

Nimble Approach

Specialist in people-centred
Public Sector Technology

G-Cloud 15 Services



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Turning digital investment into public value



Nimble Approach is a UK technology consultancy specialising in people-centred digital delivery for the public sector.

We help organisations move from investment to real-world impact faster, without compromising security, quality or governance.

We partner closely with public sector teams to design, build and operate services based on genuine user needs and clear service outcomes.

By embedding multidisciplinary teams alongside your people, we transfer skills, build confidence, and ensure services can be confidently owned, operated, and evolved over time.

Working in complex, high-security environments, we deliver end-to-end, cloud-native services across AWS, Azure and Google Cloud. Through automated delivery and infrastructure as code, we help you run secure, resilient and cost-effective services that meet government standards, turning complex, high-stakes investment into **digital services that deliver lasting public value.**



Department
for Education



HM Revenue
& Customs



Ministry
of Justice



Department
for Work &
Pensions



Home Office

Shorter **Time** to **Value**:

Our focus is on compressing the time between **your investment and unlocking value.**

We close the gap **between an idea and its first real-world interaction**, allowing you to get value into the hands of users as soon as possible, and iterate services based on evidence.

We bring this to life in delivery with our 3 shorter time to value pillars:

Pillar 1

Accelerated
by technology

Changing the way we work,
not the quality of what we do.

Pillar 2

Driven
by evidence

Delivering the right thing,
sooner, with confidence.

Pillar 3

Delivered
by experts

Senior specialists, flexible model,
and practical support that fits you.

Who are Nimble Approach

We are an award-winning Northern technology consultancy, helping the UK public sector move from investment to value faster.

2016

Founded

SC

Cleared

30+

Valued
Customers

3

Years Avg
Customer

Offices
Manchester,
Leeds &
Sheffield

120

Skilled People

Award

Winning

9.3

Customer
Satisfaction



Crown
Commercial
Service
Supplier



Discovery & Research for Cloud Services

(User, Data, Policy, Technical)



Digital & App Innovation
Azure



Data & AI
Azure



Google Cloud
Partner



PARTNER
Select Tier
Services

Discovery & Research

Nimble delivers action-oriented, GDS-aligned Discovery phases focused on defining the problem space and de-risking public investment. Following Treasury Green Book principles, we rigorously test assumptions to ensure any future solution is grounded in genuine user need and provides clear outcomes.

Through integrated user research, service design, and technical mapping, we provide the evidence base required for an informed decision point. Our multidisciplinary squads build capability and stakeholder buy-in, aligning your organisation behind a shared vision and supporting the long-term adoption of the service.



Features, Benefits

How we meet Public Sector needs



Evidence Led Problem Validation

Our multidisciplinary teams conduct high velocity research to validate the user need and problem statement. **This prevents investment in the wrong solutions, and de-risks transitioning to next steps such as Alpha.**

Inclusive Services For Everyone (WCAG 2.2 AA)

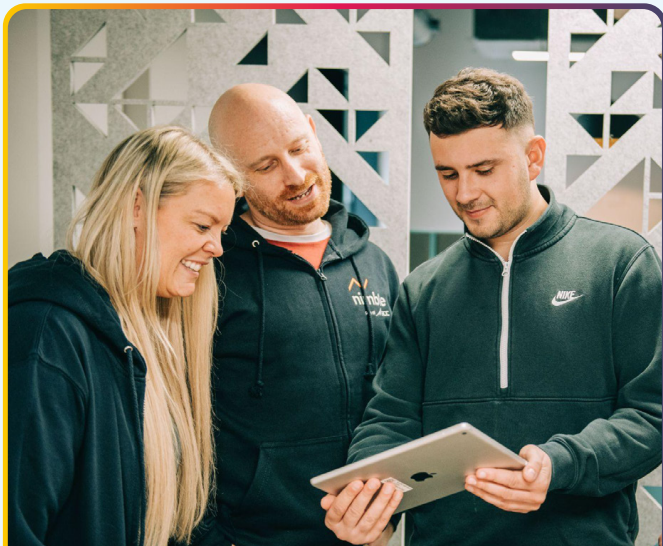
Our researchers embed accessibility and inclusivity from day one, engaging with users who have diverse digital skills and access needs. **By identifying exclusion risks early, we ensure your service actively closes the digital divide.**

