



# Box UK Limited Services Definition

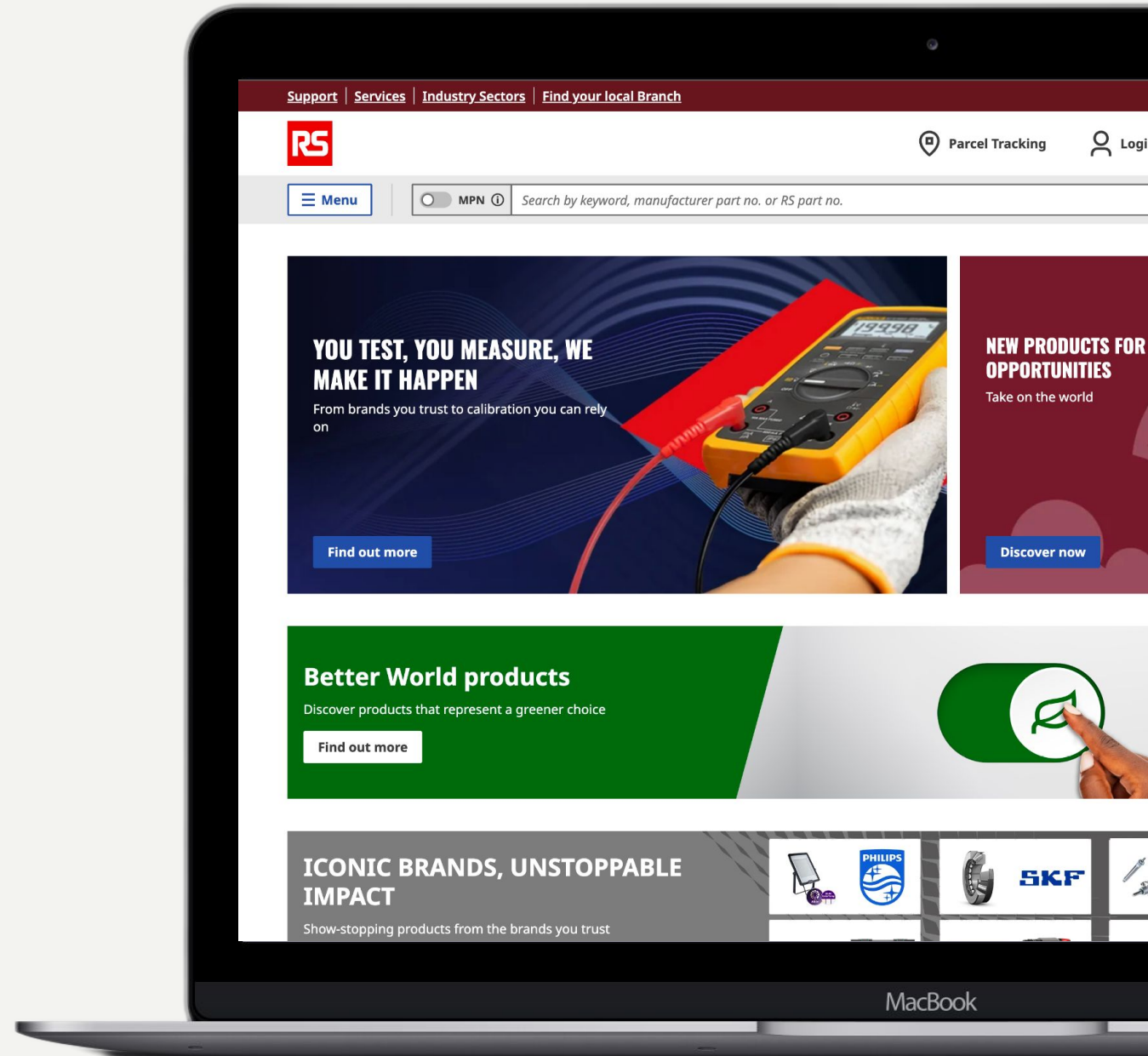
G Cloud 15

Designing your digital future



01.

# Background



# About Box UK



HM Government  
**G-Cloud**  
Supplier

Box UK specialises in the design, development and delivery of **large-scale user-centred digital platforms** for ambitious, disruptive and innovative organisations worldwide.

