



G-Cloud 15 – Service Definition

Framework Reference: RM1557.15 | Lot 3: Cloud Support | Lot 2b: SaaS

Expert Guidance. Digital Excellence. AI Innovation.

Sans Souci is dedicated to propelling organisations towards digital excellence. Our passionate team of consultants, recognised for their expertise and commitment, crafts comprehensive services tailored to your specific needs. From Agentic AI to Cybersecurity, from Digital Transformation to Cloud Migration, we are your trusted partner in navigating the complexities of the modern digital landscape.

Our Certifications & Credentials

Sans Souci meets all G-Cloud 15 framework requirements:

- Cyber Essentials – Certified (CE+ in progress)
- ISO 9001:2015 – Quality Management System
- ISO 14001:2015 – Environmental Management System
- ISO 27001:2022 – Information Security Management System
- ISO 42001:2023 – AI Management System

42 Services	Lot 3 Cloud Support	Lot 2b SaaS
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Our G-Cloud 15 Services

Sans Souci offers a robust portfolio of 42 services encompassing critical areas for digital success. We cater to your specific requirements across AI & Intelligent Automation, Data Strategy & Engineering, Digital Transformation, User Experience & Design, Software Development, Cloud Operations & Security, Project Management, and Business Analysis.

Each service is meticulously designed to address your unique digital challenges and opportunities. Our experienced consultants leverage their expertise to deliver customised solutions that generate tangible results. All services are aligned to SFIA 9 (Skills Framework for the Information Age, released October 2024) ensuring clear role definitions and consistent quality.

Services

All services align to SFIA 9 (Skills Framework for the Information Age).

AI, Data & Analytics (11 services)

Service	Description	Lot
Agentic AI as a Service	Sans Souci delivers Agentic AI solutions that autonomously reason, plan, and execute complex tasks. Our agents orchestra...	Lot 3
AI, Generative AI & MLOps	Sans Souci delivers production-grade AI and Data solutions. From Big Data architecture to MLOps pipelines, we help you s...	Lot 3
AI Integration & Implementation	Sans Souci moves AI from pilot to production. We integrate AI models—LLMs, computer vision, predictive analytics—into ex...	Lot 3
Responsible AI Assurance, Ethics & Governance	Sans Souci helps public sector organisations adopt AI safely. We design AI Governance Frameworks, conduct algorithmic bi...	Lot 3
Intelligent Automation, RPA & Hyperautomation	Sans Souci drives efficiency through Intelligent Automation. We combine RPA and AI to automate complex, repetitive back-...	Lot 3
Data Strategy, Engineering & Modernisation (AI Readiness)	Prepare your data estate for the AI era. Sans Souci delivers end-to-end data modernisation, from legacy migration to Dat...	Lot 3
Data & Technology Roadmap Definition	Turn strategy into execution. Sans Souci defines practical, deliverable Technology and Data Roadmaps. We map the journey...	Lot 3
Data Warehousing, Integration & Engineering	Modernise your data estate. Sans Souci designs and builds scalable cloud data warehouses and integration pipelines. We m...	Lot 3
Enterprise Data Architecture, Design & Interoperability	Sans Souci delivers robust Enterprise Data Architecture. We design scalable, secure data foundations using modern princi...	Lot 3
Power BI as a Service	Sans Souci delivers Power BI as a Service for data-driven decision-making. From dashboard creation to enterprise governa...	Lot 3
AI-Powered Knowledge Intelligence Platform (Lynq Insights)	Lynq Insights is Sans Souci's AI-powered document intelligence platform for public sector. It transforms unstructured da...	Lot 2b



Digital Strategy & Transformation (8 services)

Service	Description	Lot
Digital Strategy & Transformation Advisory	Clarity, direction, and investment. Sans Souci helps public sector leaders define their Digital Strategy. We align visio...	Lot 3
Digital Transformation Advisory & Delivery Services	Sans Souci is your end-to-end transformation partner. We provide strategic advisory to define your digital vision and CD...	Lot 3
Technical & Digital Discovery	Sans Souci Digital Discovery accelerates public sector digital transformation. Aligning with GDS Service Standards, we a...	Lot 3
Design Thinking Discovery & Engineering	Sans Souci combines Design Thinking with engineering rigour to accelerate innovation. We deliver user research, rapid pr...	Lot 3
Innovation Lab & Emerging Technology	Test the future, risk-free. Sans Souci's Innovation Lab helps the public sector explore emerging tech. From Web3 and Blo...	Lot 3
Target Operating Model (TOM) Design	Build an organisation fit for the future. Sans Souci designs robust Target Operating Models (TOM) that align your people...	Lot 3
Change Management for Cloud Services	Sans Souci drives successful cloud adoption by managing the human side of change. Using empathetic, data-driven framewor...	Lot 3
Integration as a Service	Sans Souci delivers Integration as a Service connecting systems, data, and processes. From legacy mainframes to modern S...	Lot 3

Business Analysis & Process (5 services)

Service	Description	Lot
Business Analysis Services	Sans Souci provides professional Business Analysis bridging business needs and technology solutions. Our analysts work w...	Lot 3
Business Process Optimisation, Lean Six Sigma & Automation Strategy	Optimise before you automate. Sans Souci applies Lean Six Sigma and Value Stream Mapping to streamline public sector ope...	Lot 3
Business Transformation Office (BTO)	Our innovative approach has evolved into a Business Transformation Office (BTO) model that supports innovation, transfor...	Lot 3
Capability Transformation: Embedded Cloud Squads & Specialists	Sans Souci provides rapid access to specialist digital capability. From individual embedded experts to full multi-discip...	Lot 3
Equality, Diversity & Inclusion (EDI) Benchmarking & Maturity Assessment	Sans Souci delivers data-driven Equality, Diversity & Inclusion benchmarking using our proprietary tool. We move beyond ...	Lot 3

User Experience & Design (3 services)

Service	Description	Lot
User Experience (UX) & Interaction Design	Sans Souci designs inclusive, accessible digital experiences. Our UX and Interaction Designers use the GDS Design System...	Lot 3
User Research (UR) Services	Understand your users to build better services. Sans Souci provides end-to-end User Research (UR) aligned with GDS stand...	Lot 3
Content Design & Strategy	Clear content is essential for digital services. Sans Souci provides expert Content Designers who simplify complex polic...	Lot 3



Software Development & Quality (7 services)

Service	Description	Lot
Software Development Engineering (Full Stack)	Sans Souci delivers full-stack engineering for high-performance government services. Our engineers specialise in cloud-n...	Lot 3
Digital Quality Assurance (QA) & Test Automation	Assuring the quality of critical government software. Sans Souci provides end-to-end Quality Assurance (QA) and test aut...	Lot 3
Legacy Application Modernisation & Cloud Migration	Eliminate technical debt and reduce risk. Sans Souci modernises critical legacy applications, migrating them from on-pre...	Lot 3
No-Code App Platforms Consultancy (Power Apps / Dynamics)	Accelerate digitisation with Low-Code/No-Code. Sans Souci helps you deploy Microsoft Power Platform and Dynamics 365 to ...	Lot 3
Dynamics 365	As a Microsoft Dynamics 365 partner, Sans Souci transforms citizen services and back-office operations. We implement, co...	Lot 3
Digital Identity & GOV.UK One Login Integration Services	Seamless integration with GOV.UK One Login. Sans Souci helps public sector services migrate to the new government single...	Lot 3
Digital Twin & Smart Infrastructure Solutions	Sans Souci builds Digital Twins to optimise public sector infrastructure. We connect physical assets to digital models u...	Lot 3

Cloud Operations & Security (5 services)

Service	Description	Lot
Cloud Operations & Application Support (inc. 24/7 On-Call)	Sans Souci provides end-to-end support for live digital services. We combine standard business-hours operational managem...	Lot 3
Cloud Security Assurance & Zero Trust Architecture	Secure your digital future with Sans Souci. We design and audit Zero Trust architectures, ensuring your cloud services a...	Lot 3
Cyber Security & Information Assurance	Secure your digital public services. Sans Souci provides expert Information Assurance and Cyber Security consultancy. We...	Lot 3
FinOps: Cloud Cost Optimisation	Stop overspending on cloud. Sans Souci's FinOps service optimises your AWS, Azure, and GCP costs. We audit your infrastr...	Lot 3
GreenOps: Sustainable Cloud & Net Zero Reporting	Decarbonise your digital estate. Sans Souci provides GreenOps services to measure, report, and reduce the carbon footpri...	Lot 3

Project & Programme Management (3 services)

Service	Description	Lot
Portfolio, Programme & Project Management, PMO Services	Sans Souci provides Portfolio, Programme, and Project Management including PMO services. Our practitioners deliver compl...	Lot 3
Project & Delivery Management	Sans Souci provides expert Delivery Managers to drive your digital projects. We lead multi-disciplinary squads through G...	Lot 3
Product Management	Sans Souci Product Managers bridge technology and business to deliver GDS-compliant digital services. We provide end-to-...	Lot 3



Our IMPROVE Methodology

Sans Souci's proprietary IMPROVE methodology ensures structured, measurable transformation across People, Process, and Technology dimensions. We bring this expertise into every engagement.

