

Cloud Support – Cloud Migration Road-mapping and Transition Planning Lot3

G-Cloud 15 (RM1557.15)

Service Definition - ArvatoConnect

Company overview

ArvatoConnect is 100% owned by Bertelsmann SE & Co. KGaA, the ultimate parent company of the Bertelsmann Group, a global, financially stable organisation. In 2024, Bertelsmann generated revenues of €18.7 billion and EBITDA of €3.2 billion, employing over 145,000 people worldwide. This provides ArvatoConnect with long-term stability, sustained investment and access to global expertise.

Within the UK public sector, ArvatoConnect is recognised for delivering high-quality, complex and compliance-led services across central and local government. We support organisations undertaking large-scale digital and cloud-enabled change, operating within regulated and high-assurance environments.

Our experience spans cloud transition programmes, ERP modernisation, data migration, integration and operational transformation. We combine structured governance, deep technical understanding and delivery assurance to support successful outcomes across complex, multi-supplier programmes.

Service Definition

Our Cloud Migration Road-mapping Cloud Support service provides structured planning and design support to help organisations define clear, achievable cloud transition pathways.

The service supports buyers during the early and preparatory phases of cloud hosting and cloud software programmes, covering discovery, requirements analysis, future-state design and migration planning. It enables organisations to understand their current landscape, define target cloud architectures and establish phased roadmaps that align technical activities with business outcomes.

The service includes structured planning across data, integration, testing and cutover readiness, supported by governance checkpoints, critical path analysis and risk management frameworks. It is designed to operate alongside buyer-owned or third-party cloud services, providing advisory and planning support without delivering or operating live systems.

Roadmaps can be developed for full platform migrations, phased transitions or incremental modernisation initiatives, providing buyers with evidence-based plans that support informed decision-making and controlled delivery.

Service Features

- Discovery and assessment of current systems, data and integrations
- Requirements analysis supporting cloud transition objectives
- Future-state cloud architecture and information design planning
- Structured migration road-mapping with phased milestones
- Dependency and sequencing analysis across migration activities
- Workstream planning for build, testing, data and cutover
- Programme planning with critical path analysis

- Data mapping, transformation and validation planning
- Testing strategy definition covering unit, SIT, UAT and regression
- Cutover readiness planning and rehearsal design

Service Benefits

- Provides clear, achievable cloud transition plans aligned to business goals
- Reduces migration risk through structured discovery and planning
- Improves delivery confidence with phased, dependency-aware roadmaps
- Enables informed decisions through future-state architecture clarity
- Reduces rework by identifying risks and constraints early
- Improves coordination across data, integration and testing activities
- Supports smoother transitions with defined cutover readiness plans
- Enhances stakeholder alignment through transparent planning outputs
- Improves programme governance with defined checkpoints and controls
- Increases migration success using proven lifecycle-based approaches

Service Mobilisation and Engagement

Engagements are initiated through an agreed call-off contract and defined scope. Mobilisation focuses on confirming objectives, governance arrangements, roles and responsibilities, reporting cadence and integration with buyer delivery teams.

The service supports agreed project phases or ongoing governance activities as required. No software deployment, platform onboarding or infrastructure configuration is included as part of this service.

Technical Requirements

Buyer requirements

- Secure access to system documentation, architectures and data models
- Access to buyer-approved planning, architecture or collaboration tools
- Named stakeholders for discovery, validation and decision-making

Delivery approach

- Delivered as a cloud support service, not a hosted platform
- Supports buyer-owned or third-party cloud hosting and software services
- No requirement for buyers to install or operate additional infrastructure

Integration and tooling

Lot 3 - G-Cloud 15 Service Definition

- Aligns with buyer-selected architecture, planning and reporting tools
- Supports standard documentation, modelling and dependency analysis formats
- Integrates with existing governance and assurance processes

Security and access

- Secure handling of architectural artefacts and planning documentation
- Role-based access aligned to buyer governance structures
- Compliance with buyer security and information management policies

Scalability and operation

- Suitable for single systems or large multi-platform migrations
- Scales to support enterprise-wide transformation programmes
- Can be delivered as discrete phases or ongoing planning support

Information security

ArvatoConnect delivers services in line with established security and assurance frameworks appropriate to public sector environments. We apply consistent security principles across all service delivery, regardless of client or sector.

Relevant certifications and accreditations include:

- ISO 9001:2015 – Quality Management
- ISO/IEC 27001:2022 – Information Security Management
- Cyber Essentials and Cyber Essentials Plus
- PCI DSS
- ISO/IEC 20000-1:2018 (client-specific)

Security controls are supported by regular audits, staff training, policy reviews, vulnerability management and incident management processes.

Business Continuity

ArvatoConnect maintains a Business Continuity Management System aligned to ISO 22301 and ISO/IEC 27001. This ensures continuity of service delivery in the event of disruption.

Key measures include:

- Documented business continuity and incident response plans
- Regular testing and review of continuity arrangements
- Cross-trained delivery teams and flexible resourcing

- Secure, cloud-based knowledge management and collaboration

Business continuity arrangements focus on maintaining delivery capability and communication with buyers during incidents, rather than continuity of buyer systems or platforms.

Service Pricing

The Skills for the Information Age (SFIA) Definitions and rate card will be used to determine the project cost based on its agreed scope. The SFIA Definitions and rate card document is available within the pricing document section.

Terms and Conditions

Terms and Conditions have been attached separately.

Further Information

For further information about this or any of our G-Cloud services, please contact us as follows:

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