

# 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



# Cloud Application Development



Digital & App Innovation  
Azure



Data & AI  
Azure



Google Cloud  
Partner



**PARTNER**  
Select Tier  
Services

# Cloud Application Development

Nimble Approach provide full stack development, and multidisciplinary squads, to design, build, and operate secure, accessible cloud applications.

We deliver public sector clients rapid impact, long-term operational stability, and total sovereign control over digital assets. By validating the "path-to-live" during mobilisation, we bypass common developmental delays and achieve a shorter time to value for our clients.

Our approach integrates NCSC-aligned engineering with FinOps optimisation and robust governance, delivering modern scalable services that stand the test of time.



## Features, Benefits

# How we meet Public Sector needs



## Accelerated Value through Delivery Readiness

We establish a validated "path-to-live" during mobilisation, using rapid prototyping and change management to bypass bottlenecks.

Enabling incremental delivery, reducing risk and facilitating a shorter time to unlocking value.

## User Centred Experts

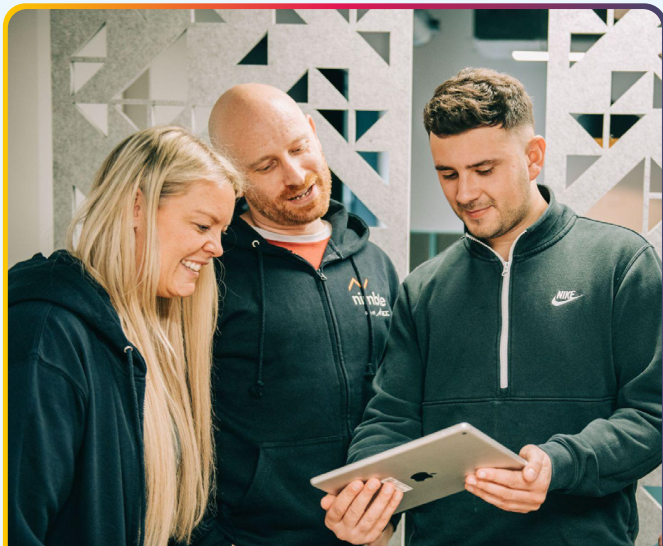
Our experts bake Industry standards such as Government Service and WCAG 2.2 AA into every build, generating the rich, user driven evidence required for sustainable services and successful Service Assessments. This ensures inclusive, sustainable, compliant services that avoid the costs of late-stage rework, low adoption or post assessment remediation.

## Sustained Operability & Security

Building with the "Live" phase in mind, we use NCSC-aligned engineering to ensure services are secure, scalable, and easy to monitor. FinOps-led optimisation keeps cloud costs low as services scale. The benefit is a resilient, secure digital estate that protects citizen data while significantly reducing long-term operational costs.

## Features, Benefits

# How we meet Public Sector needs



## Progressive Handover & Capability Building

We eliminate supplier lock-in through incremental knowledge transfer, using agile approaches such as pair programming and communities of practice to upskill your teams. **By continuously handing over code and documentation, we ensure your teams are capable and ready for long-term ownership.**

## Transparent Governance & Assurance

Our delivery is underpinned by robust governance, including bi-weekly reporting and active RAID management to provide total transparency. **This gives you granular control over expenditure, and seamless alignment with internal governance and decision making.**

## Flexible, Multidisciplinary Squads

We deploy core agile squads that integrate seamlessly with your teams, offering instant access to wider specialisms such as AI Governance, FinOps, and Performance Analysis. **This allows us to pivot as requirements evolve, deftly adapting to the fast, ever changing nature of government delivery and moving priorities.**

## What we do

- **Full-stack application development:** Deliver secure, scalable front-end and back-end solutions, including APIs and integrations.
- **Cloud-native application delivery:** Build applications designed for cloud environments, operability and continuous improvement.
- **Quality, accessibility and live service support:** Embed testing, accessibility compliance and support applications through live operation and evolution.
- **User-centred service design and delivery:** Design and build cloud applications aligned to GDS standards, accessibility requirements and user needs. Preparation, delivery and debrief from Government Service Assessments.

## How we do it

- **User and outcome led delivery:** Work from real user needs and service outcomes, aligned to GDS principles and accessibility standards.
- **Service Design Thinking:** Organise work around services and products, not projects, enabling joined up services and optimised user experience.
- **Modern engineering practices:** experts in front-end, back-end and API engineering with testing, security and quality built in.
- **DevOps-enabled delivery:** Embed collaboration, automation and operability across build, release and live service.
- **Iterative and risk-managed approach:** Deliver incrementally, validate early, and adapt based on feedback and evidence.

## 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

- **Cloud Platforms:** AWS, Microsoft Azure, Google Cloud
- **Front-End Technologies:** React, Next.js, TypeScript, modern CSS frameworks
- **Back-End Technologies:** Node.js, .NET, Python, Java
- **Mobile Development:** iOS (Swift), Android (Kotlin), React Native, Flutter
- **APIs & Integration:** REST, GraphQL, event-driven and message-based integration
- **Data Stores:** PostgreSQL, SQL Server, NoSQL databases
- **Testing & Quality:** Jest, Playwright, Cypress, automated accessibility testing
- **DevOps & Delivery:** CI/CD pipelines, Infrastructure as Code, container platforms

## What's included, what's excluded?

- **Included:** User-centred service and application design aligned to GDS and accessibility standards.
- **Included:** Front-end, back-end, mobile, and full-stack application development.
- **Included:** Automated testing, quality assurance and accessibility checks.
- **Included:** Documentation and knowledge transfer for live service transition.
- **Included:** Cloud license resale, hosting services and Managed Service.

## 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 | Software Developer | Technical Architect  |



Core roles  
for this service



Wider Nimble  
capability

## Risks, Assumptions & Dependencies

- **Risk:** Legacy constraints or technical debt may limit delivery speed or solution options.
- **Risk:** External system or supplier dependencies may affect integration timelines.
- **Assumption:** Timely access to stakeholders, users and environments is available.
- **Assumption:** Licenses and access to any third party tools or software is available.
- **Assumption:** Incremental delivery is preferred and facilitated over big-bang releases.
- **Dependency:** Availability of hosting platforms, identity and integration services.
- **Dependency:** Client governance and assurance processes may influence delivery cadence.

## 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



Ministry  
of Justice



Department  
for Work &  
Pensions



Ministry  
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](mailto:info@nimbleapproach.com) or  
reach out to our Public Sector leads.

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**Thanks**