I dentify	Current state assessment and opportunity identification
M easure	Baseline metrics and KPI definition
P lan	Strategic roadmap and resource planning
R edesign	Process optimisation and solution design
O ptimise	Implementation and continuous improvement
V alidate	Results verification and benefits realisation
E mbed	Knowledge transfer and sustainable change



Detailed Service Definitions

Agentic AI as a Service

Lot 3: Cloud Support | SFIA 9 Levels 4-7

Sans Souci delivers Agentic AI solutions that autonomously reason, plan, and execute complex tasks. Our agents orchestrate multi-step workflows, use tools, and make decisions with human-in-the-loop governance. ISO 42001 certified, we design and deploy AI agents that integrate with existing systems to automate knowledge work and augment your workforce.

Service Features

- Autonomous AI agents with planning and reasoning capabilities.
- Multi-agent orchestration for complex workflow automation.
- Tool-use integration enabling APIs, databases, and actions.
- Human-in-the-loop governance with configurable approval thresholds.
- Retrieval-Augmented Generation (RAG) for knowledge-grounded responses.
- Agent memory and context management for tasks.
- Guardrails and safety controls preventing unintended behaviours.
- Agent observability: logging, tracing, and performance dashboards.
- Integration with ServiceNow, Dynamics, SAP, and others.
- ISO 42001 compliant design for ethical AI operations.

Service Benefits

- Automates complex knowledge work requiring human judgement.
- Clears operational backlogs through 24/7 autonomous processing.
- Reduces manual effort on multi-step administrative tasks.
- Scales cognitive capacity without increasing headcount.
- Maintains human oversight over critical decisions.
- Provides full audit trails for agent actions.
- Frees staff for high-value, citizen-facing work.
- Adapts to changing requirements through configurable behaviours.
- Accelerates AI adoption with safe deployment patterns.
- Future-proofs operations with autonomous AI capabilities.



AI, Generative AI & MLOps

Lot 3: Cloud Support | SFIA 9 Levels 4-7

Sans Souci delivers production-grade AI and Data solutions. From Big Data architecture to MLOps pipelines, we help you scale Generative-AI and Machine Learning safely. Our ISO 42001 certified experts manage the full lifecycle, training, validation, and deployment across all Cloud Platforms, ensuring secure, ethical, and high-performance government digital services.

Service Features

- Scalable big data architecture design and cloud implementation.
- Expert delivery across AWS, GCP, and Azure platforms.
- End-to-end Machine Learning strategy and efficient MLOps pipelines.
- Design and deployment of Generative AI and LLM solutions.
- Expertise in model training, validation, and integration tooling.
- Focus on delivering measurable, value-added public sector outcomes.
- Vendor-agnostic experts providing tailored, best-fit technical solutions.
- Structured knowledge transfer to upskill internal client teams.
- Assessment of technology, process, and data maturity levels.
- Secure implementation ensuring data integrity and AI ethics.

Service Benefits

- Strategic leadership for Data Science and ML engineering teams.
- Establishes robust, compliant model lifecycle management (MLOps) processes.
- Deploys production-scale AI solutions on-premises or in cloud.
- Access to expert Data Analysts/Scientists and Machine Learning Engineers.
- Optimisation of GPU environments for cost-effective model training.
- Utilises proven frameworks for secure machine learning lifecycle management.
- Auto-scaling infrastructure and automated workflows reduce operational overhead.
- Flexible delivery models: remote, on-shore, and off-shore options.
- Accelerates safe adoption of Generative AI and LLMs.
- Ensures data ethics, transparency, and bias mitigation.



AI Integration & Implementation

Lot 3: Cloud Support | SFIA 9 Levels 4-7

Sans Souci moves AI from pilot to production. We integrate AI models, LLMs, computer vision, predictive analytics, into existing enterprise systems and workflows. From API design to model serving infrastructure, we ensure AI investments deliver operational value at scale, securely and sustainably.

Service Features

- AI/ML model integration into enterprise applications and workflows.
- API design and development for model serving.
- LLM integration including prompt management and responses.
- Embedding AI into ServiceNow, Dynamics, and SAP.
- Model serving infrastructure on AWS, Azure, and GCP.
- Performance optimisation for latency-sensitive AI applications.
- Security hardening for AI endpoints and data pipelines.
- Monitoring, logging, and alerting for production AI.
- A/B testing and gradual rollout for AI features.
- Documentation, runbooks, and operational handover.

Service Benefits

- Moves AI from isolated pilots to enterprise value.
- Embeds intelligence directly into existing business processes.
- Reduces time-to-production for AI capabilities.
- Ensures AI meets security and compliance requirements.
- Provides operational resilience for mission-critical AI features.
- Enables AI scaling across multiple use cases.
- Maintains model performance through production monitoring.
- Reduces risk of failed AI deployments.
- Maximises ROI through actual operational AI use.
- Builds internal capability to manage AI long-term.



Responsible AI Assurance, Ethics & Governance

Lot 3: Cloud Support | SFIA 9 Levels 5-7

Sans Souci helps public sector organisations adopt AI safely. We design AI Governance Frameworks, conduct algorithmic bias audits, and ensure alignment with the CDDO Generative-AI Framework. We provide the ISO-42001 guardrails, policy definitions, and risk assessments required to deploy Large Language Models (LLMs) and predictive models ethically and compliantly.

Service Features

- AI governance frameworks aligned to CDDO and NCSC guidance.
- Algorithmic bias auditing and fairness testing for ML models.
- Generative AI risk assessments and acceptable use policy definition.
- AI transparency and explainability (XAI) standards implementation.
- Data privacy impact assessments (DPIA) specifically for AI systems.
- Human-in-the-loop design patterns for automated decision making.
- Compliance reviews against EU AI Act and UK regulation.
- Ethical guardrails design for Large Language Model (LLM) deployment.
- Assessment of third-party AI supplier risks and security.
- Upskilling workshops on AI ethics for senior civil servants.

Service Benefits

- Builds public trust in automated government decision-making.
- Ensures full compliance with emerging UK AI regulation.
- Mitigates reputational risk from biased or hallucinating models.
- Accelerates AI adoption by providing clear safety guardrails.
- Prevents shadow AI usage through clear governance policies.
- Protects sensitive citizen data from leakage into LLMs.
- Provides audit trails for all automated decisions.
- Ensures AI procurements meet government ethical standards.
- Reduces legal liability associated with automated processing.
- Enables safe experimentation with generative AI technologies.



Intelligent Automation, RPA & Hyperautomation

Lot 3: Cloud Support | SFIA 9 Levels 3-6

Sans Souci drives efficiency through Intelligent Automation. We combine RPA and AI to automate complex, repetitive back-office workflows. Whether using UiPath or Power Automate, we reduce manual effort, eliminate errors, and clear backlogs, freeing your teams to focus on delivering high-value, human-centric public services.

Service Features

- Robotic Process Automation (RPA) strategy and implementation.
- Automated processing of forms, invoices, and citizen applications.
- Integration of Optical Character Recognition (OCR) for documents.
- Hyperautomation combining RPA with AI and machine learning.
- UiPath, Power Automate, and Blue Prism platform expertise.
- Discovery workshops to identify high-value automation candidates.
- Governance models for secure, scalable bot deployment.
- Legacy system integration via non-invasive UI automation.
- Continuous monitoring and maintenance of deployed software robots.
- Training internal teams to build low-code automations.

Service Benefits

- Significantly reduces manual data entry and administrative burden.
- Delivers immediate cost savings and operational efficiency.
- Operates 24/7 to clear backlogs and improve speed.
- Eliminates human error in repetitive processing tasks.
- Frees up civil servants for high-value frontline work.
- Rapidly extends the life of legacy IT systems.
- Improves citizen experience with faster response times.
- Ensures standardised, auditable processes for compliance.
- Scales processing capacity instantly during peak demand.
- Delivers rapid ROI, often within months of deployment.



Data Strategy, Engineering & Modernisation (AI Readiness)

Lot 3: Cloud Support | SFIA 9 Levels 4-7

Prepare your data estate for the AI era. Sans Souci delivers end-to-end data modernisation, from legacy migration to Data Mesh implementation. We build secure, scalable cloud data foundations that ensure high-quality, accessible data, unlocking the full potential of Generative AI, machine learning, and advanced analytics.

Service Features

- Data maturity assessment and roadmap for AI readiness.
- Legacy data migration to modern cloud data platforms.
- Implementation of Data Mesh and Data Fabric architectures.
- Automated data quality pipelines and cleansing workflows.
- Cloud data warehousing on AWS, Azure, and GCP.
- Master Data Management (MDM) for single source of truth.
- Secure data cataloguing and metadata management implementation.
- API design for real-time data access and integration.
- ETL/ELT pipeline engineering for scalable data ingestion.
- Data governance strategies ensuring ownership and security.

Service Benefits

- Establishes the essential clean data foundation for AI.
- Breaks down silos to create a single view of data.
- Improves decision-making with accurate, real-time analytics.
- Reduces technical debt associated with legacy databases.
- Ensures data quality and integrity for reliable reporting.
- Scales storage and compute cost-effectively in the cloud.
- Accelerates development of machine learning and predictive models.
- Enhances data security and GDPR compliance controls.
- Democratises data access across the organisation securely.
- Maximises ROI from existing cloud data platform investments.



