



akersystems

Secure Cloud Operations and Secure Cloud Operational Support

G-Cloud 15 Service Definition Lot 3 Cloud Support

2026

THAMES VALLEY
TECH AWARDS

Winner: Tech Company of the year

Winner: Emerging Tech Company

Winner: High Growth Tech Business



Winner: Scale Up
Business of the Year



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Contact Details

Name: Joseph Harris

Email: sales@akersystems.com

Mobile: +44 (0) 7723987932



100% delivery track record

An unblemished history of successful projects



Government-grade security

All staff are government grade security cleared



Over 10K hours annually on product automation

Our R&D spend underpins our market-leading value proposition



Multi-award winning

Including the Times Tech Track 100

1. Introduction

THE DATA MODERNISATION COMPANY

Aker is the Data Modernisation Company. We **design, build and operate advanced, AI-ready data infrastructure and solutions** so our clients become truly data-driven, with speed and certainty.

Aker Systems enables the **secure, fast and efficient flow of data in the Public Cloud** when exceptional security and/or performance are required.

We have experienced, security cleared, subject matter experts who are dedicated to creating highly secure and performant solutions for our customers. Innovative accelerated delivery and DevSecOps approaches to ensure the highest level of knowledge and support for applications.

Proven cloud expertise

- Our expertise and heritage is ultra-secure, large-scale public cloud environments for public and private clients
- Proven delivery track record in cloud solutions with enhanced security, performance and cost-efficiency

Enterprise Data Enablement

- Aker specialises in moving and operating sensitive data sets to the public Cloud with increased performance, enhanced security, scalability and efficiency
- We build and operate solutions that enable the ingestion, unification and serving of data across the enterprise

Business outcomes focussed

- We are not a consultancy. We are Delivery Obsessed® – our teams have an unwavering commitment to delivering results and are fully focussed on business outcomes
- We automate everything we do to help clients maximise the cost savings and value potential of the cloud

Continual optimisation

- We continually optimise/evergreen components and cloud services for improved security, performance and cost
- Aker-built cloud & data environments can rapidly adapt to technical, business and regulatory changes

VALUE PROPOSITION



WHAT THE SERVICE PROVIDES

Aker provides expert **managed services** for operating **secure and cost-efficient environments and services** in the public cloud (AWS, Azure, Google) **to UK-OFFICIAL SENSITIVE, including OFFICIAL HIGH.**

Agile Security Cleared (SC/DV) DevOps and support engineering teams enable automated cloud operations. ITIL service management, service optimisation and active governance for service reliability at reduced cost and compliance risk.

Pre-packed Solutions, priced via Aker Systems' G-Cloud 15 Rate Card, include:

1. Enterprise Data Operations & Support (Operate):

Enterprise Data Operations provides expert support, governance and optimisation for mission-critical data platforms. Aker works alongside your team to ensure performance, resilience and compliance across end-to-end operations—from data ingestion and processing to quality, observability and access control. Our team helps you scale confidently while embedding best practices and continuous improvement.

2. Managed Cloud Operations & Support (Operate):

Managed Cloud Operations enables organisations to securely operate, monitor and scale cloud services with Aker as a strategic delivery partner. We provide day-to-day management, automation and continuous improvement of your cloud platform—ensuring resilient, secure and cost-optimised infrastructure that keeps pace with business needs.

Deliverables:

- **Platform Management Model:** Runbooks, governance and SLA-based operations frameworks.
- **Data Platform Operations:** End-to-end support for data platform pipelines, storage and access.
- **Data Quality Monitoring:** Observability for performance, freshness, lineage and conformance.
- **Improvement Framework:** Ongoing process improvement and operational recommendations.

Deliverables:

- **Platform Operations Framework:** SLAs, tooling, runbooks and automation patterns.
- **Incident and Change Management:** 24x7 monitoring, support and delivery aligned to ITIL principles.
- **Platform Optimisation:** Ongoing tuning and configuration to meet cost, risk and performance targets.
- **Cloud Operations Blueprint:** Reference for scalable governance and lifecycle management.



2. Overview of the Service

Operate

Outcomes:

- Service Management
- Service Reporting

- Our service starts with the rapid take on and knowledge transfer of existing infrastructure, applications and current ways of working.
- We use a 'fix forward' process so issues from a release are resolved quickly by developing a fix and releasing immediately – avoiding uncertain 'rollback' procedures
- We use a shared responsibility model within our teams; ensuring that everyone proactively engages to deliver the best service possible

