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Service Definition: Discovery & Modernisation Planning

Lot 3 Cloud Support

Contents

Summary	3
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1. Scope of Service	3
2. Deliverables	3
3. How the Service is Delivered	4
4. Project Initiation	4
5. Service Levels	5
6. Post-Discovery Options	5
7. Technical Approach	5
8. Onboarding and Offboarding	6
9. Team and Delivery Model	6
10. Roles and Responsibilities	6
11. Security, Privacy, and Standards	7
12. Accessibility	7
13. Dependencies	7
14. Service Constraints	7
15. Exit Planning	7
16. Pricing	7
17. Ordering and Invoicing	7
18. Case Studies	8
19. Accreditations and Technology Partnerships	8

Summary

We provide structured discovery and modernisation planning services to help organisations make confident decisions about new digital services or legacy system transformation. The service reduces delivery risk by clarifying user needs, technical constraints, architectural options, and investment choices before committing to build. The service also supports assessment and planning for AI-assisted or prototype systems, helping organisations determine how experimental or rapidly built solutions can be safely evolved into production-ready platforms.

Discovery is delivered as a time-boxed, evidence-led engagement, typically centered around in-person workshops, and results in clear recommendations, delivery options, and next steps. The service is suitable for new applications, legacy modernisation, cloud migration, or replacement of existing platforms.

1. Scope of Service

This service supports organisations at the **pre-delivery decision stage**, including:

- Discovery for new digital applications or platforms
- Legacy application assessment and modernisation planning
- Assessment of prototype, low-code, or AI-assisted systems to determine production readiness, risks, and modernisation options
- Cloud migration and re-platforming options analysis
- Replacement of end-of-life or high-risk systems
- Technical feasibility and architectural validation
- Delivery approach, phasing, and dependency identification
- Cost, complexity, and risk assessment

The service is designed to inform go/no-go and investment decisions and does not include build or implementation.

2. Deliverables

Depending on the engagement phase, deliverables may include:

- Discovery findings and recommendations report

- User needs, problem statements, and outcomes
- Current-state technical assessment (where applicable)
- Production readiness assessment for prototype or AI-assisted solutions, including recommendations to refactor, rebuild, or replace
- Target architecture options and trade-offs
- Modernisation or delivery roadmap
- High-level delivery plan and phasing
- Risks, assumptions, issues, and dependencies (RAID)
- Cost and effort estimates at an appropriate confidence level

3. How the Service is Delivered

Discovery is delivered as a time-boxed engagement, typically over several weeks.

Initial discovery workshops and final playback sessions are delivered in person, enabling deep alignment, effective evidence gathering, and confident decision-making. Between these points, shorter workshops, validation sessions, and reviews are delivered remotely, allowing efficient progress while minimising disruption to teams.

This blended approach balances depth and pace, combining in-person collaboration where it adds most value with remote delivery for analysis, validation, and iteration. Findings are reviewed iteratively with stakeholders to ensure accuracy and shared understanding.

4. Project Initiation

Each engagement begins with a short initiation phase to confirm:

- Objectives and success criteria
- Scope, constraints, and assumptions
- Stakeholders and availability
- Information required for discovery

A lightweight initiation plan is agreed before discovery activity begins.

5. Service Levels

This is a consultancy and planning service rather than an operational support service. Delivery is governed by agreed scope, timeboxes, and milestones rather than SLAs.

A named Delivery Manager acts as the primary point of contact and provides regular progress updates throughout the engagement.

6. Post-Discovery Options

At the conclusion of discovery, buyers may:

- Proceed to delivery via a separate G-Cloud service
- Run a competitive procurement using the discovery outputs
- Pause or stop based on findings

There is no obligation to continue into build or delivery.