Data & Technology Roadmap Definition

Lot 3: Cloud Support | SFIA 9 Levels 5-7

Turn strategy into execution. Sans Souci defines practical, deliverable Technology and Data Roadmaps. We map the journey from legacy to cloud, sequencing technical changes to minimise risk and maximise value. We visualise dependencies and milestones, giving you a clear, 3-5 year timeline for your digital evolution.

Service Features

- 3-5 year technology and data roadmap definition.
- Sequencing of legacy retirement and cloud migration activities.
- Identification of critical dependencies and critical path analysis.
- Roadmap visualisation for executive and technical audiences.
- Alignment of technology delivery with business milestones.
- Gap analysis between current architecture and target state.
- Technical debt management and retirement planning.
- Resource and capacity planning for roadmap delivery.
- Risk analysis of proposed technology sequencing and timing.
- Periodic roadmap review and refinement cycles.

Service Benefits

- Provides a realistic, deliverable timeline for technology change.
- De-risks complex migrations by identifying dependencies early.
- Visualises the journey for non-technical stakeholders.
- Enables accurate budget forecasting and resource planning.
- Prevents big bang failures through incremental delivery planning.
- Ensures data and technology capabilities arrive when needed.
- Manages the safe retirement of expensive legacy platforms.
- Prioritises technical work based on business value.
- Improves coordination between multiple delivery squads.
- Tracks progress against long-term architectural goals.



Data Warehousing, Integration & Engineering

Lot 3: Cloud Support | SFIA 9 Levels 3-6

Modernise your data estate. Sans Souci designs and builds scalable cloud data warehouses and integration pipelines. We migrate legacy data to modern platforms (Snowflake, Azure, AWS), engineering robust ETL/ELT workflows that ensure your data is accurate, accessible, and ready for analytics and AI.

Service Features

- Cloud data warehouse design (Snowflake, Redshift, Azure Synapse).
- ETL/ELT pipeline engineering using Python, SQL, and Airflow.
- Data integration from legacy systems, APIs, and IoT sources.
- Data Lake and Lakehouse architecture implementation.
- Real-time data streaming and event-driven architecture design.
- Data transformation and modelling (dbt) for analytics readiness.
- API development for secure internal and external data sharing.
- Migration of on-premise data warehouses to the cloud.
- Performance tuning and cost optimisation of data workloads.
- Automated data quality testing and observability implementation.

Service Benefits

- Breaks down data silos for a single view of truth.
- Enables advanced analytics, BI, and AI/ML initiatives.
- Scales storage and compute elastically to handle big data.
- Provides timely, accurate data for evidence-based decision making.
- Reduces operational costs of maintaining legacy on-premise servers.
- Ensures data security and compliance during transit and storage.
- Automates manual data preparation tasks, saving analyst time.
- Future-proofs data architecture for emerging technologies.
- Facilitates secure data sharing between government departments.
- Improves data quality and reliability across the organisation.



Enterprise Data Architecture, Design & Interoperability

Lot 3: Cloud Support | SFIA 9 Levels 5-7

Sans Souci delivers robust Enterprise Data Architecture. We design scalable, secure data foundations using modern principles like Data Mesh. From canonical modelling to cloud interoperability, we ensure your data is accessible, trusted, and ready for AI, enabling evidence-based decision-making across the public sector.

Service Features

- Enterprise data modelling and canonical data standard definitions.
- Design of scalable cloud data warehouses, lakes, and lakehouses.
- Implementation of modern Data Mesh and Data Fabric principles.
- Data lineage mapping and metadata management strategy design.
- API and integration architecture design for seamless interoperability.
- Legacy data migration planning and architectural oversight.
- Governance frameworks for data quality and Master Data Management.
- Alignment with GDS data standards and open data principles.
- Security architecture for sensitive and personal data handling.
- Technology selection for modern cloud data platforms (ETL/ELT).

Service Benefits

- Establishes a single source of truth across the organisation.
- Enables scalable, secure sharing of data between departments.
- Reduces data duplication and associated cloud storage costs.
- Accelerates AI and analytics through clean, structured data.
- Ensures compliance with GDPR and data privacy regulations.
- Future-proofs data estate against changing technology trends.
- Improves decision-making with reliable, high-quality data assets.
- Facilitates seamless integration with external partners and agencies.
- Reduces technical debt embedded in legacy data systems.
- Defines clear ownership and stewardship of critical data.



Power BI as a Service

Lot 3: Cloud Support | SFIA 9 Levels 3-6

Sans Souci delivers Power BI as a Service for data-driven decision-making. From dashboard creation to enterprise governance, we provide end-to-end design, build, and optimisation. We turn complex data into trusted insights, embedding analytics into operations while ensuring scalability, security, and alignment with your data strategy.

Service Features

- Power BI dashboard and report design for users.
- Semantic data model development for optimal performance.
- DAX measure creation for complex business calculations.
- Dataflow and dataset architecture for enterprise scale.
- Row-level security implementation for data governance.
- Workspace design and deployment pipeline configuration.
- Integration with Azure Synapse, Databricks, and Snowflake.
- Power BI governance framework and CoE setup.
- User training and adoption programmes for self-service.
- Ongoing support, performance tuning, and enhancements.

Service Benefits

- Delivers interactive, self-service analytics to business users.
- Reduces IT reliance for routine reporting requests.
- Provides real-time visibility into operational performance.
- Improves decision-making with accessible visual insights.
- Consolidates reporting from multiple siloed data sources.
- Ensures consistent metrics through governed semantic models.
- Maximises ROI from Microsoft 365 and Azure investments.
- Scales analytics capability across departments cost-effectively.
- Reduces report development time through reusable components.
- Enables mobile access to critical business intelligence.



AI-Powered Knowledge Intelligence Platform (Lynq Insights)

Lot 2b: Software as a Service | SFIA 9 Levels 4-6

Lynq Insights is Sans Souci's AI-powered document intelligence platform for public sector. It transforms unstructured data, contracts, policies, FOI requests, into searchable, actionable knowledge. Hosted on UK sovereign cloud with ISO 27001 controls, it automates document processing and extracts structured data at scale.

Service Features

- AI-powered document ingestion, OCR, and automatic classification.
- Natural language search across large document repositories.
- Automated data extraction from contracts, policies, and forms.
- FOI and SAR request processing automation.
- Contract obligation tracking and renewal alerts.
- Customisable extraction templates for domain-specific documents.
- Integration with existing EDRMS and document management systems.
- Role-based access controls and comprehensive audit logging.
- Sensitive data detection and automatic redaction capabilities.
- UK sovereign cloud hosting with ISO 27001 controls.

Service Benefits

- Reduces document processing time by up to 80%.
- Accelerates FOI/SAR response times and compliance rates.
- Unlocks knowledge trapped in legacy document archives.
- Eliminates manual data entry and transcription errors.
- Enables evidence-based decisions from document analysis.
- Scales document volumes without additional headcount.
- Provides consistent, auditable document processing workflows.
- Reduces risk of missed contractual obligations.
- Accelerates staff onboarding through searchable knowledge.
- Delivers rapid ROI through immediate productivity gains.



Digital Strategy & Transformation Advisory

Lot 3: Cloud Support | SFIA 9 Levels 5-7

Clarity, direction, and investment. Sans Souci helps public sector leaders define their Digital Strategy. We align vision with government policy, build Green Book business cases, and define the strategic roadmap. We turn complex challenges into clear, actionable strategies that secure funding and drive sustainable digital transformation.

Service Features

- Definition of Digital Vision, Mission, and Strategic Objectives.
- Alignment with Government Digital Strategy and departmental goals.
- Wardley Mapping to identify strategic situational awareness.
- Market analysis and horizon scanning of emerging technologies.
- Digital maturity assessment across people, process, and tech.
- Strategic business case development (Green Book/Five Case Model).
- Investment appraisal and portfolio prioritisation.
- Stakeholder management and C-suite strategy workshops.
- Definition of strategic KPIs and success metrics (OKRs).
- Creation of a compelling narrative for digital change.

Service Benefits

- Provides clear strategic direction and purpose for digital teams.
- Unlocks Treasury (HMT) funding through robust business cases.
- Aligns diverse stakeholders behind a single shared vision.
- Prioritises investment into high-value, low-risk initiatives.
- Avoids wasted spend on non-strategic vanity projects.
- Ensures alignment with wider government policy and standards.
- Identifies competitive advantages and opportunities for innovation.
- Provides a framework for measuring digital success and ROI.
- Increases Board-level confidence in digital transformation.
- Accelerates decision-making by providing strategic clarity.



Digital Transformation Advisory & Delivery Services

Lot 3: Cloud Support | SFIA 9 Levels 4-7

Sans Souci is your end-to-end transformation partner. We provide strategic advisory to define your digital vision and CDDO/GDS roadmap, seamlessly integrated with expert delivery teams to execute that vision. From maturity assessments to cloud implementation, we ensure policy intent is translated into successful, user-centric digital services.

Service Features

- Define digital strategy, vision, and GDS-aligned delivery roadmaps.
- End-to-end delivery of Discovery, Alpha, Beta, and Live phases.
- Assess maturity and identify barriers to digital modernisation.
- Expert user research, service design, and rapid prototyping.
- Technical architecture design and secure cloud implementation support.
- Change management and organisational culture transformation leadership.
- Upskilling internal teams through coaching and knowledge transfer.
- Governance, assurance, and Green Book business case development.
- Deploy multi-disciplinary squads for rapid agile software development.
- Optimise legacy processes and technology for operational efficiency.