Lean and Action Oriented Discovery

We build upon what has already been understood, never duplicating effort, and prioritising activity against Value Vs Impact. **The result is a rapid, action orientated Discovery, focused on value, risk reduction, and forward momentum.**

Features, Benefits

How we meet Public Sector needs



Capability Building (Research Mentoring)

We embed progressive handover by involving your internal staff throughout (shadowing, collaborative analysis, documented playbooks) and leaving a culture of user driven design. **This ensures knowledge and insights stays in the team beyond our departure.**

Data-Driven Assurance & Stakeholder Alignment

By turning complex research into clear, actionable insight we simplify upward governance and buy in. **This ensures decision makers are aligned behind a shared vision and confident in approving investment in future phases.**

Extraordinary People, Extraordinary Insights

By deploying squads that bridge the gap between digital and non digital teams, we ensure services solve a whole problem. **This people first approach ensures services are not only technically possible but organisationally sustainable and drive adoption.**

What we do

- **User Research & Needs Analysis:** Identifying deep-rooted user requirements across diverse groups to define problems, assumptions, risks, and opportunities.
- **Technical & Data Discovery:** Assessing legacy constraints and integration points early to define a feasible "path-to-live" and avoid technical debt.
- **Service Mapping & Prototyping:** Visualising end to end user journeys and testing low-fidelity prototypes to validate assumptions at low cost.
- **GDS Assessment Preparation:** Collating the evidence base required for successful Alpha and Beta Service Standard assessments.
- **Opportunity Prioritisation:** Using data-driven frameworks to rank service improvements by impact, effort, and commercial value.

How we do it

- **Multidisciplinary Squads:** Deploying Researchers, Designers, and Tech Leads together to ensure feasibility is considered from the first interview.
- **Inclusive Recruitment:** Engaging diverse user groups to ensure compliance with WCAG 2.2 and the Public Sector Equality Duty.
- **Robust Research Methodologies:** vision setting workshops, 1:1 research interviews, focus groups, surveys, guerilla research, AB testing.
- **Rapid Prototyping:** Using low-fidelity mocks to test assumptions early, reducing the risk of costly rework in later phases.
- **Continuous Knowledge Transfer:** Sharing findings through "show and tells" and open artifacts to maintain project momentum and alignment.

Onboarding & Offboarding Process

- **Rapid deployment** of security cleared teams, environment access, and immediate priority alignment.
- **Defining governance**, "Ways of Working," and success metrics to ensure project-wide cohesion.
- **High-velocity landscape review** and stakeholder mapping with lightweight documentation for instant shared understanding.
- **Validating the "path-to-live"** and security controls to enable safe, incremental deployment.
- **Continuous mentoring and upskilling** throughout the contract to ensure internal self-sufficiency.
- **Incremental transfer** of validated code and artifacts, avoiding "knowledge cliffs" through ongoing training.
- **Operational Assessment** conducted to ensure seamless supplier exit.

Tools we use

- **Workshops:** Miro, Figma, Mural, Lucid.
- **Research:** Google or MS Forms, Qualtrics, available AI tools.
- **Design:** Figma, Sketch, AI tools.
- **Planning:** Jira, Trello, Asana.
- **Documentation:** Confluence, Notion.

What's included, what's excluded?

- **Included:** All user, policy, technical, and data discovery activities.
- **Included:** Stakeholder engagement and insight synthesis.
- **Included:** Service mapping and tech stack/architecture mapping.
- **Included:** Validating outputs to feed into service blueprints.
- **Included:** Preparation for GDS Alpha assessment.
- **Included:** cloud license resale, hosting services and Managed Service
- **Excluded:** Recruitment of research participants (can be arranged separately through our recruitment partner).
- **Excluded:** Implementation of production systems or platforms.

Team profile

Head of Public Sector Delivery			
Engagement Lead		Delivery Manager	
AI Governance	AI Engineer	Product Manager	Business Analyst
User Researcher	Content Designer	Service Designer	Interaction Designer
Test Manager	Test Engineer	DevOps Engineer	Performance Analyst
Data Engineer	Data Scientist	Data Architect	Data Analyst
Finops Engineer	Solutions Architect	Full Stack Engineer	Technical Architect



Core roles
for this service



Wider Nimble
capability

Risks, Assumptions & Dependencies

- **Risk:** Limited access to users or stakeholders.
- **Risk:** Policy or legislative constraints block delivery.
- **Assumption:** Users can be recruited within the discovery time frame.
- **Assumption:** Users experience the problem as currently defined.
- **Assumption:** Current policy allows for service change or digitisation.
- **Dependency:** Access to representative users.
- **Dependency:** Engagement from policy and operational stakeholders.
- **Dependency:** Access to system documentation and environments.