## Over 27 years of digital experience

Established in 1998 with extensive track record of successful delivery

## Industry leading quality

Over 30 global industry awards

## 40+ professionals

Spanning all digital disciplines, backgrounds and cultures

## Trusted by leading brands

Work with recognised brands across the public and private sectors

## Accreditations

ISO 27001, ISO 9001, CyberEssentials and CyberEssentialsPlus accredited

## Frameworks

G Cloud 14; Digital Outcomes & Specialists (DOS6), Crown Commercial Service (CCS), BBC Digital Services Framework IV

# Building Trusted Partnerships

Box UK has delivered hundreds of large scale enterprise digital products in partnership with our clients.

Over two decades using agile, scalable teams and DevOps enables us to adapt quickly and seamlessly in line with our clients' needs and ambitions.



Llywodraeth Cymru  
Welsh Government



Government  
People Group



# Our Vision

Box UK exists to help ambitious organisations realise the full potential of digital.

We believe in a world where technology is an enabler of progress, where human insight and technical excellence combine to deliver measurable business outcomes.

Our purpose is to empower teams and partners to transform complexity into opportunity, **building digital products** that deliver **impact, inspire confidence,** and **drive long-term value.**

We're creating an organisation where collaboration fuels innovation, and where success is shared by everyone who helps to create it.

## Our guiding principles:

- Exceptional digital products are born from clarity of purpose
- True collaboration creates enduring partnerships
- Continuous improvement delivers lasting value

# Our Strategy

## Shared Success

Box UK is pioneering a model of **digital partnership**, where **consistent delivery** is a given, in a market that is full of uncertainty and risk.

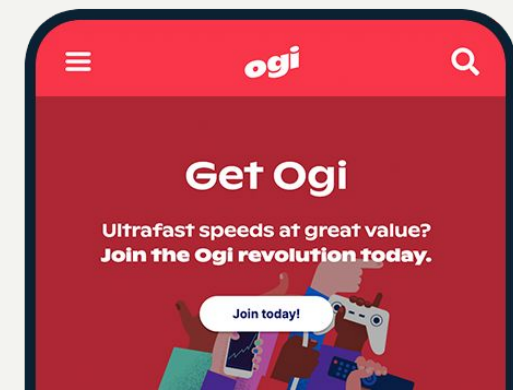
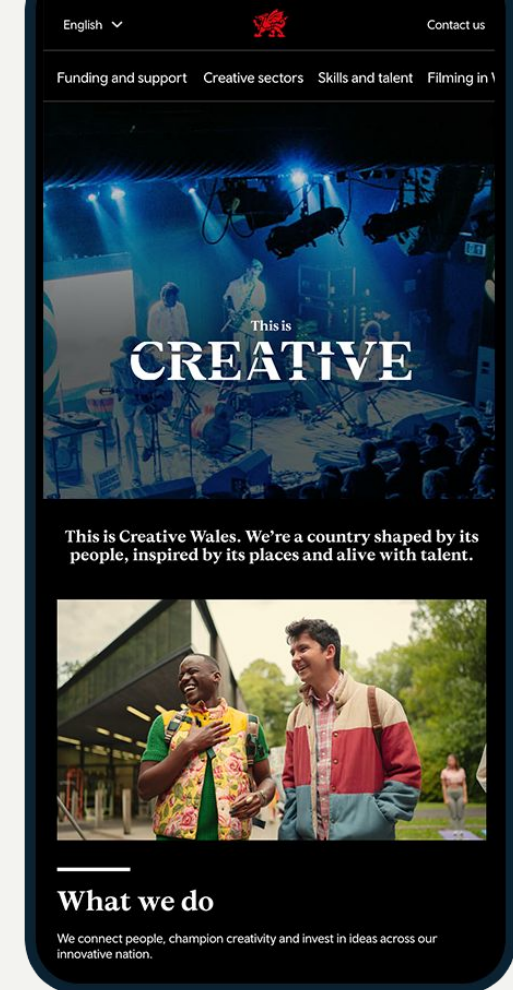
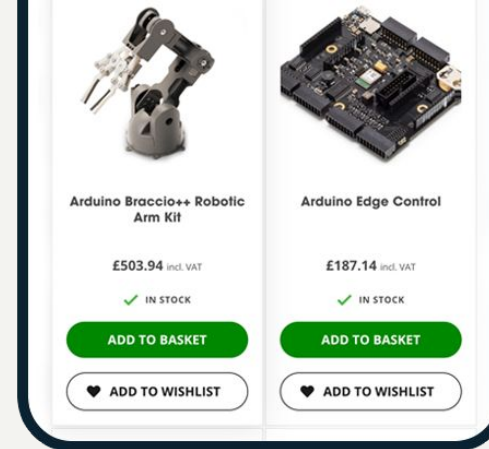
We are unique as a digital product agency by aligning our pricing to business outcomes, partnering in both risk and reward to achieve shared success. Our approach is fundamentally built on a culture of delivering **enterprise quality** at **pace**, enabling our clients to get to market faster and see outcomes sooner.