Service Benefits

- Seamless transition from strategic planning to practical execution.
- Ensures rigorous compliance with CDDO and GDS Service Standards.
- Accelerates time-to-value through iterative agile delivery methods.
- Mitigates technical and delivery risks through early validation.
- Aligns stakeholders around shared vision and tangible outcomes.
- Builds sustainable internal capability and reduces vendor reliance.
- Delivers user-centric services that meet real citizen needs.
- Maximises ROI on existing cloud and technology investments.
- Flexible engagement models: from strategic advisory to full squads.
- Provides clear visibility and control over transformation progress.



Technical & Digital Discovery

Lot 3: Cloud Support | SFIA 9 Levels 4-6

Sans Souci Digital Discovery accelerates public sector digital transformation. Aligning with GDS Service Standards, we assess digital maturity, define strategy, and identify modernisation opportunities. Our workshops deliver actionable roadmaps, user-centric service design, and robust business cases, establishing the essential foundation for successful Alpha, Beta, and cloud adoption.

Service Features

- Assess organisational digital maturity and current operational capabilities.
- Define strategic digital ambitions and future organisational vision.
- Identify high-value opportunities for digital modernisation and innovation.
- Analyse barriers, constraints, and risks to digital transformation.
- Develop strategic roadmaps for successful digital transformation delivery.
- Focus on delivering better, user-centric digital public services.
- Facilitate collaborative workshops to engage stakeholders and align goals.
- Conduct gap analysis between current state and future vision.
- Provide actionable recommendations for technology, process, and culture.
- Support business cases for future digital investment decisions.

Service Benefits

- Establishes a solid foundation for digital transformation initiatives.
- Aligns stakeholders around a shared digital vision and strategy.
- Identifies quick wins and long-term modernisation opportunities.
- Mitigates risks by identifying potential barriers early.
- Ensures digital services are effectively designed around user needs.
- Provides clear, actionable insights for evidence-based decision making.
- Accelerates the organisational journey towards digital maturity.
- Optimises future investment by targeting high-impact areas.
- Enhances organisational understanding of the current digital landscape.
- Supports compliance with Government Digital Service (GDS) standards.



Design Thinking Discovery & Engineering

Lot 3: Cloud Support | SFIA 9 Levels 4-6

Sans Souci combines Design Thinking with engineering rigour to accelerate innovation. We deliver user research, rapid prototyping, and architectural feasibility assessments compliant with GDS standards. Our service de-risks delivery by validating user needs against technical constraints, ensuring a seamless, evidence-based transition from Discovery to Alpha and Beta implementation.

Service Features

- User-centered design thinking workshops for clear problem definition.
- Rapid prototyping and technical proof of concept (PoC) development.
- In-depth user research, persona creation, and journey mapping.
- Feasibility analysis of technical solutions and architectural fit.
- Iterative agile delivery aligning with GDS Service Standards.
- Collaborative ideation sessions to solve complex service challenges.
- Validation of technical assumptions through engineering spikes.
- Accessibility testing and inclusion-focused design assessments.
- Seamless transition from discovery into alpha/beta engineering.
- Blueprinting for scalable, secure cloud-native architectures.

Service Benefits

- Reduces development risk through early user and technical validation.
- Ensures solutions are desirable, feasible, and viable.
- Accelerates time-to-market with rapid prototyping and testing.
- Aligns diverse stakeholders on problem scope and solution.
- Delivers user-validated designs ready for immediate engineering.
- Prevents costly rework by identifying technical constraints early.
- Promotes innovation through structured creative problem-solving.
- Increases user adoption through empathy-driven service design.
- Provides clear technical specifications for future procurement.
- Supports evidence-based investment decisions for delivery phases.



Innovation Lab & Emerging Technology

Lot 3: Cloud Support | SFIA 9 Levels 5-7

Test the future, risk-free. Sans Souci's Innovation Lab helps the public sector explore emerging tech. From Web3 and Blockchain pilots to AI, ML, Agents, Design Sprints and Digital Twins, we build rapid Proofs of Concept (PoCs) to validate value, ensuring you invest only in technology that solves real citizen problems.

Service Features

- Rapid prototyping and Proof of Concept (PoC) development.
- Horizon scanning for emerging technologies (AI, Web3, IoT).
- Design Sprints to validate new policy ideas quickly.
- Blockchain and Distributed Ledger Technology (DLT) pilot schemes.
- Immersive technology pilots (AR/VR/Metaverse) for training and visualisation.
- Digital Twin development for smart cities and infrastructure.
- Fail fast experimentation frameworks to reduce investment risk.
- Innovation capability building and hackathon facilitation.
- Assessment of commercial viability for new digital products.
- Internet of Things (IoT) sensor integration and data analytics.

Service Benefits

- De-risks large technology investments through small-scale experimentation.
- Accelerates policy delivery by testing ideas with real users.
- Provides evidence-based business cases for scaling new technologies.
- Fosters a culture of innovation and agility within departments.
- Explores secure use cases for Blockchain in public services.
- Visualises complex data through Digital Twins and AR.
- Engages citizens through novel and modern digital channels.
- Reduces time-to-market for novel digital solutions.
- Prevents commitment to hype technologies without proven value.
- Attracts digital talent interested in cutting-edge technology.



Target Operating Model (TOM) Design

Lot 3: Cloud Support | SFIA 9 Levels 5-7

Build an organisation fit for the future. Sans Souci designs robust Target Operating Models (TOM) that align your people, processes, and technology with your strategy. We define the structure, governance, and capabilities required to deliver your vision, providing a clear, actionable roadmap to transition from As-Is to To-Be.

Service Features

- Comprehensive As-Is analysis and To-Be operating model design.
- Design of organisational structure, roles, and capability requirements.
- Definition of governance frameworks and decision-making authorities.
- Process hierarchy and value chain mapping (Level 1-4).
- Sourcing strategy definition (Make vs Buy vs Partner).
- Technology and tooling alignment to support the new model.
- Cultural and behavioural frameworks to support new ways of working.
- Transition roadmap planning from current state to future state.
- Financial modelling and business case for the new organisation.
- Stakeholder engagement to ensure buy-in for structural change.

Service Benefits

- Aligns organisational structure directly with business strategy.
- Clarifies roles, responsibilities, and accountabilities (RACI).
- Eliminates duplication and operational inefficiencies.
- Ensures the organisation is scalable and adaptable to change.
- Provides a clear blueprint for transformation and restructuring.
- Identifies skills gaps and resourcing needs early.
- Improves speed of decision-making through streamlined governance.
- Delivers cashable savings through optimised organisational design.
- Ensures technology investments support the operational vision.
- Minimises disruption during complex organisational transitions.



Change Management for Cloud Services

Lot 3: Cloud Support | SFIA 9 Levels 4-6

Sans Souci drives successful cloud adoption by managing the human side of change. Using empathetic, data-driven frameworks (such as ADKAR), we address resistance, upskill staff, and align your culture. We ensure your technology investment delivers ROI by focusing on people, guiding them through uncertainty to sustainable new ways of working.

Service Features

- Utilises proven diagnostics and frameworks (e.g., Prosci, ADKAR, Kotter).
- Comprehensive staff reskilling and adaptation to modern cloud practices.
- Facilitates sustainable cultural change across all organisational levels.
- Implements Target Operating Model (TOM) changes organisation-wide.
- Transforms leadership capability to drive top-down digital adoption.
- Aligns delivery teams with new agile and cloud ways-of-working.
- Detailed benefits mapping ensures clarity in outcome delivery.
- Stakeholder engagement planning to manage complex transition impacts.
- Strategic communications to articulate the Why and How.
- Performance metrics aligned to business change strategy and KPIs.

Service Benefits

- Embeds sustainable change at scale, actively addressing user resistance.
- Significantly boosts employee engagement and morale during transition.
- Mitigates delivery risk through cultural assessment and behavioural focus.
- Delivers clear, consistent strategic communication throughout the lifecycle.
- Links strategic drivers directly to measurable benefits and ROI.
- Enhances leadership resilience and adaptability during complex transformations.
- Maximises user adoption of new cloud software and processes.
- Demonstrates clear value of delivery team contributions to strategy.
- Accelerates time-to-value for digital transformation investments.
- Minimises productivity dips often associated with major organisational change.



Integration as a Service

Lot 3: Cloud Support | SFIA 9 Levels 4-7

Sans Souci delivers Integration as a Service connecting systems, data, and processes. From legacy mainframes to modern SaaS, we design integration solutions using iPaaS, API management, and event-driven architectures. We break down silos, enable real-time data sharing, and provide connective tissue for digital transformation.

Service Features

- Integration strategy and architecture design.
- iPaaS implementation: MuleSoft, Azure Integration Services, Boomi.
- API gateway and management platform deployment.
- Legacy system integration via adapters and connectors.
- Event-driven architecture and message queue implementation.
- Real-time and batch data synchronisation between systems.
- Master data management integration patterns.
- B2B/G2G integration for cross-organisational data sharing.
- Integration testing, monitoring, and operational support.
- API developer portal and documentation for consumers.

