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Service Definition: Custom Cloud-Native Application Development

Lot 3 Cloud Support

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Summary

We design and build cloud-native software using AI-assisted development to dramatically accelerate delivery. Our services are ideal for organisations modernising legacy systems, launching digital products, or experimenting with AI-powered features. Our proprietary CodeNative templates and accelerators shorten timelines without compromising quality or governance. This service includes discovery, delivery, and post-launch support, with dedicated multidisciplinary teams and named Delivery Managers.

1. Scope of Service

We design, build, and deliver secure, scalable applications on Microsoft Azure using cloud-native patterns and best practices. Our delivery model is agile and outcomes-focused, blending automation with expert consulting to support:

Discovery, architecture, and user needs analysis

- New application builds
- Legacy application modernisation
- API-first platforms and microservices
- Serverless and container-based architectures
- AI-augmented and ML-powered features (on request)
- Integration with third-party systems (e.g., payments, identity, analytics)

We also provide design, architecture, and product discovery as part of the build lifecycle.

2. Deliverables

Depending on the engagement phase, deliverables may include:

- Discovery report and architecture options
- Functional and technical specification
- Delivery roadmap and RAID log
- Working software (agile releases)
- Infrastructure setup and CI/CD pipelines

- Benefits assessment and closure report

3. How the Service is Delivered

Delivery is agile, typically in 2-week sprints with regular demos and retrospectives. We begin with a discovery and planning phase where we clarify user needs and technical direction. Projects are supported by a dedicated Delivery Manager and a cross-functional team (architect, BA, engineers, QA, designer). We provide frequent progress updates and allow for in-sprint reprioritisation.

We use GitHub, Teams and Azure DevOps for collaboration. AI-assisted tooling increases development throughput, with human oversight for quality and governance. CodeNative provisions cloud infrastructure and automates environments.

4. Project Initiation

We create a Project Initiation Document (PID) capturing:

- Milestone plan
- Roles and responsibilities
- RAID log
- Communication plan
- Stakeholder overview

This is followed by a discovery report or delivery roadmap depending on project phase.

5. Service Levels

Live support is embedded throughout delivery via a named Delivery Manager and direct access to our technical team. We typically respond within 4 business hours, ensuring issues are addressed promptly and transparently. Faster SLAs are available through our enhanced support services, which can be explored depending on project needs.

This responsive model has supported successful outcomes for clients including Explore Learning and Livestock Information Ltd, where dependable communication and rapid delivery were critical.

6. Post Go-Live and Hypercare

All builds include 30 days of hypercare following go-live, with monitoring and bug resolution supported by our delivery team. After this, clients may transition to our managed service or internalise support. We provide a transition plan and documentation.

7. Technical Approach

- Cloud-native Azure architecture (Functions, AKS, Cosmos DB, etc.)
- Infrastructure-as-code (Bicep/Terraform)
- Serverless-first, event-driven systems
- GitHub Enterprise and Copilot for AI-supported development
- Cursor for development (AI-assisted coding)
- Replit for prototyping (non-production only)
- Modular architecture with reusable internal accelerators (e.g. booking, payments, assessments)

2. Onboarding and Offboarding

Onboarding begins with collaborative discovery and planning. This includes:

- Discovery and onboarding workshops
- Architecture and infrastructure setup using CodeNative
- Technical and stakeholder alignment

Offboarding ensures a smooth transition and includes:

- Full documentation and technical handover
- Access credentials and code repositories
- Knowledge transfer and walkthroughs
- Optional transition support via our Lot 3 support offering
- Discounts available for educational organisations
- Typical engagements range from 3 months to 2 years

Detailed pricing is included in the Pricing Document.

3. Team and Delivery Model

We provide a dedicated, agile delivery team composed of:

- Solutions Architect

- Business Analyst
- Frontend and Backend Engineers
- QA Engineer
- UX/UI Designer
- Delivery Manager

Each role is supported by AI tools to enhance productivity. Agile ceremonies, Azure DevOps (ADO) tracking, and regular stakeholder demos ensure transparency.

4. Roles and Responsibilities

Responsibility	Talk Think Do	Buyer
Provide delivery team	☒	
Approve backlog/features		☒
Set up Azure tenancy (if required)	☐	☒
Provide user feedback		☒
Attend project meetings		☒

5. 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.

6. Accessibility

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

7. Dependencies

Client availability for workshops and decision-making is required. Third-party integrations may require additional coordination.

8. Service Constraints

Support is typically provided during UK business hours. Optional out-of-hours support available via Lot 3 service.

9. Exit Planning

We ensure continuity and minimal disruption in the event of contract completion or termination. Our exit planning includes:

- Early identification of handover points and deliverables
- Joint planning for resource ramp-down
- Access to documentation and IP transfer
- Optional extended support to bridge transitions

10. Pricing

Available in the associated pricing document. Pricing is transparent, based on day rates for defined roles, and aligned to SFIA levels.

11. 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 project.

12. Case Studies

Our AI-accelerated, quality-focused approach has delivered results across industries. We are trusted by award-winning organisations ranging from global enterprises to government agencies. Here are a few examples of what we've achieved:

Explore Learning (Education & Assessment):

We helped Explore Learning rapidly develop a scalable online learning and assessment platform to support students during the pandemic and beyond. Working closely with their educational teams, we

delivered a cloud-native platform that now underpins thousands of personalised learning sessions per week.

Livestock Information Ltd (AgriTech & Regulation):

In partnership with Livestock Information Ltd and Defra, we supported the delivery of a digital service for livestock traceability across England. We provided experienced solution architects, engineers and delivery leads who worked within complex multi-supplier environments to meet regulatory and security standards. Our use of accelerators and AI tooling enabled faster prototyping and integration with existing rural and agricultural systems.

Hachette Learning (Hodder Education):

Partnered with Hachette to develop a next-generation digital assessment platform serving over 4,000 schools and 845,000+ students. We rebuilt their legacy systems into a real-time analytics platform using Azure and Learnosity, enabling instant data insights while ensuring zero disruption during rollout.

Third Space (Luxury Fitness Clubs):

We rebuilt Third Space's entire digital ecosystem Microsoft Azure. From bookings to payments and instructor scheduling, Atlas now runs on a modern serverless architecture with 99.99% uptime and supports over 340,000 bookings per month, providing the scalable digital foundation for Third Space's premium member experience and operational growth.

13. Accreditations and Technology Partnerships

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