## We are transforming how organisations invest in technology by:

- Committing to measurable business outcomes
- Becoming true co-investors in digital initiatives
- Translating technical complexity into business value
- Standing by our promises to deliver return
- Projects are delivered to market faster to realise benefits sooner

# 02.

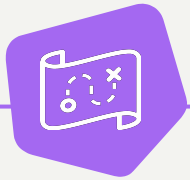
# Cloud Support Services



# Box UK Services

Box UK is a **full stack digital product agency**, working within overall digital transformation portfolios of work to drive business outcomes and value.

Our **end to end** suite of services across the software development lifecycle comprise:



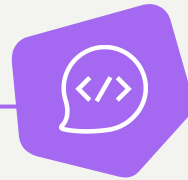
## Strategy & Planning

Digital strategies designed to drive engagement, innovation and growth for the long-term.



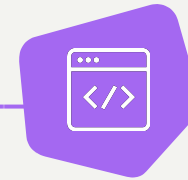
## Gateway Services

Structured value add services that solve customer challenges, but at a low cost point to develop early engagement.



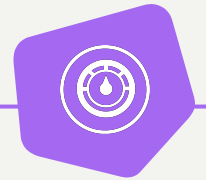
## Software Consultancy

Complete discovery programmes including workshops, interviews, USM creation, platform and architecture design.



## Software Development

Developing enterprise, scalable and resilient software supported by top-tier DevOps.



## Platform Management

Provision of SLAs, monitoring, patching, DevOps and ongoing development, including permanent Agile teams.

# Drupal CMS Implementation and Support Services

Box UK offers extensive, practical Drupal CMS support, including for Drupal 10. We provide a variety of Drupal solutions to support this scalable open source CMS, including hosting, design, development, implementation and support.

Secure, scalable and highly flexible, Drupal can be configured to deliver the exact content and functionality you need to serve both user needs and business goals, whenever and wherever it's required. And as your organisation evolves and your requirements change, the Drupal CMS will adapt along with you, providing the perfect platform for long-term growth.

Of course to make the most of Drupal's capabilities, you need an implementation partner with not only the technical skill but the strategic insight needed to unlock its full potential.

We're proud to be part of Drupal's extensive global community, which comprises over 1,000,000 passionate developers, designers, trainers, coordinators, editors and sponsors all working together to support and strengthen this open source CMS.

Our developers follow a tried-and-tested process that ensures the highest levels of quality in everything they deliver, while our consultants draw on their extensive experience providing expert technical advice and guidance to truly get under the skin of your business, and design a digital solution tailored to your requirements, motivations and goals.



# WordPress Implementation and Support Services

Box UK offers extensive, practical WordPress setup, implementation and support. Our team of WordPress implementation experts provide a variety of solutions to support this scalable, open source CMS, including hosting, setup, implementation, migration and support.

Secure, scalable and highly flexible, WordPress can be configured to deliver the exact content and functionality you need to serve both user needs and organisational goals, whenever and wherever it's required. And as your organisation evolves and your requirements change, WordPress will adapt along with you, providing a scalable platform for long-term growth.

Of course, to make the most of this feature-rich enterprise CMS, you need an implementation partner with not only the technical skills, but the strategic insight needed to unlock its full potential.

Box UK has a demonstrable track record of successfully delivering hundreds of high-priority and mission-critical software projects for clients operating on a global scale and is one of only a select number of accredited WordPress VIP partners and strategic partners for WPEngine delivering solutions for UK public sector organisations.

Our developers follow a tried-and-tested process that ensures the highest levels of quality in everything they deliver, while our consultants draw on their extensive experience providing expert technical advice and guidance to truly get under the skin of your organisation, and deliver solutions tailored to your requirements.