Service Benefits

- Breaks down data silos between legacy and modern.
- Enables real-time data sharing across departments.
- Reduces manual data re-keying and associated errors.
- Extends legacy system life through modern integration.
- Accelerates deployments through reusable APIs.
- Supports joined-up services spanning multiple systems.
- Provides single view of data across platforms.
- Reduces integration maintenance through managed services.
- Enables self-service integration for development teams.
- Future-proofs architecture with API-first design patterns.



Business Analysis Services

Lot 3: Cloud Support | SFIA 9 Levels 3-7

Sans Souci provides professional Business Analysis bridging business needs and technology solutions. Our analysts work within agile squads and waterfall programmes to elicit requirements, model processes, and ensure solutions deliver value. We bring structured techniques and pragmatic delivery, ensuring digital investments solve the right problems.

Service Features

- Requirements elicitation through interviews, workshops, and observation.
- User story development with clear acceptance criteria.
- Business process modelling using BPMN 2.0 notation.
- Use case development and scenario analysis.
- Gap analysis between current and target states.
- MoSCoW prioritisation and backlog refinement support.
- Data requirements analysis and information flow mapping.
- Requirements traceability from need to delivered solution.
- Options appraisal and recommendation development.
- User acceptance testing planning and execution support.

Service Benefits

- Ensures solutions address verified business needs.
- Reduces rework through clear, unambiguous requirements.
- Improves estimation accuracy for development teams.
- Provides single source of truth for scope.
- Identifies risks and dependencies before development begins.
- Creates auditable trail from requirement to feature.
- Supports successful UAT through clear acceptance criteria.
- Bridges communication between business and technical teams.
- Enables informed decisions on solution options.
- Builds internal BA capability through knowledge transfer.



Business Process Optimisation, Lean Six Sigma & Automation Strategy

Lot 3: Cloud Support | SFIA 9 Levels 4-7

Optimise before you automate. Sans Souci applies Lean Six Sigma and Value Stream Mapping to streamline public sector operations. We analyse complex workflows, remove waste, and redesign processes for maximum efficiency. We identify the highest-value opportunities for automation, ensuring your digital investment delivers tangible time and cost savings.

Service Features

- As-Is and To-Be process mapping using BPMN 2.0 standards.
- Lean Six Sigma methodology to eliminate waste and reduce variation.
- Value Stream Mapping (VSM) to identify bottlenecks and delays.
- Automation candidate assessment (RPA/AI) and ROI business case development.
- Root cause analysis of process failures and service backlogs.
- Standard Operating Procedure (SOP) design and documentation.
- Workflow optimisation for ServiceNow, Dynamics 365, and Salesforce platforms.
- Process mining using data to visualise actual workflow performance.
- Continuous Improvement (Kaizen) capability building for internal teams.
- Customer journey optimisation to reduce failure demand and friction.

Service Benefits

- Delivers cashable efficiency savings and quantifiable productivity gains.
- Reduces processing times and clears historic operational backlogs.
- Prevents automating a bad process by optimising workflows first.
- Standardises processes across departments to ensure consistency/compliance.
- Identifies high-value opportunities for Intelligent Automation and AI.
- Reduces error rates and rework through robust process controls.
- Improves citizen experience by removing non-value-added steps.
- Provides clear evidence base for target operating model (TOM) design.
- Empowers staff with Lean skills to drive ongoing improvement.
- Maximises ROI from existing technology by aligning process to platform.



Business Transformation Office (BTO)

Lot 3: Cloud Support | SFIA 9 Levels 5-7

Our innovative approach has evolved into a Business Transformation Office (BTO) model that supports innovation, transformation, and the responsible adoption of AI. Through our BTO service, we provide experienced transformation, delivery, and PMO specialists who lead complex cloud, cybersecurity, data, and AI-enabled change initiatives.

Service Features

- Business process analysis enabling business improvements using Cloud based solutions.
- Apply robust approach based on best of industry methodologies.
- We undertake impact assessments to identify cloud based efficiencies.
- Training needs analysis, business readiness and organisational change gap analysis.
- Business Process Re-engineering, Business Case / TOM Development, Business Requirements.
- Key Stakeholder Mapping, Engagement and Communication Strategy/Plan, Decision Making.
- Knowledge Transfer, Capacity / Capability Building, Upskilling.
- Co-Design, Design Principles, Solutions, Target Operating Model, Roadmap, Plan.
- Experienced, professional staff, relevant competencies.
- Root cause analysis, Problem solving, Vision for change, Futureproofed TOM.

Service Benefits

- Extensive knowledge of cloud solutions and associated benefits and efficiencies.
- We engage all levels from Senior Leaders to Development teams.
- Combines business, technical and commercial views to deliver holistic analysis.
- Provision of in-depth expertise in public sector change programme delivery.
- Clear Articulation of the case for change, Enables Solution Design.
- Informed Timely Decision Making, Transparency of Responsibilities, Progress Against Plan.
- Value for money, financial risk management, assured competitive rates.
- On site programme/project team that understand problems, relevant solution development.
- Collaboration across Teams and Departments to Co-Design future state.
- Universal Buy In, Embedded Change, Increased Adoption, Sustain Benefits Realisation.



Capability Transformation: Embedded Cloud Squads & Specialists

Lot 3: Cloud Support | SFIA 9 Levels 4-7

Sans Souci provides rapid access to specialist digital capability. From individual embedded experts to full multi-disciplinary squads, we address critical skills gaps in your cloud programme. We don't just fill seats; our practitioners, covering Architecture, Engineering, Product, and Delivery—actively coach your teams, ensuring sustainable knowledge transfer and long-term operational resilience.

Service Features

- Rapid deployment of embedded specialist resources and agile squads.
- Covering Architecture, Engineering, Product, Delivery, and User-Research roles.
- Upskills civil servants through learning-by-doing coaching.
- Aligned to DDaT Capability Framework and SFIA rates.
- Flexible engagement models: individual augmentation or outcome-based teams.
- Secure, BPSS/SC-cleared personnel ready for immediate start.
- Ensures alignment with GDS Service Standards and Technology Code-of-Practice.
- Reduces reliance on long-term external consultancy via knowledge transfer.
- Technology agnostic experts adaptable to your specific stack.
- Seamless onboarding/integration into existing delivery structures.

Service Benefits

- Immediate resolution of critical project resource and skills gaps.
- Cost-effective alternative to large consultancy managed service contracts.
- Retains knowledge within your organisation through structured handover.
- Scales capability up or down based on project phase.
- Access to niche cloud skills difficult to recruit permanently.
- Increases delivery velocity and quality of digital services.
- Reduces recruitment overheads and time-to-hire for critical roles.
- Ensures continuity of service during peak delivery periods.
- Transparent, simplified pricing based on standard SFIA rate card.
- Cultural fit assessment ensures resources integrate smoothly with teams.



Equality, Diversity & Inclusion (EDI) Benchmarking & Maturity Assessment

Lot 3: Cloud Support | SFIA 9 Levels 5-7

Sans Souci delivers data-driven Equality, Diversity & Inclusion benchmarking using our proprietary tool. We move beyond tick-box exercises, providing deep analytical insights into your EDI maturity. We benchmark your culture and policies against public sector standards, delivering an evidence-based roadmap to meet Equality Duties and foster genuine workplace inclusion.

Service Features

- Rapid EDI maturity assessment using proprietary HRMNY tool.
- Benchmarks organisation against Public Sector Equality Duty (PSED) standards.
- Deep-dive analysis of workforce demographics, sentiment, and culture.
- Data-driven gap analysis of policy, process, and practice.
- Inclusive stakeholder engagement via anonymous surveys and focus groups.
- Identifies systemic barriers to recruitment, retention, and progression.
- Develops tailored EDI strategy with measurable SMART goals.
- Leadership capacity building to interpret and act on insights.
- Ongoing monitoring via dashboards for continuous improvement.
- Evaluation of alignment with Social Value (PPN 06/20) priorities.

Service Benefits

- Moves EDI from anecdotal to evidence-based decision making.
- Accelerates compliance with the Equality Act 2010.
- Benchmarks performance against industry peers and best practices.
- Identifies and mitigates risks of reputational damage or bias.
- Increases employee engagement, psychological safety, and belonging.
- Provides a clear baseline to measure future progress.
- Delivers actionable, prioritised roadmaps for cultural transformation.
- Cost-effective assessment through automated data collection tools.
- Empowers leaders with tangible data to drive change.
- Enhances employer brand to attract diverse talent.



User Experience (UX) & Interaction Design

Lot 3: Cloud Support | SFIA 9 Levels 4-6

Sans Souci designs inclusive, accessible digital experiences. Our UX and Interaction Designers use the GDS Design System to create intuitive interfaces that work for everyone. From rapid prototyping to high-fidelity UI, we transform complex processes into simple, compliant user journeys that meet government accessibility standards.

Service Features

- User-centred design aligned with GDS and NHS Design Systems.
- Rapid prototyping (paper, low-fi, high-fi) for iterative testing.
- Interaction design focusing on accessible, intuitive user journeys.
- Information architecture (IA) and content hierarchy structuring.
- Wireframing and user flow mapping for complex transactional services.
- Responsive web design for mobile, tablet, and desktop.
- Compliance with WCAG 2.2 accessibility standards and legislation.
- Collaborative design workshops and co-design with stakeholders.
- Creation of consistent UI pattern libraries and design systems.
- Seamless collaboration with user researchers and front-end developers.

