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Trusted Software Delivery for the Public Sector

Engineering | Data | AI | Cloud

G-Cloud 15

Service Definition

Cloud Application Support and Managed Services

This service provides cloud application support and managed services to help public sector organisations operate digital systems reliably, securely and effectively once live.

Audacia works with organisations to support applications in production, resolve incidents, maintain availability and deliver continuous improvement.

The service ensures that cloud-hosted systems remain resilient, performant and supported throughout their operational lifecycle.

Features

- Application support and maintenance for live cloud services
- Incident management and issue resolution
- Monitoring, alerting and operational support processes
- Support for bug fixes, patches and minor enhancements
- Tailored support models based on service criticality
- Service management aligned to ITIL-equivalent practices
- Support documentation and service reporting
- Knowledge transfer and collaboration with internal teams

Benefits

- Maintain availability and reliability of live digital services
- Reduce operational risk through structured support processes
- Resolve incidents quickly and effectively
- Improve security and performance through proactive maintenance
- Enable continuous improvement post go-live
- Ensure services remain sustainable and well-supported over time

Outcomes

- Live cloud services supported with structured incident management
- Reduced downtime and improved service continuity
- Proactive maintenance and continuous improvement delivery
- Operational visibility through reporting and governance processes
- Sustainable post-go-live support arrangements aligned to service needs

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Cloud Application Support and Managed Services

Methods, Tools & Techniques

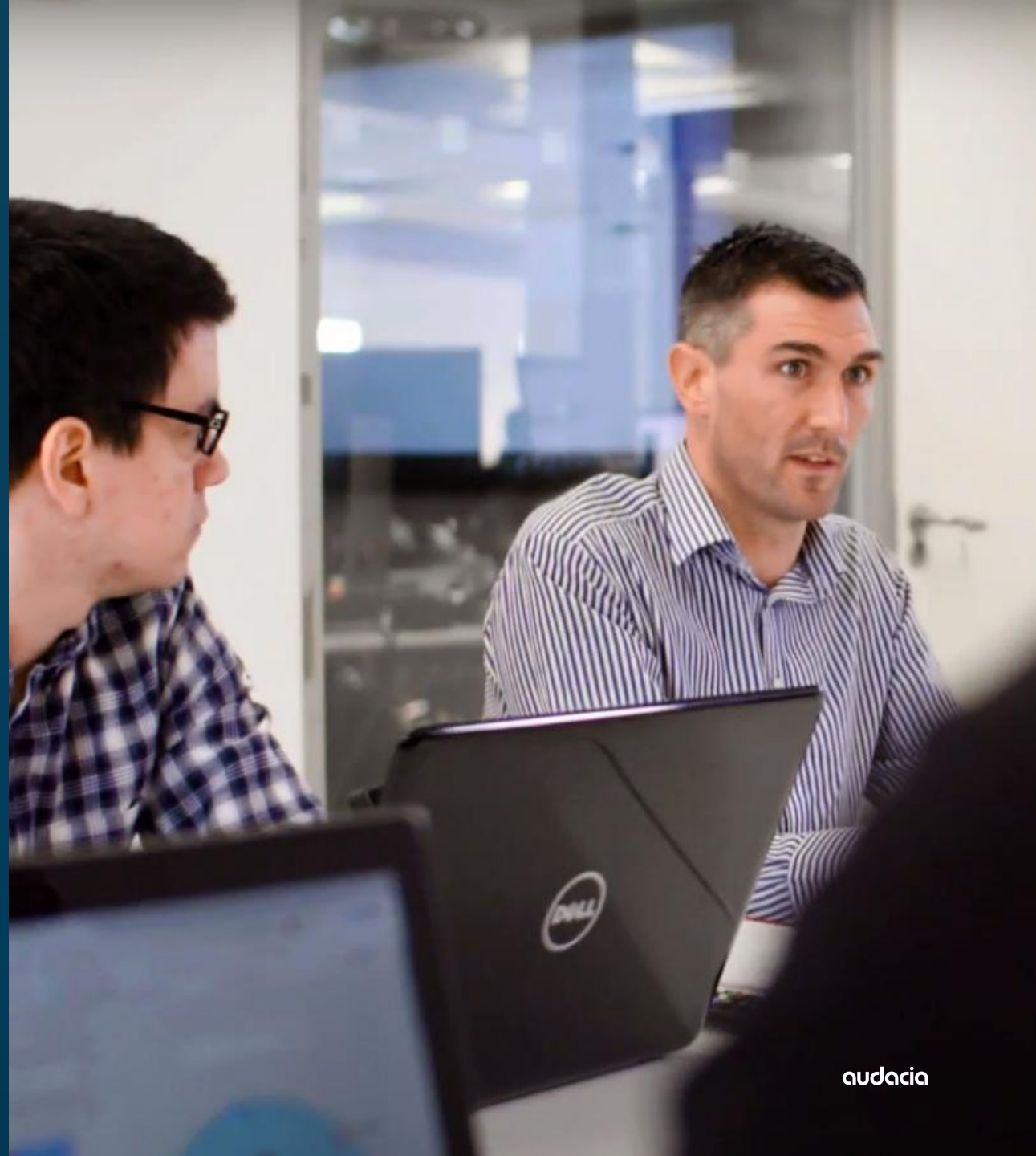
Depending on requirements, the service may use:

- Cloud monitoring and alerting tools
- Ticketing and service management systems
- Secure access and operational controls
- DevOps pipelines for controlled deployment of fixes
- Incident management and governance frameworks
- Proactive maintenance plans

Specific tooling is aligned to organisational standards and operational needs.

