



Cloud Migration & Platform Engineering

ESTABLISHED

2016

REFERRALS

100
%

WORD OF
MOUTH

SECTOR
EXPERIENCE

200+

YEARS
COMBINED

CERTIFIED

CE+

CYBER ESSENTIALS



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PART A SERVICE-SPECIFIC INFORMATION

A1 SERVICE SUMMARY

Service Name

Cloud Migration & Platform Engineering

Service Description

We migrate government services to the cloud without the downtime, data loss, or cost overruns that plague public sector IT projects. When GOV.UK Platform as a Service announced its shutdown, CCS had 12+ critical services to migrate to AWS - with zero tolerance for service disruption. We delivered zero-downtime migration across their entire portfolio. Cloud migration in government isn't just technical - it's navigating security accreditation, spending controls, and legacy dependencies that commercial consultancies don't understand.

From Parliament's Azure architecture assessment covering 439 applications and 72 BizTalk orchestrations, to CCS's GCA Intranet migration meeting the April 2026 mandatory deadline, we deliver migrations that work within government constraints.

Our platform engineers understand both the technical complexity and the assurance requirements. AWS, Azure, and hybrid architectures. Infrastructure as Code with Terraform. CI/CD pipelines that meet government security standards. When your PaaS provider announces end-of-life and your spending control submission is due next week, you need a partner who can move fast without breaking things.

G-Cloud Classification

CATEGORY	DETAIL
G-Cloud Lot	Lot 3: Cloud Support
Service Category	Cloud Migration (F-200-000-000)
Framework Reference	RM1557.15

Scope Boundaries

This service includes:

This service includes:

Migration Assessment & Strategy: Current state analysis, application portfolio assessment, migration approach design (lift-and-shift, re-platforming, re-architecting), risk assessment, business case development, spending control support

Cloud Architecture: Target architecture design, AWS/Azure/GCP platform selection, hybrid and multi-cloud strategies, infrastructure sizing, security architecture, network design, disaster recovery planning

Migration Execution: Application migration, data migration, database migration, zero-downtime cutover planning, rollback procedures, performance testing, security testing

Platform Engineering: Infrastructure as Code (Terraform, CloudFormation, ARM), CI/CD pipeline design, containerisation (Docker, Kubernetes), serverless architecture,

API management Ongoing Operations: Cloud operations support, cost optimisation, performance monitoring, security posture management, incident response Legacy Decommissioning: Source system shutdown planning, data archival, licence management, supplier exit coordination

This service does not include bespoke software development, ongoing managed service operations, or 24/7 production support unless explicitly agreed in the call-off contract.

A2 FEATURES

Key capabilities that differentiate this service:

Zero-Downtime Migration Government services can't go offline. CCS GOV.UK PaaS migration: 12+ services migrated to AWS with zero service disruption. Blue-green deployments, traffic shifting, rollback capability. We plan for everything that can go wrong - and test it before cutover.	GOV.UK PaaS Exit Expertise When GDS announced PaaS shutdown, government organisations scrambled for alternatives. We've delivered multiple PaaS exit programmes - understanding the specific challenges of PaaS application architecture, Cloud Foundry dependencies, and AWS/Azure target platforms. Proven playbooks, not learning on your estate.	Government Security Architecture Cloud architecture that passes security accreditation. NCSC Cloud Security Principles, IL2/IL3 compliance, data sovereignty requirements. We design for security from the start - network segmentation, encryption, access controls, logging - not as an afterthought that delays go-live.
Infrastructure as Code Repeatable, auditable infrastructure deployment. Terraform, CloudFormation, ARM templates. CCS IaC Test Automation: Terraform testing framework deployed across AWS and Azure. Infrastructure that can be rebuilt, version-controlled, and security-scanned automatically.	Legacy Application Understanding Not everything is cloud-native. Parliament Data Platform Discovery: 72 BizTalk orchestrations assessed for migration. We understand legacy integration patterns, database dependencies, and the technical debt that makes migration complex. Realistic assessment, not vendor optimism.	Spending Control Navigation Cloud migration requires spending control approval. We prepare business cases that Cabinet Office approves - cost projections, security assurance, delivery confidence. Understanding the approval process means programmes start on time, not stuck in governance.

A3

BENEFITS

12+
EFFICIENCY

CCS GOV.UK PaaS to AWS migration - 12+ services migrated with zero downtime. Critical government services maintained throughout transition.

439
SAVINGS

UK Parliament Technology Architecture assessment - 439 applications audited for cloud readiness, dependency mapping, migration pathway recommendations.

ZERO
SATISFACTION

Zero service disruption across cloud migration programmes. Blue-green deployments, careful cutover planning, tested rollback procedures.

A4

PLATFORM EXPERTISE

PLATFORM	EXPERTISE LEVEL	EXPERIENCE
AWS	Expert	CCS GOV.UK PaaS migration to AWS, CCS Infrastructure as Code (AWS), CCS CAS Optimisation. Production migrations, security-hardened configurations, Terraform automation.