Service Benefits

- Creates simple, intuitive services that citizens trust and use.
- Increases digital by default uptake, reducing offline contact costs.
- Ensures compliance with legal accessibility requirements (PSBAR).
- Reduces user error rates and completion times for forms.
- Accelerates development through reusable GDS design patterns.
- Visualises complex policy rules into simple user interfaces.
- Reduces development waste by validating prototypes before coding.
- Improves user satisfaction scores (CSAT) for digital services.
- Ensures consistent brand and experience across all channels.
- Supports successful GDS Service Assessment at all phases.



User Research (UR) Services

Lot 3: Cloud Support | SFIA 9 Levels 3-6

Understand your users to build better services. Sans Souci provides end-to-end User Research (UR) aligned with GDS standards. From recruiting diverse participants to usability testing and discovery interviews, we provide the robust evidence base required to design accessible, user-centric public services that pass GDS assessments.

Service Features

- End-to-end user research for Discovery, Alpha, Beta, and Live.
- Recruitment of diverse participants including hard-to-reach and vulnerable groups.
- Qualitative methods: in-depth interviews, contextual inquiry, and ethnography.
- Quantitative methods: surveys, A/B testing, and analytics review.
- Usability testing of prototypes and live services (lab/remote).
- Analysis of user needs, behaviours, pain points, and motivations.
- Creation of personas, empathy maps, and user journey maps.
- Accessibility research with users using assistive technologies.
- Iterative testing to validate designs against GDS Service Standards.
- Actionable research playbacks and show-and-tells for stakeholders.

Service Benefits

- Ensures services are built around verified user needs, not assumptions.
- Essential for passing GDS Service Standard assessments.
- Reduces risk of building products that citizens cannot use.
- Identifies accessibility barriers early, avoiding costly retrofits later.
- Increases digital uptake by designing intuitive, frictionless user journeys.
- Provides evidence-based insights to inform strategic product decisions.
- Engages hard-to-reach citizens to ensure inclusive service design.
- Fast, iterative feedback loops accelerate the design process.
- Mitigates policy risk by validating policy intent with users.
- Builds empathy for citizens within delivery and policy teams.



Content Design & Strategy

Lot 3: Cloud Support | SFIA 9 Levels 3-6

Clear content is essential for digital services. Sans Souci provides expert Content Designers who simplify complex policy into Plain English. We adhere to GDS Style Guides, structuring information so it is accessible, searchable, and easy to understand, ensuring your service meets user needs and passes GDS assessments.

Service Features

- Content strategy aligned to GDS and NHS style guides.
- Plain English writing to simplify complex policy and legislation.
- User-centred content design based on user research insights.
- Information architecture (IA) design for intuitive navigation structures.
- Microcopy design for user interfaces, forms, and transactional flows.
- Content audits and migration strategies for legacy websites.
- Accessibility compliance (WCAG 2.2) for screen reader compatibility.
- SEO optimisation to improve searchability of government guidance.
- Collaborative pair writing with subject matter experts (SMEs).
- Governance frameworks for content lifecycle management and maintenance.

Service Benefits

- Ensures digital services are understandable and accessible to everyone.
- Crucial for passing GDS Service Standard content assessments.
- Reduces failure demand to call centres through clear guidance.
- Increases trust by making government information transparent and simple.
- Improves user journey completion rates by removing jargon.
- Ensures consistent tone of voice across all channels.
- Reduces legal risk by ensuring content is accurate and compliant.
- Streamlines content operations and reduces publication bottlenecks.
- Enhances search engine ranking for critical public information.
- Empowers citizens to self-serve without needing assistance.



Software Development Engineering (Full Stack)

Lot 3: Cloud Support | SFIA 9 Levels 2-7

Sans Souci delivers full-stack engineering for high-performance government services. Our engineers specialise in cloud-native development (AWS/Azure), microservices, and API design. We use TDD, CI/CD, and the GDS Design System to build secure, accessible, and scalable applications that pass GDS Service Assessments and meet user needs.

Service Features

- Full stack engineering using Java, Python, Node.js, and .NET.
- Front-end development using React, Vue.js, and GDS Design System.
- Secure CI/CD pipeline automation for rapid, reliable deployment.
- Microservices architecture design and containerisation (Docker/Kubernetes).
- API-first development (REST/GraphQL) ensuring seamless system integration.
- Test Driven Development (TDD) and Behaviour Driven Development (BDD).
- Cloud-native development on AWS, Azure, and Google Cloud Platform.
- Strict adherence to WCAG 2.2 AA accessibility standards.
- Legacy application modernisation and refactoring for the cloud.
- Secure coding practices aligned with NCSC and OWASP guidelines.

Service Benefits

- Delivers robust, scalable, and secure government digital services.
- Ensures full compliance with GDS Service Standard and Technology Code.
- Accelerates release cycles through automated testing and deployment pipelines.
- Reduces technical debt through clean, maintainable, and documented code.
- Flexible scaling of engineering squads to meet project demands.
- Ensures services are accessible to all citizens (WCAG compliant).
- Vendor-agnostic approach prevents expensive proprietary technology lock-in.
- Seamless integration with existing legacy and modern cloud systems.
- Reduces long-term maintenance costs through high-quality engineering practices.
- Upskills internal civil service developers through pair programming.



Digital Quality Assurance (QA) & Test Automation

Lot 3: Cloud Support | SFIA 9 Levels 3-6

Assuring the quality of critical government software. Sans Souci provides end-to-end Quality Assurance (QA) and test automation. We embed testers into agile squads to deliver functional, performance, and accessibility testing. Using modern automation frameworks, we ensure your digital services are robust, secure, and ready for release.

Service Features

- Comprehensive test strategy and planning for GDS agile delivery.
- Test automation frameworks (Selenium, Cypress, Playwright) implementation.
- Functional, integration, system, and regression testing execution.
- Non-functional testing: performance, load, stress, and scalability.
- Accessibility testing (WCAG 2.2) using automated and manual tools.
- Security testing support and OWASP vulnerability scanning.
- API testing and contract testing for microservices integration.
- Continuous testing integration into DevOps CI/CD pipelines.
- User Acceptance Testing (UAT) management and support.
- Defect management, tracking, and reporting using Jira/Azure DevOps.

Service Benefits

- Ensures high quality, bug-free releases for critical public services.
- Accelerates time-to-market through automated regression testing.
- Reduces risk of service outages and performance bottlenecks.
- Guarantees compliance with accessibility and security standards.
- Provides confidence to release code frequently and safely.
- Reduces cost of fixing defects by finding them early.
- Ensures seamless integration between new and legacy systems.
- Protects reputation by preventing high-profile service failures.
- Validates that software meets specified user and business requirements.
- Supports continuous improvement through data-driven quality metrics.



Legacy Application Modernisation & Cloud Migration

Lot 3: Cloud Support | SFIA 9 Levels 4-7

Eliminate technical debt and reduce risk. Sans Souci modernises critical legacy applications, migrating them from on-premise silos to secure, scalable cloud platforms. Whether re-hosting, re-platforming, or refactoring, we ensure continuity of service while unlocking the security, cost, and performance benefits of modern cloud architecture.

Service Features

- Legacy IT risk assessment using Cabinet Office framework.
- Cloud migration strategy: Re-host, Re-platform, or Refactor.
- Strangler Fig pattern for incremental, low-risk system replacement.
- Decoupling monolithic architectures into modern microservices.
- Containerisation (Docker/Kubernetes) of legacy applications.
- Data migration from legacy databases to cloud data stores.
- Parallel running and cutover management for zero downtime.
- Security hardening of end-of-life (EOL) platforms during transition.
- API enablement of legacy systems for interoperability.
- Decommissioning and secure disposal of retired hardware.

Service Benefits

- Eliminates critical security risks from unsupported software.
- Reduces exorbitant maintenance costs of legacy hardware.
- Enables rapid feature development on modern platforms.
- Improves system reliability, uptime, and disaster recovery.
- Unlocks siloed data for better analytics and AI.
- Ensures compliance with GDS Technology Code of Practice.
- Scales services automatically to meet user demand.
- Attracts better technical talent who avoid legacy stacks.
- Reduces vendor lock-in to expensive legacy providers.
- Provides a stable foundation for future digital innovation.



No-Code App Platforms Consultancy (Power Apps / Dynamics)

Lot 3: Cloud Support | SFIA 9 Levels 3-6

Accelerate digitisation with Low-Code/No-Code. Sans Souci helps you deploy Microsoft Power Platform and Dynamics 365 to replace manual processes fast. We build governance guardrails, train citizen developers, and deliver rapid business applications, ensuring you maximise ROI from your existing Microsoft investment while maintaining security.

Service Features

- Rapid application development using Microsoft Power Platform (PowerApps).
- Low-code solution architecture and governance framework design.
- Dynamics 365 CRM configuration and customisation.
- Workflow automation using Power Automate and Logic Apps.
- Citizen developer training and Centre of Excellence (CoE) setup.
- Legacy Lotus Notes/Access database migration to low-code.
- Secure integration with Dataverse, SharePoint, and SQL.
- UI/UX design for accessible model-driven and canvas apps.
- Application lifecycle management (ALM) for low-code environments.
- Prototyping and MVP delivery for quick business value.

