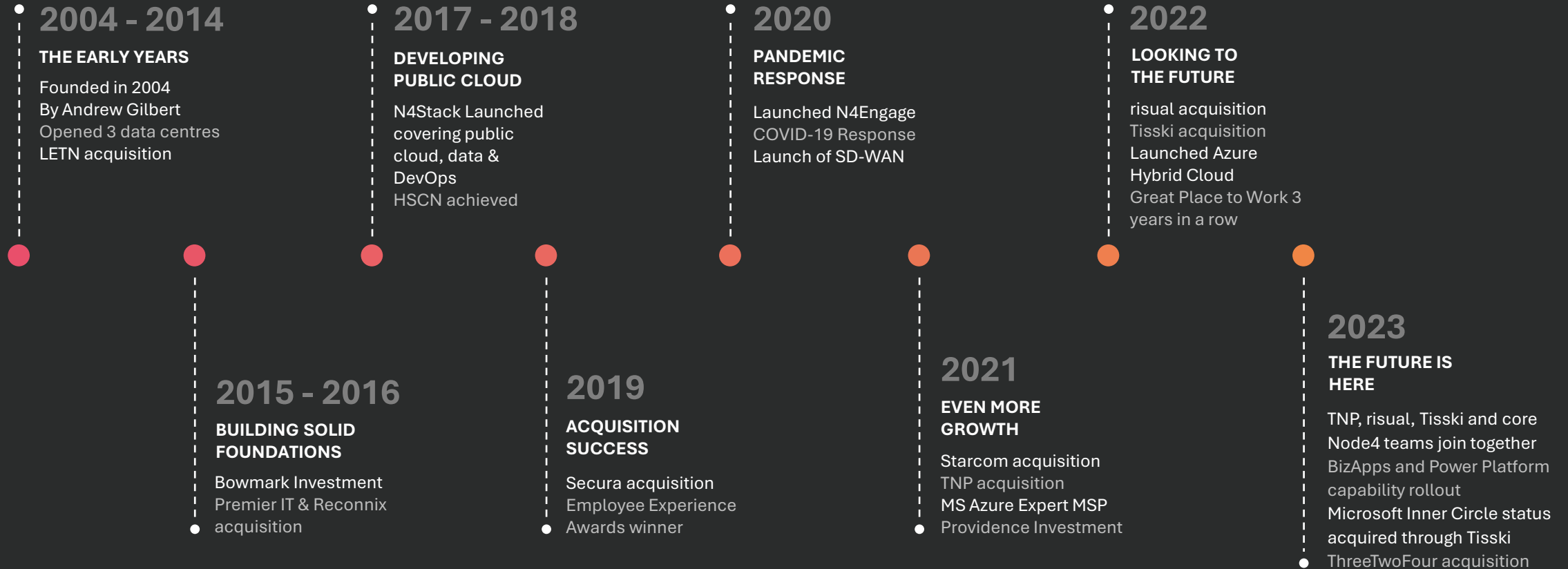
CHANGE THAT MATTERS

We empower public and private sector organisations by delivering positive outcomes through technology and innovation.

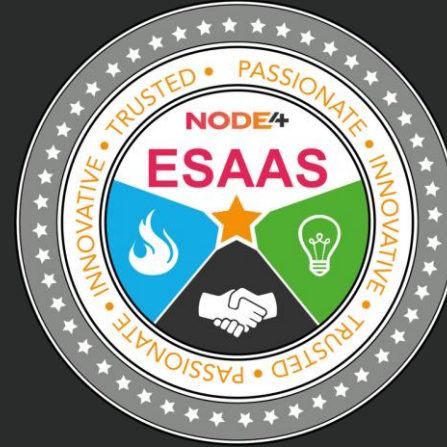
Harnessing our knowledge, passion and talent we help our clients reach their full potential.

We call it change that matters.

THE JOURNEY SO FAR...



IT'S OUR CULTURE THAT MAKES A REAL DIFFERENCE TO YOU



When it comes to ESG, our actions speak for themselves.

NET ZERO by 2030

We already power our data centres with renewable power. Beyond that, we partner with Carbon Neutral Group to offset our other emissions.

UNITED NATIONS SUSTAINABILITY DEVELOPMENT GOALS

We're continually working to align our CSR strategy and activities with the United Nations 17 Sustainable Development Goals (SDGs) at both a local and national level.

Each of our employees is fuelled by a passion for technology and what it can do to make your organisation grow.

We're vibrant, passionate and united by a dedication to delivering **EXCEPTIONAL SERVICE AS A STANDARD**, not only to our clients, but to each other too.



WHY PARTNER WITH US?