Security, Data Protection & Governance

- Support aligns with UK GDPR and the Data Protection Act
- Access controls and secure operational practices are applied
- Data confidentiality and integrity are maintained
- Incident and change activity is documented for auditability
- Security risks are escalated appropriately



Delivery Approach

Audacia delivers cloud application support through structured operational processes aligned to public sector service expectations. Support is delivered collaboratively with clear communication and agreed escalation routes.



Service Transition & Onboarding

Defining the approach, scope, risks and test coverage.



Operational Support Delivery

Running manual, automated and non-functional testing iteratively.



Continuous Improvement

Communicating findings, risks and recommendations clearly.



Service Reporting & Governance

Documentation and knowledge transfer to internal teams.

Cloud Application Support and Managed Services

Onboarding & Offboarding

Onboarding:

- Review of application architecture, environments and documentation
- Agreement of SLAs, escalation routes and support processes
- Secure access setup and operational readiness checks

Offboarding:

- Knowledge transfer back to internal teams or replacement suppliers
- Handover of support documentation and operational artefacts
- Structured transition to minimise service disruption



"From start to finish the working relationship between Audacia's team and ours was productive from the iterative development approach, meaning we worked in shorter time frames but increased levels of communication to ensure all updates were reviewed quicker. Audacia's end platform delivered on all aspects."

Sarah Thorp, The National Institute of Health Research (NIHR)

NIHR | National Institute for Health and Care Research

About Audacia

We deliver technology solutions to provide better public services

Audacia partners with leading organisations to uncover opportunities for growth and innovation, delivering value-driven technology strategies and business critical software platforms. From AI systems to process life-saving drugs quicker for the UK's medical regulator, to digital platforms to manage funding allocation for the nation's largest funder of health and care research.

We have established a reputation as a critical technology partner with long-standing relationships. We support organisations at every stage of their digital journey - from consultancy, engineering and QA testing, to AI & machine learning, data engineering and cloud. Overall working together to deliver technology solutions that are focused on accessibility, security and performance.

100 People

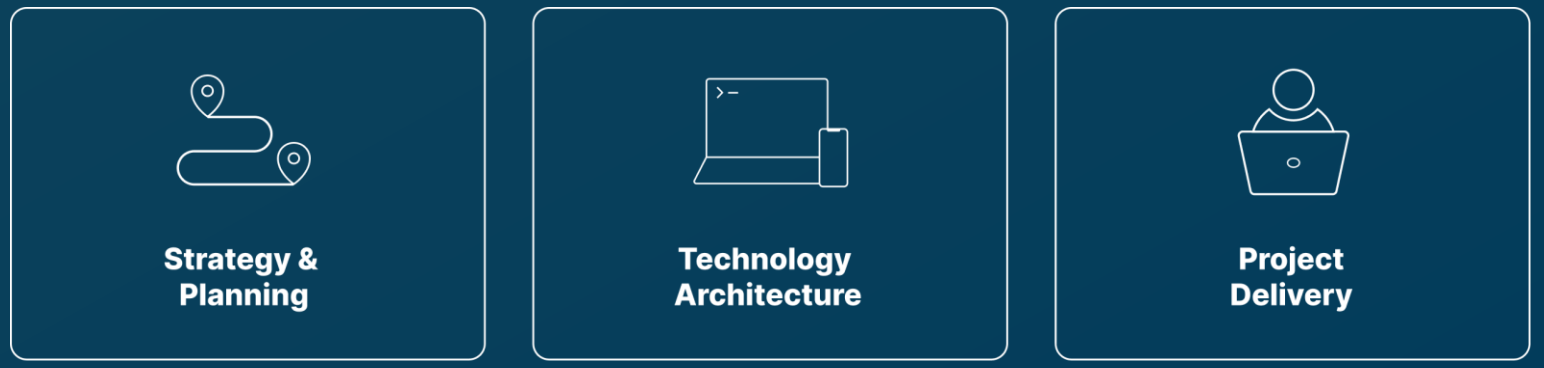
Award Winning

96% Outstanding Rating

Global Clients

UK Onshore Delivery

Delivering digital transformation



Software Engineering

Data Analytics

Artificial Intelligence

Cloud & DevOps

NORTHERN · SAINT-GOBAIN · NIHR · ENGIE · ADM · AESSEAL · Bellway · SMC · SCANIA · ROYAL PHARMACEUTICAL SOCIETY

Awards, Assurance & Accreditations

ISO 27001
ISO 9001
Cyber Essentials Plus
AWS Partner
ISTQB Gold Partner
Microsoft Solutions Partner – Data & AI
Microsoft Solutions Partner – Digital & App Innovation

"Best Place to Work" – UK IT Industry Awards 2025
Winner

"Services Company of the Year" – UK IT Industry Awards 2025
Highly Commended

"Consultancy of the Year" – British Data Awards 2024
Winner

How We Work

Underpinning our culture is a set of core values that we live by each day, from how we recruit, to how we work with each other and our clients.