Service Benefits

- Rapidly digitises paper-based and manual back-office processes.
- Reduces shadow IT risk through governed low-code adoption.
- Significantly lower development costs compared to custom coding.
- Empowers business users to solve their own process problems.
- Accelerates replacement of legacy departmental spreadsheets and databases.
- Seamless integration with existing Microsoft 365 investment.
- Scales easily from simple forms to complex enterprise apps.
- Reduces burden on central IT for minor tooling requests.
- Delivers immediate ROI through quick deployment of MVPs.
- Ensures security and compliance of citizen-developed applications.



Dynamics 365

Lot 3: Cloud Support | SFIA 9 Levels 3-6

As a Microsoft Dynamics 365 partner, Sans Souci transforms citizen services and back-office operations. We implement, configure, and optimise Dynamics 365 modules including Customer Service, Field Service, and Finance. From legacy CRM migration to workflow automation, we maximise your investment in Microsoft's cloud business platform.

Service Features

- Dynamics 365 solution architecture and module selection guidance.
- Customer Service, Field Service, Sales, and Finance implementation.
- Custom entity, form, and business rule development.
- Business process flow design using Power Automate.
- Integration with Power Apps, Power BI, and Pages.
- Data migration from legacy CRM/ERP systems.
- Dataverse configuration and data model optimisation.
- User training, adoption support, and super-user enablement.
- Ongoing support, health checks, and enhancement services.
- Upgrade planning and execution for version migrations.

Service Benefits

- Provides 360-degree view of citizen and customer interactions.
- Improves case management efficiency and resolution times.
- Automates routine workflows, reducing manual processing effort.
- Enables field workers with mobile data access.
- Integrates seamlessly with Microsoft 365 productivity tools.
- Reduces cost of maintaining legacy CRM systems.
- Supports omni-channel engagement: phone, email, web, chat.
- Provides management dashboards for service performance visibility.
- Scales with organisational growth and changing requirements.
- Maximises ROI from existing Microsoft licensing investments.



Digital Identity & GOV.UK One Login Integration Services

Lot 3: Cloud Support | SFIA 9 Levels 4-6

Seamless integration with GOV.UK One Login. Sans Souci helps public sector services migrate to the new government single sign-on standard. We provide technical integration (OIDC), identity assurance level (IAL) mapping, and user journey design, ensuring secure, friction-free access for citizens in line with GDS standards.

Service Features

- Technical integration with GOV.UK One Login (OIDC/API).
- Migration strategy from legacy Verify or local auth systems.
- Identity Assurance Level (IAL) and vector of trust mapping.
- User journey design for low-friction identity verification.
- Support for offline and assisted digital identity routes.
- Security architecture review for identity federation.
- Compliance with Good Practice Guide (GPG) 44/45.
- Testing and quality assurance for biometric flows.
- Data privacy impact assessments for identity data.
- Stakeholder management for cross-departmental identity adoption.

Service Benefits

- Ensures compliance with mandatory Cabinet Office One Login roadmap.
- Reduces fraud risk through robust, centralised identity checking.
- Improves citizen experience with a single username/password.
- Removes the cost of managing bespoke local login silos.
- Accelerates service onboarding for new digital public services.
- Increases digital inclusion through supported offline channels.
- Secure, standard-based integration (OpenID Connect) reduces tech debt.
- Provides a unified view of the user across services.
- Access to GDS-managed support and continuous platform updates.
- Future-proofs services against evolving identity standards.



Digital Twin & Smart Infrastructure Solutions

Lot 3: Cloud Support | SFIA 9 Levels 5-7

Sans Souci builds Digital Twins to optimise public sector infrastructure. We connect physical assets to digital models using IoT, Matterport and BIM data. From Smart Cities to social housing retrofits, our solutions enable real-time monitoring, predictive maintenance, and scenario planning, driving efficiency and sustainability in the built environment.

Service Features

- Creation of dynamic Digital Twins for physical assets/infrastructure.
- Real-time data ingestion from IoT sensors and SCADA systems.
- Matterport 3D-visualisation and geospatial mapping (GIS) integration.
- Predictive maintenance modelling to reduce asset failure rates.
- Scenario planning and simulation for Net Zero retrofitting.
- Integration with BIM (Building Information Modelling) standards (ISO 19650).
- Smart City data platform design and architecture.
- Energy consumption monitoring and optimisation analytics.
- Remote asset monitoring reducing need for physical site visits.
- Secure data exchange between physical and digital environments.

Service Benefits

- Optimises asset performance and extends operational lifecycle.
- Reduces maintenance costs through predictive rather than reactive repairs.
- Enables risk-free simulation of operational changes before implementation.
- Accelerates Net Zero goals by identifying energy efficiency improvements.
- Provides real-time visibility of remote infrastructure assets.
- Improves urban planning decisions through data-driven simulations.
- Enhances collaboration between planning, engineering, and operations teams.
- Reduces carbon footprint by minimising unnecessary site inspections.
- Increases safety by monitoring hazardous environments remotely.
- Maximises ROI on existing physical infrastructure investments.



Cloud Operations & Application Support (inc. 24/7 On-Call)

Lot 3: Cloud Support | SFIA 9 Levels 2-6

Sans Souci provides end-to-end support for live digital services. We combine standard business-hours operational management with optional 24/7 on-call coverage. From proactive monitoring and security patching to incident resolution, our DevOps engineers ensure your applications remain secure, stable, and GDS-compliant, whether for new builds or legacy systems.

Service Features

- Comprehensive support for applications, infrastructure, and cloud platforms.
- Optional 24/7 on-call coverage for critical service incidents.
- Proactive monitoring, security patching, and routine maintenance tasks.
- L2 and L3 incident resolution by experienced DevOps engineers.
- Flexible SLAs covering business hours or full 24/7/365.
- Service transition planning for new or existing legacy projects.
- Continuous improvement of service reliability and performance metrics.
- Incident management aligned to ITIL and GDS standards.
- Seamless integration with existing internal service desk teams.
- Rapid root cause analysis to prevent incident recurrence.

Service Benefits

- Single partner for both routine maintenance and emergency support.
- Flexible cost models: pay only for the coverage needed.
- Protects service uptime and reduces reputational risk.
- Frees up internal teams to focus on new features.
- Ensures continuous security compliance through regular patching.
- Scales support levels up or down as needs change.
- Access to expert engineers without full-time headcount costs.
- Stabilises wobbly legacy services through proactive technical debt reduction.
- Guaranteed response times defined in tailored Service Level Agreements.
- Smooth handover from delivery teams into live operation.



Cloud Security Assurance & Zero Trust Architecture

Lot 3: Cloud Support | SFIA 9 Levels 5-7

Secure your digital future with Sans Souci. We design and audit Zero Trust architectures, ensuring your cloud services are resilient and compliant. From NCSC-aligned threat modelling to DevSecOps implementation, we protect your data and infrastructure against cyber threats, enabling confident, secure public service delivery.

Service Features

- Zero Trust architecture design and implementation support.
- Cloud Security Posture Management (CSPM) and compliance auditing.
- Threat modelling for cloud-native applications and AI.
- Alignment with NCSC, NIST, and ISO27001 security standards.
- Secure by Design reviews for digital service delivery.
- Identity and Access Management (IAM) strategy and hardening.
- DevSecOps pipeline integration for automated security testing.
- Vulnerability assessment and penetration testing management.
- Security clearance management (BPSS, SC) for deployed teams.
- Incident response planning and security playbook development.

Service Benefits

- Ensures digital services are Secure by Design by default.
- Protects sensitive citizen data from evolving cyber threats.
- Ensures compliance with strict government security standards.
- Reduces risk of data breaches and service outages.
- Enables secure remote working and cloud adoption.
- Provides continuous visibility into cloud security posture.
- Rapidly identifies and remediates critical security vulnerabilities.
- Builds confidence in cloud migration for sensitive workloads.
- Embeds security culture within delivery and engineering teams.
- Supports accreditation and operational authority to operate.



Cyber Security & Information Assurance

Lot 3: Cloud Support | SFIA 9 Levels 4-7

Secure your digital public services. Sans Souci provides expert Information Assurance and Cyber Security consultancy. We design Zero Trust architectures, manage NCSC accreditation, and embed Security Architects into agile squads. We ensure your services are Secure by Design, compliant, and resilient against evolving cyber threats.

Service Features

- Security architecture design aligned to NCSC and NIST frameworks.
- Risk management and accreditation support (ISO 27001, Cyber Essentials).
- Cloud security posture management (CSPM) and compliance auditing.
- Zero Trust architecture implementation for secure hybrid cloud.
- Threat modelling and STRIDE analysis for digital services.
- DPIA (Data Protection Impact Assessment) and GDPR consultancy.
- Security clearance management (BPSS, SC, DV) for teams.
- Vulnerability management and penetration testing coordination.
- Secure-by-design reviews for GDS Service Assessments.
- Incident response planning and security playbook development.