7. Technical Approach

Our approach combines business, technical, and delivery perspectives, including:

- Cloud-native architecture assessment
- Legacy system, integration, and data analysis
- Security, compliance, and data protection considerations
- Modernisation patterns (rebuild, re-platform, retire, retain)
- Delivery and operating model options
- Recommendations are tailored to organisational context and constraints, not a fixed technology solution.

Where discovery includes prototype or AI-assisted systems, we assess architecture, data handling, security, maintainability, and operational risks. This includes reviewing AI-generated logic, dependencies, and usage patterns to determine suitability for production environments and identify appropriate modernisation approaches.

8. Onboarding and Offboarding

Onboarding includes stakeholder alignment, access to relevant documentation, and scheduling of discovery activities. Initial discovery workshops are typically delivered in person.

Offboarding includes delivery of final outputs, walkthrough sessions, and handover of all discovery artefacts.

9. Team and Delivery Model

Discovery is delivered by a senior Talk Think Do team, typically including:

- Delivery Manager - accountable for delivery, governance, and communication
- Solution Architect - responsible for technical assessment and architecture options
- Business Analyst - responsible for user needs, processes, and requirements

Additional specialists may be included where required.

10. Roles and Responsibilities

Responsibility	Talk Think Do	Buyer
Lead discovery activities	☒	
Provide recommendations and options	☒	
Provide stakeholder, system and data access		☒
Validate findings		☒
Decide next steps		☒

11. Security, Privacy, and Standards

We are ISO 27001 certified and Cyber Essentials Plus accredited. We follow Privacy by Design principles and ensure our systems comply with UK GDPR. We use threat modelling and secure-by-default architectures.

12. Accessibility

We follow WCAG 2.2 AA accessibility standards in user-facing outputs and artefacts. All documents meet accessibility guidelines.

13. Dependencies

Effective discovery requires timely access to stakeholders, documentation, and existing systems. Limited availability or third-party dependencies may affect timelines.

14. Service Constraints

This service provides discovery and planning only and does not include build, implementation, or operational support. Discovery workshops are typically delivered in person, with supporting analysis and documentation delivered remotely. The service is time-boxed and constrained by the agreed scope and stakeholder availability. Accurate findings depend on timely access to documentation, systems, and subject matter experts. Dependencies on third-party suppliers, legacy systems, or internal governance processes may affect timelines and outcomes. There is no obligation to proceed to build following discovery.

15. Exit Planning

The service concludes with clear deliverables and does not create dependency on Talk Think Do for onward delivery.

16. Pricing

Pricing is provided in the associated Pricing Document and is based on SFIA-aligned day rates. Discovery engagements typically start from £5,000 + VAT, with scope and duration confirmed prior to order.

17. Ordering and Invoicing

This service can be ordered via G-Cloud. Invoicing schedules depending on payment terms, which are agreed at contract stage based on size and nature of discovery.

18. Case Studies

We have delivered discovery and modernisation planning engagements for a wide range of organisations, supporting informed decision-making ahead of major digital investment.

Our experience includes:

Third Space - Discovery and planning for large-scale modernisation of a complex booking, membership, and payments ecosystem supporting premium fitness clubs.

CalMac Ferries - Discovery and technical assessment to support modernisation and integration planning for mission-critical ferry operations and booking systems.

Livestock Information Services - Discovery and planning for nationally significant, regulated platforms supporting livestock identification and traceability.

Explore Learning - Discovery and feasibility assessment for replacement of legacy SaaS platforms and transition to cloud-native solutions.

WagWorks - Discovery for digital platform development supporting booking, payments, and operational workflows.

Red Bull Racing - Discovery and technical assessment to inform digital product and platform decisions within a high-performance, data-driven environment.

Across these engagements, discovery outputs have enabled confident go/no-go decisions, clearer delivery roadmaps, and reduced risk ahead of build or procurement.

19. Accreditations and Technology Partnerships

- ISO 27001 Certified
- Cyber Essentials Plus
- Microsoft Solutions Partner
- GitHub Enterprise Partner
- Learnosity Partner