Simplify

Remove unnecessary complexities, don't over-engineer solutions.

Single Team

Share the vision of your client and the wider Audacia team.

Transparency

Be open, honest and fair with clients, teams and with each other.

Own Outcomes

Be accountable, challenge and take initiative across working activities.

Curiosity

Continuously improve by challenging and asking questions.

Personal Excellence

Strive for technical excellence in everything that you do.

Our Social Value

Audacia has dedicated internal working groups that cover three core areas, together delivering our CSR initiatives.

Community Connection

Driving initiative and action of our social, environmental and economic impact.

Wellbeing

Supporting and improving employee holistic health covering mind, body and soul.

ED&I

Ensuring equity and representation to create a more inclusive place to work free from bias and prejudice.

Ahead Partnership

Helping young people to achieve their full potential, regardless of background.

TechTalent Charter

Contributing to greater inclusion and diversity in the technology sector.

Northern Powerhouse

Make the region's great cities, towns and communities a powerhouse of the UK economy.

audacia Academy

Providing opportunities for everyone to get into tech irrespective of background.

Our Work

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Medicines & Healthcare products Regulatory Agency

Using AI to improve efficiencies of medicines and medical device approval

Problem:

The British Pharmacopoeia (BP), managed by the MHRA, faced a steep increase in complex customer queries, with scientists manually reviewing thousands of emails referencing historical guidance and published standards. The single shared inbox made it difficult to locate past responses, resulting in long response times, inconsistent answers, and increasing workload pressures.

Solution:

Audacia partnered with MHRA to co-develop a secure, internal AI assistant using Azure OpenAI (GPT-4) with Retrieval-Augmented Generation. Trained on validated past queries and BP documentation, the tool delivers cited draft responses for staff review. Developed through close collaboration with BP teams, it reflects regulatory tone and ensures accuracy through a “human-in-the-loop” design.

Outcome:

- 80% of queries now resolved within 10 working days, 95% within 18
- Actively used in production with patterns explored for wider MHRA adoption across teams, departments and use cases
- Recognised internationally, with MHRA sharing the approach with regulators in Vietnam, Australia, Qatar and others

NIHR | National Institute for Health and Care Research

A modernised finance platform and AI transformation for clinical research funding and dissemination

Problem:

NIHR faced two major challenges: managing over £317m in health research funding across 15 regional networks using a legacy finance system, and a bottleneck in disseminating research alerts, limited to just 10 per month despite over 1,500 monthly publications.

Solution:

Audacia delivered a secure, WCAG-compliant finance platform enabling real-time budget tracking, audit trails, and accurate reporting to the DHSC. In parallel, we built an AI-powered summarisation system using GPT-4 Turbo and Retrieval-Augmented Generation (RAG) to automate research alert generation. The AI solution was co-developed with NIHR's editorial team and included workshops, prompt engineering, and performance evaluation via Arthur Bench.

Outcome:

The finance platform reduced submission time from minutes to seconds and improved data accuracy and traceability, supporting COVID-19 trials like RECOVERY. The AI system cut alert generation time by 35%, significantly increased volume, and upskilled NIHR staff in AI best practices, transforming research dissemination at scale.



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NHS
The Leeds Teaching Hospitals

Enhancing the efficiency and effectiveness of emergency physicians treating 1.5m patients every year

Problem:

Emergency physicians at one of the UK's largest NHS trusts face intense demand, with over 1.5 million patients treated annually. Leeds Teaching Hospitals sought to explore how AI could support clinical efficiency, accuracy, and decision-making within its emergency departments.

Solution:

Over a 6-day engagement, Audacia co-designed and delivered three AI proof-of-concepts in collaboration with clinicians:

- Active Learning: A tailored training platform aligned to the Royal College of Emergency Medicine curriculum, supporting continuous professional development.
- Risk & Guidelines: An AI tool delivering evidence-based clinical support to augment decision-making and improve consistency in high-pressure environments.
- Medical Scribe: A system to generate structured summaries of consultations, supporting safer, more efficient clinical workflows.

Outcome:

- Identified high-impact use cases for AI adoption in emergency medicine
- Delivered working PoCs to test feasibility and alignment with clinical workflows
- Laid the foundation for future AI innovation across frontline NHS services

“This ‘person in the loop’ approach ensures quality and consistency while still saving significant time for the team - query handling has already delivered measurable improvements. Response times have improved dramatically: 95% of queries are now answered within 18 working days, and 80% within just 10 days. This is a significant boost compared to previous performance, and the team is regularly exceeding their key performance indicators.

Work has now started to better understand the potential to roll out the tool to other teams managing external queries, such as the Customer Experience Centre (CEC)”

Phil Gillibrand, The Medicines and Healthcare products Regulatory Agency (MHRA)

Medicines &
Healthcare products
Regulatory Agency



Thank you.

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