Azure	Expert	Parliament Technology Architecture (Azure assessment), CCS IaC Test Automation (Azure), GCA Intranet migration. Microsoft 365 integration, Azure AD, SharePoint Online.
Terraform / IaC	Expert	CCS Infrastructure as Code Test Automation CCS Product Pipeline Metrics . Terraform testing frameworks, DORA metrics, security-hardened modules.
A5	CASE STUDY	

CLIENT SUCCESS

Crown Commercial Service

Challenge: GDS announced GOV.UK Platform as a Service shutdown. CCS had 12+ critical services running on PaaS with mandatory migration deadline. Zero tolerance for service disruption - these services support billions in government procurement.

Solution: Multi-CCN migration programme over 11 months. Application-by-application migration to AWS. Zero-downtime cutover using blue-green deployments. Comprehensive testing at each stage. Security re-accreditation for new environment.

Outcome: 12+ services successfully migrated to AWS. Zero service downtime throughout migration. Security accreditation maintained. Platform now sustainable beyond PaaS shutdown deadline.

CLIENT SUCCESS

Crown Commercial Service

Challenge: GCA Intranet required migration from legacy platform to modern SharePoint/WordPress architecture. April 2026 mandatory deadline. Complex content migration, user adoption challenges, integration with existing systems.

Solution: migration programme. WordPress and SharePoint Online architecture. Content migration and restructuring. User training and adoption support. Integration with Microsoft 365 ecosystem.

Outcome: Migration on track for April 2026 deadline. Modern, maintainable platform deployed. User adoption programme delivered. Legacy platform decommissioning planned.

CLIENT SUCCESS

UK Parliament

Challenge: Parliament needed comprehensive understanding of technology estate before major modernisation programme. 439 applications across multiple platforms, unclear dependencies, varied cloud readiness. Required Master Roadmap for 3-year transformation.

Solution: Technology Architecture & Capability Discovery. 439 applications audited. Dependency mapping. Cloud readiness assessment. Master Roadmap development for technology modernisation programme.

Outcome: Complete technology landscape documented. 439 applications assessed with migration pathways. Master Roadmap approved. Foundation for Technology Modernisation Pre-Programme - 3-year transformation now underway.

PART B COMPANY-WIDE STANDARDS

B1 ABOUT BETTERGOV

Better Group Limited trading as BetterGov is a specialist consultancy supporting UK public sector digital transformation since 2016.

“
We build capability, not dependency
”

— BetterGov

BetterGov works alongside internal teams to build capability and reduce dependency, ensuring services can be sustained after engagement completion. We measure success by what organisations can do independently, not by how long they need us.

How our values inform our delivery



Why BetterGov?

- **Public Sector Specialists** Deep expertise in Local and Central Government
- **100% UK-Based** All delivery staff UK-based with security clearances
- **Outcome-Focused** Success measured by results, not activities
- **Standards Aligned** GDS, DSS, DSSW, Technology Code of Practice

Our Services

- Digital Transformation
- Cloud Services
- Programme & Project Management
- Systems Implementation

- Technology Consulting
- Capability Building
- Service Design
- User Research

B2

DELIVERY
APPROACH

■ Operating Model

■ Delivery Mode

- Agile delivery (Scrum/Kanban)
- PRINCE2 Project Management
- ITIL-aligned service management
- Transparent milestone tracking

- Remote-first with secure tools
- On-site for critical workshops
- Hybrid as required

Risk Management

We actively identify common failure modes in cloud support engagements - unclear scope, data access delays, dependency risk, stakeholder availability - and address them through early scoping checkpoints and formal risk ownership. Problems are surfaced early, not discovered late.

Tooling & Frameworks

CATEGORY	DETAILS
Project Management	Azure DevOps, Jira, Confluence, Our own tools
Collaboration	Microsoft Teams, SharePoint, Miro, Power BI, Our own tools
Methodologies	Agile, PRINCE2, ITIL

Security clearances: BPSS standard on all staff. SC and DV available on request. Associates and subcontractors are vetted to the same security and quality standards as permanent staff.

B3 SERVICE MANAGEMENT

Every engagement has a dedicated Engagement Lead and Director oversight.

■ Governance

- Clear roles and accountability
- Proactive risk management
- Formal change control

■ Reporting

- Weekly/fortnightly status
- Governance meetings
- Lessons learned reviews

We maintain a live risk register with named owners. Escalation triggers are defined at engagement start, not discovered during crisis.

Escalation Matrix

LEVEL	OWNER	RESPONSE
First	Project Manager	Resolve within agreed timelines
Second	Account Director	Intervention within 24 hours
Executive	Director	Immediate action on critical issues

B4 SECURITY & COMPLIANCE

CE+ CYBER ESSENTIALS	ICO REGISTERED	ISO 9001/27001 Aligned	UK DATA CENTRES
■ Data Residency All customer data stored exclusively in UK-based data centres.		■ UK GDPR Full compliance with technical and organisational measures.	
B5	AI & AUTOMATION		

AI and automation are used only to support analysis and operational efficiency. All decisions, recommendations, and outputs are reviewed and owned by named consultants. There are no autonomous actions.