Service Benefits

- Ensures critical public services are secure against cyber threats.
- Achieves rapid accreditation and Authority to Operate (AtO).
- Protects sensitive citizen data and prevents GDPR breaches.
- Reduces reputational risk from high-profile security incidents.
- Aligns digital services with mandatory NCSC government standards.
- Enables secure remote working and cloud adoption.
- Provides clear visibility of security risks to Senior Owners.
- Embeds security culture into agile delivery squads (DevSecOps).
- Cost-effective remediation of vulnerabilities before go-live.
- Future-proofs architecture against evolving threat landscapes.



FinOps: Cloud Cost Optimisation

Lot 3: Cloud Support | SFIA 9 Levels 4-6

Stop overspending on cloud. Sans Souci's FinOps service optimises your AWS, Azure, and GCP costs. We audit your infrastructure, right-size resources, and implement Savings Plans. We help you establish a FinOps culture, ensuring you get maximum value for money from your public cloud investment.

Service Features

- Cloud cost audit and waste analysis (AWS, Azure, GCP).
- Implementation of FinOps culture and accountability frameworks.
- Reserved Instance (RI) and Savings Plan management strategies.
- Rightsizing of over-provisioned compute and storage resources.
- Tagging strategies for granular cost allocation and reporting.
- Automated budget alerts and anomaly detection setup.
- Spot Instance strategy for non-production workloads.
- Licensing optimisation for Microsoft and Oracle databases.
- Forecasting and capacity planning for spending reviews.
- Continuous cost monitoring and optimisation programmes.

Service Benefits

- Immediately reduces monthly cloud hosting bills (typically 20-30%).
- Prevents bill shock through better visibility and control.
- Aligns cloud spending with actual business value delivered.
- Frees up budget to reinvest in innovation or frontline services.
- Increases accountability for cloud costs within engineering teams.
- Optimises long-term financial commitment to cloud providers.
- Eliminates waste from unused or zombie infrastructure.
- Provides accurate data for Treasury business cases.
- Ensures value for money (VfM) in technology procurement.
- Automates cost control without slowing down innovation.



GreenOps: Sustainable Cloud & Net Zero Reporting

Lot 3: Cloud Support | SFIA 9 Levels 4-6

Decarbonise your digital estate. Sans Souci provides GreenOps services to measure, report, and reduce the carbon footprint of your cloud technology. We optimise architectures on AWS/Azure to minimise energy use, delivering tangible cost savings and ensuring compliance with Greening Government Commitments and Net Zero targets.

Service Features

- Carbon footprint assessment of cloud and legacy infrastructure.
- GreenOps implementation for continuous energy consumption monitoring.
- Optimisation of AWS/Azure workloads to reduce carbon intensity.
- Net Zero reporting aligned to Greening Government Commitments.
- Sustainable software engineering and code efficiency reviews.
- Supply chain sustainability audits for digital vendors.
- Hardware lifecycle extension and e-waste reduction strategies.
- Cloud migration business cases focused on carbon reduction.
- Training teams in sustainable digital design principles.
- Automated shutdown policies for non-production environments.

Service Benefits

- Ensures compliance with mandatory Net Zero reporting legislation.
- Reduces cloud hosting costs through resource optimisation.
- Demonstrates clear social value in procurement tenders.
- Minimises environmental impact of digital public services.
- Aligns IT strategy with departmental sustainability goals.
- Provides transparent, data-driven carbon emission metrics.
- Extends hardware lifespan, deferring expensive refresh cycles.
- Improves brand reputation as a sustainable public body.
- Embeds a culture of responsibility within technical teams.
- Future-proofs against rising energy costs and carbon taxes.



Portfolio, Programme & Project Management, PMO Services

Lot 3: Cloud Support | SFIA 9 Levels 4-7

Sans Souci provides Portfolio, Programme, and Project Management including PMO services. Our practitioners deliver complex public sector transformation, cloud, and cybersecurity programmes. Using Agile, PRINCE2, MSP, and PMI methodologies, we establish governance, manage dependencies, and ensure investments deliver intended benefits on time and within budget.

Service Features

- PMO setup, operating model, and governance frameworks.
- Portfolio prioritisation, pipeline management, and investment appraisal.
- Programme planning, dependency mapping, and critical path management.
- RAID management: Risks, Assumptions, Issues, Dependencies.
- Stage gate reviews, health checks, and programme assurance.
- Benefits identification, tracking, and realisation reporting.
- Resource capacity planning and demand management.
- Financial tracking, forecasting, and variance reporting.
- Stakeholder reporting including highlight reports and dashboards.
- Methodology tailoring: Agile, PRINCE2, MSP, Waterfall, hybrid.

Service Benefits

- Ensures programmes deliver on time, budget, and benefits.
- Provides leadership with clear portfolio health visibility.
- Identifies risks and issues early through proactive governance.
- Enables informed investment decisions through portfolio prioritisation.
- Reduces programme failure through structured assurance.
- Coordinates dependencies across multiple concurrent workstreams.
- Improves forecast accuracy for budgets and timelines.
- Supports spend control and Treasury business case approvals.
- Provides scalable PMO capacity without permanent headcount.
- Builds sustainable internal PMO capability through knowledge transfer.



Project & Delivery Management

Lot 3: Cloud Support | SFIA 9 Levels 4-6

Sans Souci provides expert Delivery Managers to drive your digital projects. We lead multi-disciplinary squads through GDS phases (Discovery to Live), ensuring focus on user needs while managing risks and budgets. We unblock teams, maintain velocity, and ensure compliant, on-time delivery of complex public sector services.

Service Features

- End-to-end delivery of Discovery, Alpha, Beta, and Live phases.
- Expert application of Agile, Scrum, Kanban, and Lean methodologies.
- Proactive removal of blockers to maintain team velocity.
- Rigorous management of risks, issues, assumptions, and dependencies (RAID).
- Transparent reporting and stakeholder communication at all levels.
- Leadership of multi-disciplinary user-centred design and build squads.
- Financial management and commercial budget tracking for projects.
- Alignment with Government Digital Service (GDS) Service Standards.
- Supplier management and integration of third-party vendors.
- Knowledge transfer to build internal civil service delivery capability.

Service Benefits

- Increases delivery velocity and predictability of software releases.
- Reduces project failure risk through iterative, user-centred validation.
- Ensures compliance with GDS Service Assessments and standards.
- Clear, transparent visibility of progress, costs, and risks.
- Unblocks technical and organisational barriers to rapid progress.
- Fosters a collaborative, high-performing one team culture.
- Delivers value early through incremental release strategies.
- Smooth handover from delivery to live service operations.
- Flexible resource scaling to meet changing project demands.
- Builds sustainable internal delivery capability via coaching.



Product Management

Lot 3: Cloud Support | SFIA 9 Levels 4-7

Sans Souci Product Managers bridge technology and business to deliver GDS-compliant digital services. We provide end-to-end ownership, from roadmap planning and user needs analysis to iterative agile delivery. Our data-driven approach aligns stakeholders, prioritises high-value features, and builds sustainable internal capability for successful cloud service adoption.

Service Features

- Align product strategy directly with organisational goals and vision.
- Align stakeholder vision through clear, consistent communication.
- Identify user needs and outline testing hypotheses.
- Facilitate solution ideation and prioritise high-value features.
- Define release goals and create milestone-aligned roadmaps.
- Drive evidence-based problem solving and decision making.
- Foster collaboration through influential, cross-discipline communication.
- Expert facilitation across marketing, technology, and business teams.
- Deliver rapid, incremental features through iterative agile testing.
- Coach teams to build sustainable product management capability.

Service Benefits

- Enhance outcomes through a rigorous user-centric product approach.
- Ensure continuous alignment with the organisational vision.
- Improve collaboration and communication across all disciplines.
- Reduce design and delivery risks through early validation.
- Establish clear product ownership and accountability.
- Generate actionable insights through data-driven decision making.
- Facilitate continuous organisational learning and service improvement.
- Enhance management control over digital service investments.
- Provide end-to-end ownership from planning to improvement.
- Strengthen internal product management capabilities and skills.



Key Service Benefits

- **ISO Certified Excellence:** ISO 9001, 14001, 27001, and 42001 certifications demonstrating commitment to quality, environmental responsibility, information security, and responsible AI.
- **AI-Ready Expertise:** As one of the first UK consultancies certified to ISO 42001, we bring cutting-edge AI governance, ethics, and implementation capabilities.
- **50+ Years Experience:** Five decades of combined expertise in digital transformation, business improvement, and technology delivery.
- **Tailored Solutions:** Our consultants take a personalised approach to address your unique needs, ensuring solutions that fit seamlessly into your organisation.
- **Collaborative Approach:** We work closely with you to understand your vision, goals, and values, fostering a partnership built on trust and transparency.
- **Efficiency and Effectiveness:** Maximise your return on investment with solutions that drive tangible results and minimise risks.
- **Comprehensive Coverage:** 42 specialist services covering the full digital transformation lifecycle from strategy through delivery to support.
- **Continuous Improvement:** Dedicated to staying at the forefront of digital innovation and best practices, ensuring we continuously enhance our services.
- **Social Value:** Committed to delivering measurable social value through skills development, local employment, and environmental sustainability

Contact Us

Sans Souci Consulting: Transforming Complexity into Success

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