# Development Project Rescue and Review

Is your development project experiencing time and budget overruns and veering from your initial scope? Or are you just not seeing the results you expect?

Our team can help you redress the situation. Experienced in joining projects at any stage, we can take control of developments that are failing, whatever the cause – for example lack of discipline, loss of key staff or insufficient expertise – creating a custom programme of work that will improve your project's performance and ensure the highest levels of quality across all deliverables.

Development projects can fail for a number of reasons, including:

- Technical debt and legacy issues
- The development team has moved on
- Outdated technology
- User experience issues
- Outdated information architecture
- Your needs have outgrown the solution
- Lightweight documentation

# Amazon Web Services Consultancy and Support Services

Box UK offers extensive, practical Amazon Web Services (AWS) consultancy and support, including the training and enablement of your team to take control of key features of your cloud infrastructure.

Our AWS support enables clients to extend or move valuable assets to the cloud and enhance their IT estate.

Box UK's AWS consultancy services include solution development and alignment, infrastructure assessments, technical design, and solution implementation.

## Features:

- AWS-specific strategy and planning
- Detailed technical design for cloud solutions
- AWS technical implementation
- Comprehensive migration support and delivery
- Robust infrastructure enhancement
- AWS-specific training and enablement

## Benefits:

- Agile implementation from a dedicated UK-based team
- Delivery of fully scalable infrastructure solutions to meet demand
- Improved in-house capabilities to provide long-term sustainability
- Performance optimisation to improve efficiencies and workflow
- Reduced cost burden following implementation
- Fully-managed hosting available to reduce resource burden



# Google Cloud Platform Consultancy and Support Services

Box UK offers extensive, practical Google Cloud Platform (GCP) consultancy and support, including the training and enablement of your team to take control of key features of your cloud infrastructure.

Our GCP support enables clients to extend or move valuable assets to the cloud and enhance their IT estate.

Box UK's GCP consultancy services include solution development and alignment, infrastructure assessments, technical design, and solution implementation.

## Features:

- GCP-specific strategy and planning
- Detailed technical design for cloud solutions
- GCP technical implementation
- Comprehensive migration support and delivery
- Robust infrastructure enhancement
- GCP-specific training and enablement

## Benefits:

- Agile implementation from a dedicated UK-based team
- Delivery of fully scalable infrastructure solutions to meet demand
- Improved in-house capabilities to provide long-term sustainability
- Performance optimisation to improve efficiencies and workflow
- Reduced cost burden following implementation
- Fully-managed hosting available to reduce resource burden



# Microsoft Azure Consultancy and Support Services

Box UK offers extensive, practical Microsoft Azure consultancy and support, including the training and enablement of your team to take control of key features of your cloud infrastructure.

Our Azure support enables clients to extend or move valuable assets to the cloud and enhance their IT estate.

Box UK's Azure consultancy services include solution development and alignment, infrastructure assessments, technical design, and solution implementation.

## Features:

- Azure-specific strategy and planning
- Detailed technical design for cloud solutions
- Azure technical implementation
- Comprehensive migration support and delivery
- Robust infrastructure enhancement
- Azure-specific training and enablement

## Benefits:

- Agile implementation from a dedicated UK-based team
- Delivery of fully scalable infrastructure solutions to meet demand
- Improved in-house capabilities to provide long-term sustainability
- Performance optimisation to improve efficiencies and workflow
- Reduced cost burden following implementation
- Fully-managed hosting available to reduce resource burden

# Professional Services

Professional Services are low-risk, high-value entry points that let clients experience Box UK's capabilities before committing to major programmes.

Each service is **fixed-scope and productised**, designed to deliver **clear, actionable outcomes** within **2–3 weeks** at a **£5k–£15k investment**.

## Example Gateway Services

- Digital Discovery Sprint
- Rapid Prototype & Test (Proof of Concept / Minimum Viable Product)
- UX & Conversion Audit
- Accessibility Compliance Assessment
- Technical Architecture and/or code Review
- Performance & Resilience Health Check

## Why They Work

- **Lower Barriers:** Enable new client relationships quickly
- **Early Value:** Deliver measurable outcomes fast

# Software Consultancy

Enterprises today face complex digital ecosystems, legacy systems, and rapid technological change – creating critical decision points that demand expert technical guidance. Box UK helps organisations navigate complexity, mitigate risk, and make confident technology decisions that drive results.