**Intelligent Analytics**

AI-powered dashboards support insight generation - human analysts interpret and validate findings

**Process Automation**

RPA reduces manual effort by up to 60% - all automation is auditable and reversible

**AI Strategy**

Advisory services for responsible AI adoption aligned with government frameworks - governance first, capability second

Our AI Principles

AI is optional - never required for service delivery

Human-led decision making on all outputs

Governance and explainability before deployment

No autonomous actions without explicit approval

B6**SERVICE LEVELS****■ Response Targets**

SERVICE	TARGET
Enquiry	4 working hours
Proposal	5 working days
Mobilisation	10 working days
Critical escalation	4 hours

Maximum quarterly credit cap: 15% of fees.

Service levels are monitored by the Engagement Lead and reviewed as part of regular governance, with trends and corrective actions shared transparently. We track what matters, not what's easy to measure.

■ Service Credits

PRIORITY	RESPONSE	CREDIT
P1 Critical	4 hours	5%
P2 High	8 hours	3%
P3 Medium	24 hours	2%
P4 Low	48 hours	1%

Support Tiers

TIER	AVAILABILITY	INCLUDES
Standard	Mon-Fri 09:00-17:30	Email, phone support
Extended	Mon-Fri 07:00-21:00	+ Priority escalation
24/7	24 hours, 7 days	+ Critical incident response

B7**ONBOARDING & EXIT****■ Mobilisation**

- Kick-off and scoping
- Access provisioning
- Risk and compliance checks
- Team familiarisation

■ Exit & Handover

- Deliverable sign-off
- Knowledge transfer
- Data export
- Deletion confirmation

Exit planning begins at engagement start. Knowledge transfer is structured to avoid single points of failure. Default retention: 90 days post-closure for audit purposes, then secure deletion. Trial service available: one-day consultancy sessions for prospective customers to evaluate our approach before commitment.

B8**CUSTOMER RESPONSIBILITIES**

- Timely system and data access
- Documentation and approvals
- Data ownership, GDPR, and IP (Customer retains ownership of all deliverables unless otherwise agreed)

- Named decision-maker
- Prompt query responses
- Third-party coordination

B9**TECHNICAL
REQUIREMENTS**■ **Prerequisites**

- Stable internet connection
- Modern browser (Chrome, Edge, Firefox)
- MFA capability

■ **Constraints**

- Third-party dependencies
- Scheduled maintenance windows
- Bandwidth for large data transfers

B10**TRAINING & KNOWLEDGE
TRANSFER**■ **Included**

- Onboarding sessions
- User documentation
- Handover knowledge transfer

■ **Optional Add-Ons**

- Advanced workshops
- Change management support
- Continuous learning programmes

B11**SOCIAL
VALUE****Our Commitments**

- **Net Zero 2035** Carbon reduction plan aligned with government targets
- **Living Wage** Accredited Real Living Wage employer
- **TOMs Framework** Social value measured and reported transparently
- **SME/VCSE Priority** Local and diverse supply chain engagement

B12**REPORTING & KPIS**■ **Monthly**

- Milestone progress
- Risk and issue status
- Resource utilisation

■ **Quarterly**

- Project health assessment
- Benefits realisation
- Lessons learned

Reporting outputs are designed to support internal governance, audit, and assurance requirements. Reports can be shared directly with finance, procurement, and oversight teams without modification.

B13**PRICING****Time & Materials**

SFIA-aligned day rates

Fixed Price

Milestone-based payments

Outcome-Based

Performance-linked fees

Detailed SFIA rate card provided as separate PPG upload.

B14**ORDERING & INVOICING**

Orders placed via Public Procurement Gateway (PPG) using Contract Award Service.

TERM	DETAIL
Billing	Monthly in arrears or milestone-based
Payment Terms	30 days (Public Sector Payment Policy)
Payment Method	BACS transfer

All invoices include detailed breakdowns by deliverable and resource, suitable for finance review and audit trail requirements.

B15 BUSINESS CONTINUITY

MEASURE	TARGET
Recovery Point Objective (RPO)	Up to 24 hours
Recovery Time Objective (RTO)	24-48 hours for critical services
DR Testing	Annual minimum (ISO 22301 aligned)

B16 DATA PROTECTION

Full compliance with UK GDPR and Data Protection Act 2018.

■ Technical Controls

- Encryption in transit and at rest
- Access controls and audit logs
- Regular security assessments

■ Governance

- Designated Data Protection Officer
- ICO registration maintained
- Breach notification procedures

B17

ACCESSIBILITY

WCAG 2.1 AA
Fully compliant

WCAG 2.2
Patterns adopted in all new deliverables

Formats
HTML, PDF, large print, Easy Read

B18

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Digitally Driven, Socially Empowered

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