Governance

Reports & Process Management	Project Management
Monthly Steering Committee meetings	Regular updates, meeting reports, checklists
Bi-weekly status reports	Risks assessment Cycle & RAID log
Weekly stand up calls & reports	Agreed project plan, planning and scope
Change Management & Prioritisation	Quality Assurance
Change control notice flow	Engagement Lead sign off & reviews
Stakeholder/user assessment interviews	Daily internal stand ups and progress reports
Resources and workflow support	Operating on ISO Accredited level

Why Nimble



Why Nimble

We deliver innovative digital solutions that compress the time between concept and citizen impact.

- **Multidisciplinary teams:** product, delivery, data, AI, BA, research, service design, architecture, test.
- **Outcomes over Outputs:** Delivering outcomes that count.
- **Complex and high-security environments:** cleared teams up to SC level.
- **Cloud-native,** modern engineering practices for scalable, secure services, reducing legacy debt and technical risk.
- **Government experts to meet your standards:** ISO and Cyber Essentials Plus accredited and aligned to GDS.
- **Capability building:** long-term service ownership and self sufficiency.
- **Cross-sector innovation:** solving government's complex problems with insight from private and third sectors.
- **Innovation:** Accelerated by technology to shorten the time between investment and value.



Names That Trust Nimble

From large-scale national infrastructure projects to targeted team enablement, we help organisations modernise, simplify, and optimise their technology to better serve the public.



Department
for Education



HM Revenue
& Customs



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of Justice



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for Work &
Pensions



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of Defence



Home Office



A Trusted Partner

Nimble Approach is a trusted partner across Microsoft Azure, Amazon Web Services (AWS), and Google Cloud.

Our teams include certified cloud architects, developers, data, and AI specialists, enabling us to design, build and operate services that align with platform best practice and public sector expectations.

We have delivered cloud migrations, platform modernisation, containerisation, serverless architectures, and FinOps capability development across these platforms.

Our partnerships ensure access to proven tooling, validated architectures, and ongoing platform support, giving buyers confidence that solutions are secure, operable and built for long-term sustainability.



Data & AI
Azure



Digital & App Innovation
Azure



PARTNER
Select Tier
Services



Google Cloud
Partner



Powered by the SCC Network

Nimble is an innovative, independent consultancy; yet we're proud to be backed by the SCC network, Europe's largest independent IT group.

With global reach and a people-first focus, Nimble and SCC are shaping the next era of digital excellence.



Our **Technology** Principles

Services, not software

Technology supports your vision, but it's our services that bring it to life.

Cloud first

Our cloud-first approach allows us to create fast, cost-effective and resilient platforms that grow with you.

Modern, not trendy

We choose modern solutions that are practical and sustainable. Our priority is technology that works for you.

Top to bottom, end to end

From interface to infrastructure, we deliver complete, bespoke solutions designed to meet your needs.

Focus on operability

We deliver software designed to solve your business problems through seamlessly integrated deployment, operation and improvement.

Designed to scale

We go beyond functional systems. We create robust solutions designed to scale with your future success.

Success Stories





Department
for Education

Their Challenge

The National Pupil Database (NPD) was a legacy service that provided extensive data for researchers and government. Researchers faced a cumbersome process via complex forms and Excel workbooks, which was error-prone and slow, leading to a backlog of applications.

The Impact

“ Nimble, by bringing in a range of talented and personable specialists, helped us deliver our 'Find & Explore National Pupil Database' metadata product – overcoming numerous challenges along the way. ”

Richard Machen
Service Owner, DfE

Upgrading Legacy Digital Services

Nimble's Solution

We delivered an improved platform from Alpha to Live that made the application process quicker, more transparent, secure and robust. The improvements reduced the burden on DfE staff for extracting data and approving requests. All while being highly scalable in both data and tech.