## Our Services

- Discovery programmes with workshops, interviews & user story mapping
- CTO as a Service
- Solution options analysis & vendor selection
- Performance optimisation & resilience reviews
- Agile maturity assessment & uplift
- DevOps evaluation & implementation planning
- Data audit, cleanse & management frameworks

## How We Add Value

- **Independent Expertise:** Objective, vendor-neutral and tech agnostic
  - **Cross-Sector Insight:** Financial, healthcare, government, automotive, media & more
  - **Delivery Focus:** Practitioners who implement as well as advise
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03.

# Why we are different



We recruit from  
**purposely diverse  
backgrounds**, to  
deliver you a **huge  
range of experience  
and expertise.**



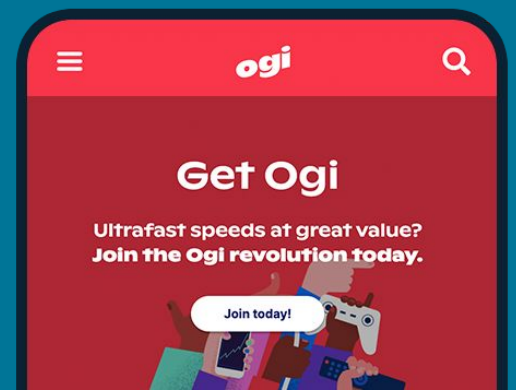
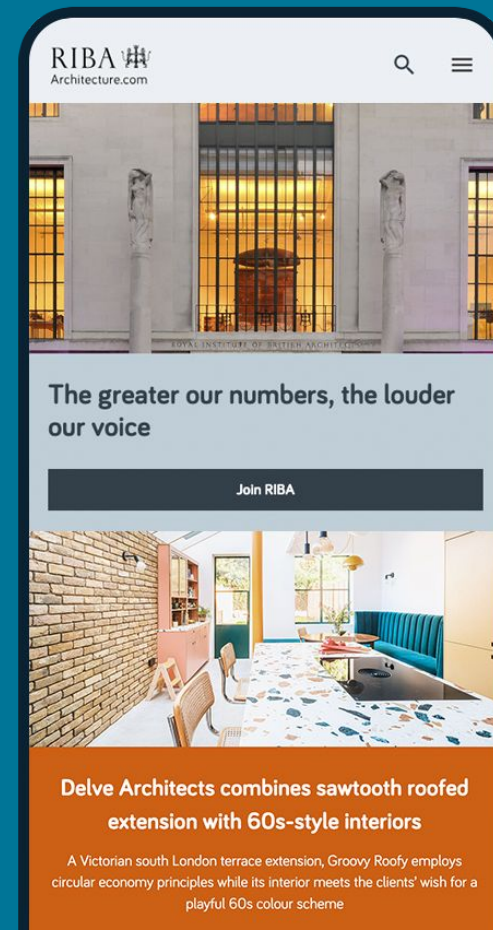
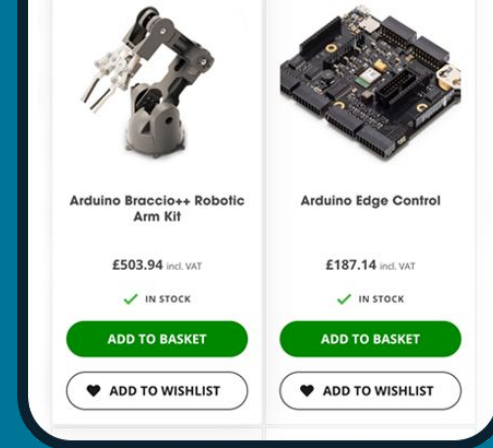
We use our **25 years**  
**of cross-sector**  
**experience** to  
deliver nothing but  
the best from our  
work.



**Working together**  
with our clients in  
relationships that  
span decades.



# We build powerful large-scale digital platforms used by millions.





## **simply brilliant thinkers making software brilliantly simple**

At Box UK our team of simply brilliant thinkers, consultants and application developers mastermind simply brilliant solutions to the world's toughest web and software projects.

It's why blue chip organisations around the world, from airlines to car manufacturers, international banks to global charities, choose to trust us with the execution of their digital strategies, from the development of enterprise-level custom software platforms to the delivery of award-winning multi-channel experiences.

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