BRIGHTEC

Cloud App Design and Development Support

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About Brightec.

Brightec is a UK-based digital product studio specialising in cloud-connected mobile applications for public and private sector organisations. We design, build and support iOS, Android and cross-platform apps with a focus on reliability, accessibility and long-term maintainability.

We work closely with public sector teams across the full product lifecycle, from early discovery and decision-making through to delivery, live service support and continuous improvement. Our role is often to help teams navigate complexity, reduce risk early, and move forward with confidence.

Brightec is recognised as one of the UK's Top 50 Inspiring Workplaces, and we believe well-supported teams deliver more stable, human-centred digital services. Many of our client relationships span multiple years, reflecting an approach built on clear communication, thoughtful collaboration and long-term service quality.



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Service overview.

Cloud App Design and Development Support provides public sector teams with end-to-end expertise to **design, build and evolve cloud-connected mobile applications**.

The service is primarily used for the design and development of new mobile apps, while also supporting the major enhancement or re-platforming of existing applications. It includes discovery, user-centred design, native and cross-platform engineering, accessibility, quality assurance, release support and continuous improvement.

Brightec works with organisations delivering mobile services that integrate with existing systems and cloud-hosted platforms, with a focus on long-term reliability, maintainability and adoption.

We are a people-first organisation, and we believe strong relationships are foundational to successful digital delivery. While much of our work is delivered through a flexible, hybrid model, we prioritise close collaboration with our clients. At key moments – such as discovery and planning – this may include working together in person where it helps build shared understanding, alignment and trust.

Discovery is a particular strength of our approach. Our product thinkers work closely with teams to make sense of complex challenges, clarify goals, identify risks and prioritise work that delivers value early. This helps protect investment, reduce uncertainty and create confidence before development begins.

Clients often tell us they feel well supported throughout delivery. They value the combination of strategic product thinking and technical depth we bring, alongside a focus on building stable, scalable digital services designed for long-term reliability and ongoing improvement.

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When this service is a good fit.

This service is designed to help public sector teams reduce delivery risk, make confident product decisions, and build mobile services that are stable, accessible and maintainable over the long term.

WELL SUITED TO

- Public sector teams delivering **native or cross-platform mobile applications**
- Organisations needing **early clarity on risk, priorities** and **sequencing** before committing significant delivery spend
- Mobile services that integrate with **existing government or third-party platforms**
- Teams seeking a partner to **build and evolve a mobile service** over time

NOT DESIGNED FOR

- **Web-only** digital services
- **Infrastructure hosting** or managed cloud platforms
- Buyers requiring **24/7 infrastructure operations** rather than application delivery and support

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Service description.



The following delivery approach is designed to reduce early delivery risk, support confident decision-making, and enable mobile services that can be evolved safely over time.

Discovery and Strategy

We support early-stage clarity by helping teams understand user needs, technical constraints and delivery risks before development begins.

- Stakeholder interviews and alignment
- Evaluation of user needs
- Requirements gathering
- Technical feasibility assessment
- Prioritisation and roadmap planning
- Identification of risks and dependencies

Some discovery sessions may be delivered remotely or in person, depending on buyer preference, to establish shared understanding early.

UX and UI Design

Our design approach focuses on clarity, usability and accessibility, ensuring services are intuitive and inclusive from the outset.

- Information architecture
- User-flow mapping
- Wireframes and prototypes
- Interaction design
- Usability testing
- Accessible design aligned with WCAG 2.2 AA

Mobile App Engineering

Brightec develops cloud-connected mobile applications using modern, well-supported technologies.

- iOS (Swift)
- Android (Kotlin)
- Cross-platform (React Native)

Engineering includes:

- API and cloud-service integration
- Authentication and secure data handling
- Offline support where required
- Building pipelines, automation and deployment support
- Performance optimisation
- Ongoing iteration and improvements

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Service description.



Accessibility and Inclusion

Accessibility is treated as a core responsibility throughout delivery, rather than a final compliance step.

Our work includes:

- Manual accessibility testing
- Assistive technology checks
- Design and content reviews
- Practical improvement recommendations
- Inclusive design practices throughout the lifecycle

Release and Launch Support

- App Store and Play Store submission support
- Versioning and release notes
- Beta testing and distribution
- Support for enterprise/MDM deployment
- Monitoring and post-release support (tools agreed with buyer; may include analytics or crash reporting)

Continuous Improvement

- Regular roadmap sessions
- Backlog refinement
- Feature evolution
- Accessibility improvements
- Stability and performance enhancements

Testing and Quality Assurance

Our approach to quality assurance combines in-house testing with scalable specialist capability to support different delivery needs.

- Functional, regression and device testing
- Operational readiness testing
- Performance and accessibility testing

Where additional capacity or broader device coverage is required, Brightec coordinates specialist testing support under its direction. All QA activity is managed and quality-controlled by Brightec, maintaining a single point of accountability for the buyer.

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Onboarding process.

Our structured onboarding supports clarity, appropriate governance, and a smooth start to delivery.