We integrated with the DfE team onsite, providing specialists in User-Centred Design, Research and Digital Engineering to ensure we:

- Created a self-service system that allows the NPD team to focus on complex requests, enhancing the dataset's quality.
- Made significant code improvements to make the service faster and more efficient.
- Integrated security best practice and upskilled the in-house team.
- Utilised the GDS lifecycle to deliver the improved system and service in a short timeframe.
- Trained the DfE Product Owner for sustainability and continuous service improvement.



Service Development | Product Improvement | Team Augmentation | User-Centered Design | GDS | Back-End Development | Training | Technical Consultancy

Public
Sector



Department
for Education

Their Challenge

The DfE faced issues with legacy services that were difficult to maintain, particularly with the "Apply to Become an Academy" service. The complexity and speed of the service were inadequate, and the underlying systems lacked sufficient testing, resulting in a product that failed to meet user needs.

The Impact

Faster Release Cycles:
Reduced from weeks to days.

Bug Reduction:
Cut bugs by 75%.

Improved User Experience:
Reduced user journey time by an hour and minimized service issues.

Elevating Testing Capabilities for the DfE

Nimble's Solution

To address the challenges faced by the Department for Education, Nimble Approach created a tailored and transformative testing strategy.

By embedding our expertise in both functional and non-functional testing, we ensured that the DfE's digital services were not only reliable but also aligned with modern standards of accessibility and security.

- **Comprehensive Testing Overhaul:** Introduced a dynamic testing framework and integrated dedicated testing professionals.
- **Workshops and Training:** Conducted workshops on testing fundamentals and introduced a new testing strategy for functional, automated, and manual testing.
- **Enhanced Tools:** Implemented Cypress for regression tests and SonarCloud for static code analysis, improving code quality and accessibility compliance.
- **Security Measures:** Added Zed Attack Proxy security scanning to CI/CD pipelines for proactive security checks.



Testing Strategy & Implementation | Automated & Manual Testing | Agile Coaching & Workshops | Team Augmentation | Security & Accessibility | Technical Consultancy

Public
Sector



Revolutionising Asda's Data Ecosystem

Their Challenge

Asda's new owners wanted to rapidly enhance their data capabilities, ensure agility, and unlock value for customers through personalisation in a highly competitive market. A new function aimed to use data to improve customer insights, Asda Rewards, and retail media but faced challenges in execution, technology, and ways of working.

Results

33x faster table sampling

From 4 minutes to 7 seconds.

97% faster basket table runs

From 2 days down to 1.5 hours.

65% reduced cloud data size

Resulting in significant cost savings.

Nimble's Solution

Nimble Approach provided a dual approach of Agile Coaching and Data Engineering expertise to drive growth and transformation within Asda's team.

Data Engineering Excellence:

- Accelerated business intelligence capabilities and optimised data architecture.
- Reduced cloud data size and processing requirements, with significant cost savings.
- Integrated ML and AI for predictive analytics and automated decision-making.
- Established engineering best practices, ensuring future-proofed and scalable solutions.

Agile Coaching & Ways of Working:

- Embedded Agile methodologies to increase team efficiency and productivity.
- Enabled Asda's data squads to deliver at pace with improved prioritisation and CI/CD adoption.
- Improved collaboration across teams, mentoring junior members to upskill.
- Rolled out ML Ops Operating Model to support scalable AI adoption.

“ Your hands-on focus on engineering best practice alongside the product development itself is exactly the support I needed. ”

Jonty Haberfield, Head of Data Engineering at Asda



Services: Data Engineering | Agile Coaching | Business Analysts | Testing | Upskilling

Technology: Python | Databricks | Pyspark | Azure | Azure Data Factory | SQL | AI/ML

[Full case study](#)

Retail

MyTutor

Their Challenge

With sudden and rapid increase in demand the platform became unstable and impacted the user experience.

This growth put new demands on the platform, which also created the need to make big service and platform improvements to keep up with changing demands.

Results

Issues down from 50% to <1%
Huge drop in video & audio issues.

£160,000 less per year
Cloud cost savings per year.

Improved user experience
Significantly improved user experience and feedback.

Transforming A Growing Learning Platform

Nimble's Solution

Not only did Nimble help MyTutor stabilise and improve the platform, we worked hard to understand their wider business goals to add value above and beyond the scope of the project. The result was that we worked with MyTutor on several projects to improve their business.