1



PROVEN

20 years delivering outcomes as the IT partner of choice for over 1800 organisations

2



CAPABLE

Utilising our expertise & knowledge from the highest IT accolades & accreditations to deliver innovative technology solutions

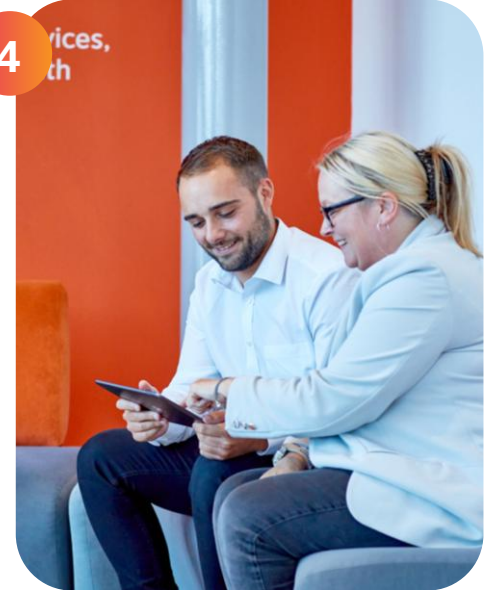
3



SCALE & AGILITY

We are big enough to deliver yet agile enough to care, always ensuring exceptional service comes as standard

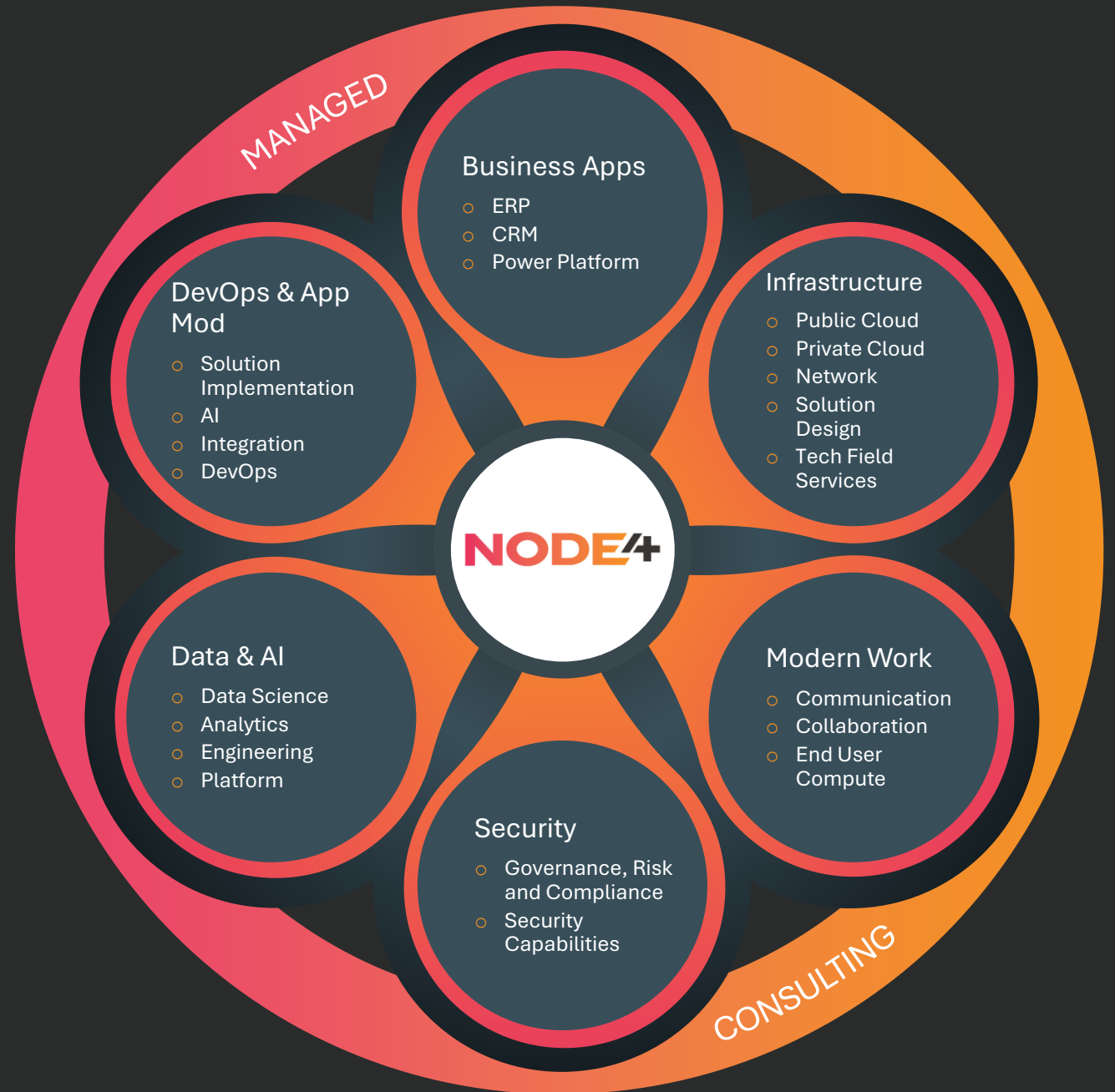
4



WE DELIVER

Everything we do is developed & executed with your outcomes in mind to ensure we deliver change that matters

NODE4 CAPABILITIES



NODE4+