



Enterprise Architecture & Technology Strategy

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

Enterprise Architecture & Technology Strategy

Service Description

We help government organisations see their technology estate clearly and plan its future strategically. Not the abstract architecture frameworks that consultancies love to sell, but practical technology strategy that drives investment decisions and rationalisation opportunities.

When UK Parliament needed to understand 439 applications before a major modernisation programme, we delivered the Technology Architecture & Capability Discovery that created their Master Roadmap. When Redbridge needed to rationalise their application portfolio, we applied TIME framework methodology to identify 30% reduction opportunities across 264 applications.

When Parliament needed to position D365, Power Platform, and ServiceNow for their estates, we delivered the strategic assessments that informed platform investment decisions. Our enterprise architecture work is grounded in implementation reality. We've configured and deployed the platforms we assess - D365, Power Platform, ServiceNow, SharePoint. Strategy recommendations informed by what actually works, not vendor promises. From BIM ambition assessments for Parliament's Restoration & Renewal programme to ISO 19650 compliance, we bridge strategic vision and practical delivery.

G-Cloud Classification

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

Scope Boundaries

This service includes:

Enterprise Architecture: Current state architecture documentation, target state design, roadmap development, architecture governance, standards definition, pattern libraries

Application Portfolio Management: Application inventory, rationalisation assessment (TIME/PACE frameworks), total cost of ownership analysis, sunset planning, consolidation roadmaps

Technology Strategy: Platform evaluation, build vs buy assessment, technology selection, investment prioritisation, vendor strategy, emerging technology assessment

Platform Positioning: D365/Power Platform strategy, ServiceNow positioning, SharePoint/M365 optimisation, platform investment roadmaps, integration architecture

Specialist Assessment: BIM/digital twin strategy, point cloud data management, estates technology, construction technology strategy

Standards & Compliance: ISO 19650 (BIM), TOGAF alignment, government technology standards, security architecture compliance

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:

Large-Scale Application Audit

UK Parliament Technology Architecture: 439 applications audited. Complete technology landscape documented - platforms, integrations, dependencies, costs. Foundation for evidence-based technology investment decisions.

Application Rationalisation

LB Redbridge: 264 applications assessed using TIME framework. 30% reduction opportunities identified. Clear rationalisation roadmap with cost savings and risk reduction. Practical portfolio management, not theoretical frameworks.

Platform Investment Strategy

Parliament D365 & Power Platform Positioning: 50+ page strategic assessment across 13 themes. ServiceNow Positioning: -800K investment roadmap. Evidence-based platform recommendations that inform spending decisions.

BIM & Digital Twin

Parliament BIM Ambition for Restoration & Renewal: ISO 19650 standards assessment. TruView Discovery: 35TB+ point cloud data strategy. Estates technology strategy for one of the most complex heritage sites in the UK.

Implementation-Informed Strategy

Our strategists have implemented the platforms they assess. VCA VISTA/LegStat: Power Apps Canvas/Dataverse implementation. Strategy recommendations grounded in delivery experience, not vendor briefings.

Government Technology Context

Understanding government technology constraints - security classification, spending controls, GDS standards, accessibility requirements. Technology strategy that works within government reality.

A3

BENEFITS

EFFICIENCY

UK Parliament Technology Architecture Discovery - complete application landscape documented, dependencies mapped, Master Roadmap created.

35TB+
SAVINGS

Parliament TruView Discovery - strategy for managing 35TB+ of point cloud data for heritage estate management and Restoration & Renewal.

30%
SATISFACTION

LB Redbridge application rationalisation - TIME framework analysis identifying 30% portfolio reduction opportunities across 264 applications.

A4

PLATFORM EXPERTISE

PLATFORM	EXPERTISE LEVEL	EXPERIENCE
Microsoft Power Platform	Expert	Parliament D365/Power Platform strategy, VCA VISTA/LegStat (Power Apps Canvas, Dataverse), Parliament Citizen Developer Service . Strategic assessment and implementation.

ServiceNow	Expert	Parliament ServiceNow Positioning Paper - -800K investment roadmap. ITSM, service portal, workflow automation strategy.
Enterprise Architecture Tools	Expert	TOGAF-aligned architecture practice, TIME/PACE frameworks, application portfolio management. 439 apps (Parliament), 264 apps (Redbridge) - large-scale architecture assessment.
A5	CASE STUDY	

CLIENT SUCCESS

UK Parliament

Challenge: Parliamentary Digital Service planning major technology modernisation needed comprehensive understanding of application landscape. 439 applications across multiple platforms, unclear dependencies, varied ownership. Required Master Roadmap for 3-year transformation.

Solution: Technology Architecture & Capability Discovery. Complete application inventory. Dependency mapping. Cost analysis. Cloud readiness assessment. Master Roadmap development with prioritised transformation waves.

Outcome: 439 applications documented with clear ownership. Dependency relationships mapped. Master Roadmap approved by Digital Board. Foundation for Technology Modernisation Pre-Programme.

CLIENT SUCCESS

London Borough of Redbridge

Challenge: Council's application portfolio had grown organically. 264 applications with unclear ownership, overlapping functionality, and varied support arrangements. Needed structured rationalisation approach to reduce cost and complexity.

Solution: Application Rationalisation Audit. TIME framework assessment across all 264 applications. Total cost of ownership analysis. Rationalisation recommendations with business case.

Outcome: 30% portfolio reduction opportunities identified. Rationalisation roadmap approved. Clear sunset timeline for redundant applications. Estimated savings and risk reduction quantified.

CLIENT SUCCESS

Vehicle Certification Authority

Challenge: VCA needed to replace legacy VISTA and LegStat systems managing vehicle certification. Complex document management (12,000 documents), regulatory requirements, integration with government systems. Required modern platform assessment and implementation.

Solution: programme. Platform selection identifying Power Apps Canvas and Dataverse as target. Full implementation covering document management, workflow automation, regulatory reporting.

Outcome: VISTA/LegStat successfully replaced. 12,000 documents migrated. Power Platform implementation operational. Modern, maintainable platform for vehicle certification.

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

CONTACT US

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Digitally Driven, Socially Empowered

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