CONTRACT AND SETUP

- Confirm scope and priorities
- Agree roles and responsibilities
- Confirm commercial and delivery assumptions

ACCESS & ALIGNMENT

- Introductions across delivery teams
- Setup of tools, systems and documentation access
- Agreement of communication channels

DELIVERY READINESS

- Confirm delivery milestones and immediate next steps
- Agree reporting cadence and escalation routes
- Establish governance for ongoing delivery

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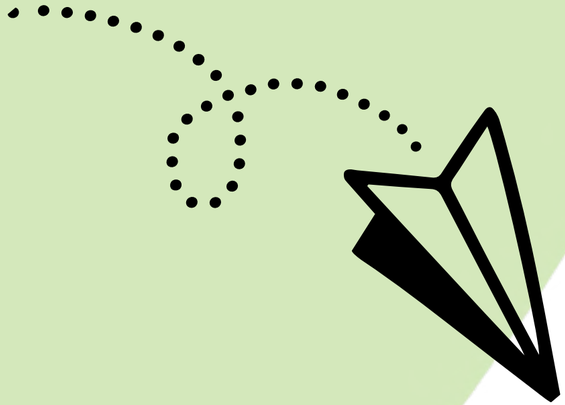
Offboarding process.

Where a project concludes or transitions, Brightec provides:

- Handover of all code and documentation
- Repository and environment access transfer
- Knowledge-transfer sessions
- Final QA and accessibility summaries
- Transition recommendations



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Clients retain full ownership of deliverables.
Many choose to continue with Brightec through ongoing retainers.

Service levels and ongoing management.

Brightec defines service level objectives to set clear expectations around responsiveness and ongoing support. These objectives are agreed in context with the buyer and reflect the nature of the service, issue complexity, and dependencies on buyer-owned or third-party systems.

PRIORITIES

Typical response targets include:

Priority 1 (Critical): Initial response within 1 working hour

Priority 2 (High): Initial response within 4 working hours

Priority 3 (Medium): Initial response within 1 working day

Priority 4 (Low): Initial response within 2 working days

Support hours: Monday–Friday, 09:00–17:00 UK time (excluding UK bank holidays). Resolution times vary based on complexity, environment, and external dependencies.

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Service management and reporting

We tailor service management and reporting to buyer needs. Transparency is a core principle — regular, structured communication helps teams stay informed, aligned and confident throughout delivery.

Typical rhythms include:

- Fortnightly sprints
- Show-and-tell reviews
- Monthly progress updates
- Clear escalation routes

Work is prioritised collaboratively with the buyer and balanced between reactive support and planned improvement.

This structured communication helps build confidence, trust, and long-lasting working relationships.

Security and technical context.

Security

Brightec designs and delivers mobile applications with security considerations embedded throughout discovery, design and development.

Our approach includes:

- Secure application architecture and design practices
- Authentication and authorisation patterns appropriate to the service
- Secure handling of sensitive data within the application layer
- Alignment with buyer security policies and assurance processes
- Support for security testing and remediation activities where required

All work is delivered in line with applicable data protection and security requirements agreed with the buyer.

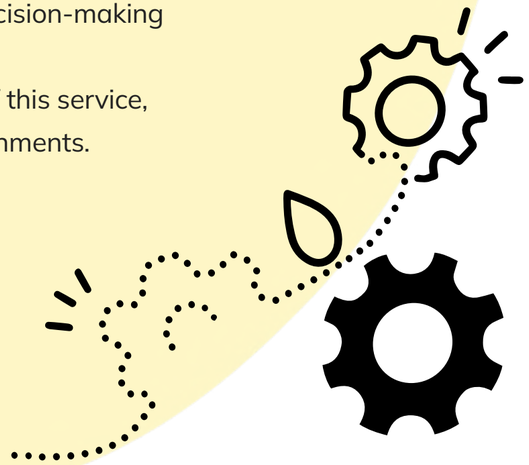
Technical context and requirements

This service is designed to integrate with buyer-owned or third-party cloud services and platforms.

Technical requirements typically include:

- Buyer-provided hosting environments, cloud services and infrastructure
- Access to required APIs, systems and documentation
- Provision of VPN or secure access where necessary
- Access to relevant stakeholders to support technical decision-making

Brightec does not host or manage infrastructure as part of this service, and works within the technical constraints of buyer environments.



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Continuity, exit and handover.

Business continuity and resilience

Brightec plans delivery to minimise single points of failure and support service continuity throughout the engagement.

Our approach includes:

- Knowledge sharing across the delivery team
- Use of well-documented processes and tooling
- Regular communication to identify and manage risks early
- Support for incident response and recovery activities within the application layer

Business continuity arrangements are proportionate to the scope of work and operate within buyer-owned environments and infrastructure.

Exit and handover

Brightec supports a clear and orderly exit at the end of an engagement, or where services transition to another supplier.

Exit and handover support can include:

- Transfer of source code, assets and documentation
- Knowledge transfer sessions with buyer teams or incoming suppliers
- Support to stabilise services during transition where required
- Clear confirmation of ownership and access arrangements

This approach ensures buyers retain control of their services and can transition without lock-in or unnecessary disruption.

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Social value.

Brightec contributes to social value through a people-first culture, inclusive digital practices and active community engagement.

Volunteering days
Every team member receives up to five paid volunteering days per year to support any charity or community initiative of their choice. This encourages personal connection to causes that matter and enables a wide range of local and national organisations to benefit from our skills and time.

Our additional commitments include:

- Equitable, inclusive employment practices
- Supporting local talent through internships, mentoring and learning pathways
- Embedding accessibility and inclusive design in all projects
- Reducing digital waste through responsible development practices
- Sharing knowledge openly through community events and meetups



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We align specific social value contributions with buyer priorities where required and provide transparent reporting where relevant.

Contact and Service Owner.

Brightec Ltd
Unit 1 Ground Floor
Riverside Business Centre
Brighton Road
Shoreham-by-Sea
BN43 6RE

Public Sector Lead
Simon Brading
Email: simon@brightec.co.uk



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