- Stabilise the existing platform with the DevOps team.
- Improve the Lesson Space, because several bugs and performance issues were resulting in complaints and low exit survey scores.
- Improve the Lesson Space deployment process, so they can now release and learn from fixes multiple times a day rather than every two weeks.
- Platform improvements, reducing failure rate, upgrading, and optimising.
- Platform Optimisation, reducing cloud spend by £160,000 a year

“ It looks fantastic and much better set up for scale than anything we've had before. You've done an awesome job and it's given me so much energy to see such a new team work so well together. ”

James Burton, Head of Strategic Projects at MyTutor



Platform Development | DevOps | Cloud | Discovery | Testing | Upskilling

EdTech

Their Challenge

Infinigate, a global cybersecurity and IT solutions distributor, struggled to make critical business decisions due to inconsistent and unreliable data. Rapid growth through mergers and acquisitions left them with fragmented systems across different businesses, each operating their own CRM and data platforms.

The Impact

Faster, Reliable Reporting

A single reconciled data source reduced confusion and improved trust in reports.

Efficiency Gains

DevOps process improvements cut deployment time from 2 hours to 10 minutes.

Scalable Data Infrastructure

A future-proofed platform to support ongoing growth and innovation.

Shift to Data-Driven Decisions

Processes embedded to enable informed decision-making across the organisation.

Their barriers to growth included:

- No single, trusted view of business performance across regions. Often with multiple versions.
- Slow and inconsistent reporting processes hindering strategic decision-making.
- A good, but small internal team struggling with data reconciliation and embedding best practices.

To unlock the full potential of their data, Infinigate needed a streamlined reporting system and a culture shift toward data-driven decision-making.

Nimble's Solution

We collaborated with Infinigate to unify their data landscape, enhance reporting, and enable confident decision-making. We started with really understanding their business goals. Focusing on:

- **Data Reconciliation & Standardisation** – Conducted a maturity assessment, reconciled fragmented data sources, and established a robust control framework.
- **Scalable Data Platform** – Standardised DevOps processes, reduced deployment times from hours to minutes, trained their teams and improved platform maintainability.
- **Actionable Reporting** – Designed and built executive, management, and sales dashboards tailored for different business levels. With all reports accessible from one clear access point.

Unlike traditional consultancies, we didn't just deliver reports - we transformed Infinigate's entire approach to data. By embedding best practices and coaching internal teams, we ensured long-term sustainability, empowering them to make confident, informed decisions beyond the project's completion.



Nimble could be relied upon to represent the Department well in all dealings with our users, and using their vast experience in Agile delivery was instrumental in helping us iterate our product to meet our users needs. They have been a highly professional and flexible bunch throughout.

Richard Machen, Product Manager
Department for Education



Department
for Education

Social value aligned with **Public Sector missions**



Economic Growth

Nimble drives local prosperity by prioritising Northern-based permanent hiring, guaranteeing fair wages and comprehensive leave policies, and investing £2,000 annually per employee for continuous professional development.



Clean Energy Superpower

We reduce our environmental footprint through remote-first working to slash travel emissions and the adoption of "Green Coding" practices to optimise AI and digital efficiency.



Take Back Our Streets

Committed to safety and advocacy, we implement robust safeguarding processes and awareness training specifically focused on addressing the risks of domestic abuse.



Break Down Barriers to Opportunity

As an explicitly neurodiverse-welcoming employer, we champion inclusivity through flexible working, dedicated "Keep in Touch" days for returners, and active outreach via Manchester Digital to inspire the next generation of tech talent.



NHS Fit for the Future

We prioritise workforce resilience by assigning Mental Health First Aiders to every contract and delivering comprehensive health and wellbeing support to ensure our teams are physically and mentally equipped to succeed.

Let's Talk

Partner with us to solve your tech challenges and create lasting value.

Get in touch at
info@nimbleapproach.com or
reach out to our Public Sector leads.

 /nimble-

nimbleapproach.com



Nina Midgley

Head of Public Sector

linkedin.com/in/ninamdj/

nina.midgley@nimbleapproach.com



Russ Fear

Public Sector Head of Delivery

linkedin.com/in/rfear/

russ.fear@nimbleapproach.com

Thanks