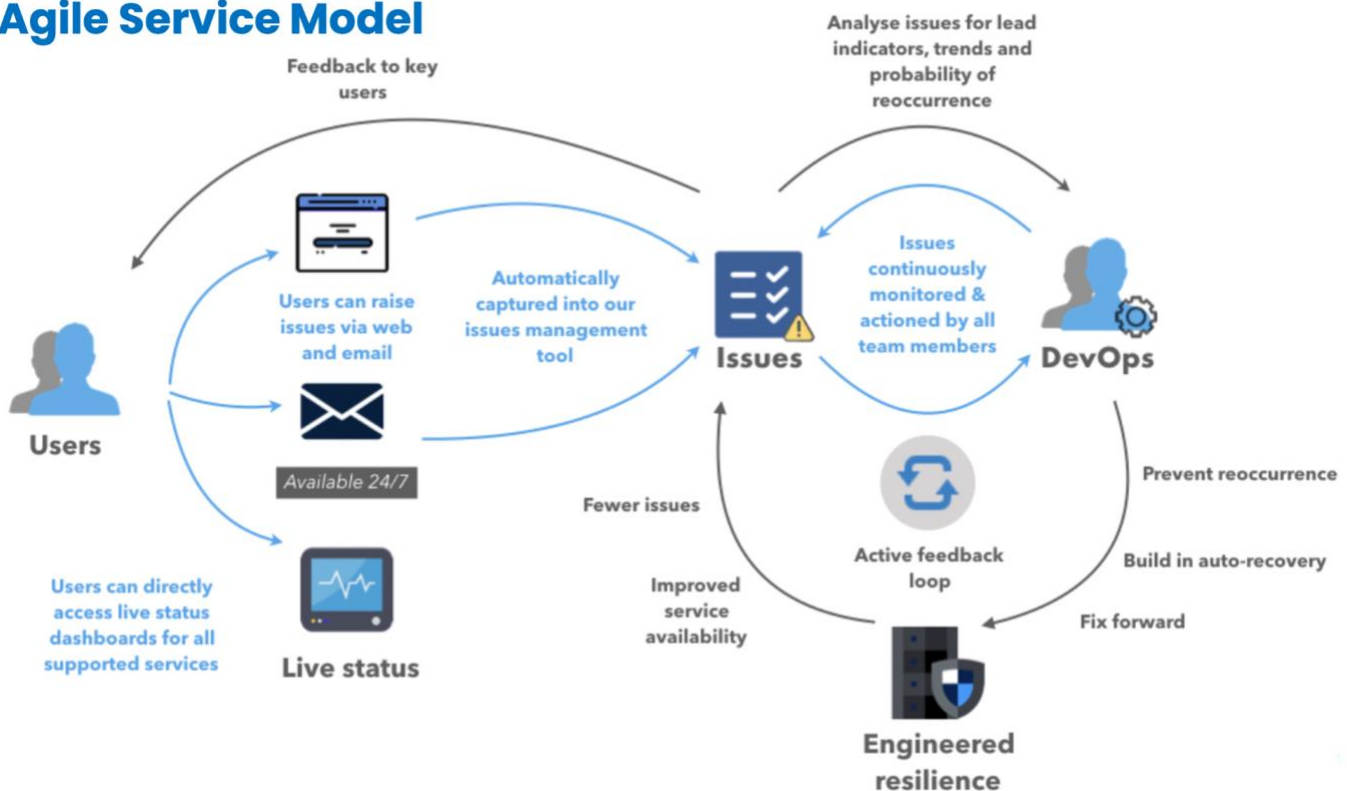
Optimise

Outcomes:

- Service Improvement Plan
- Cost Reduction

- Service improvement plans are part of our core offering to help customers improve, rather than just maintain a live system
- Evergreening enables us to benchmark capabilities and seek improvements to security, cost and performance
- We practice failures to test system resilience and ensure they recover from issues as expected and eliminate downtime

Agile Service Model



SERVICE BENEFITS

- Proven track record in operating government critical cloud services
- Flexible Service level agreements (SLAs) to suit requirements
- High availability with fully redundant diverse services
- DevSecOps & NCSC principles support strict governance and compliance
- High levels of automation, reducing cost and enhanced compliance
- Lower TCO through evergreening and continual improvement
- Regular, transparent and automated KPI/MI service reporting
- All security-cleared, full-stack cloud architecture and engineering teams
- Collaborative approach and flexible & innovative commercial models

Aker's Secure Cloud Operations has the following key features and capabilities, proven on multiple successful projects in the public and private sectors.

SERVICE FEATURES AND CAPABILITIES

Full lifecycle automation	• Ability to support complex automation across the entire system development lifecycle using • Infrastructure-as-Code (e.g. Terraform/Ansible) and CI/CD pipelines (e.g. Jenkins/Drone) • Experienced in operating secure, repeatable and immutable infrastructure reduces costs to manage & scale • Minimal manual production access significantly reduces human error risks • Enables customers to build and deploy faster and at much lower cost
Service Management & Operations	• Proven cloud operating models with L1/L2/L3 support (onsite or remote) • Release & change management processes to ensure secure & consistent deployments • ITIL Service management to effectively manage incidents & problems to resolution • Shared responsibility model within the team; ensuring that all members proactively engage to deliver the best service possible
Security first	• Zero Trust security architecture with micro-segmentation & least-privilege RBAC model • Enhanced security aligned to NCSC principle for operating sensitive data in fully accredited environments • DevSecOps-enabled CI/CD pipelines with built-in automated security testing • Automated security monitoring, alerting and auditing capabilities with CSOC integration for security and compliance (e.g. GDPR)
Managed Service Ready	• Delivered as a managed service with a proven cloud & data operating model • Active governance model to proactively adapt to new demand, service changes & risks • Includes an integrated data onboarding team to enable secure, fast, scalable, cost-efficient and compliant enterprise data ingestion, including platform demand and data supplier management
Cloud agnostic & Interoperable	• Cloud (AWS/Azure/Google) and service agnostic (IaaS/PaaS/SaaS) • Experts on supporting loosely coupled architecture and Cloud-native engineering using containerisation technologies (Docker/Kubernetes) • Multi-skilled DevSecOps engineers experienced in public and private cloud support
Enterprise class Service	• Experienced supporting enterprise class platforms with extensible, layered architectures • Meets strictest data compliance legislation, including cross-jurisdictional data sharing • Highly automated & resilient to support business-critical use cases • Massively scalable across people, process, data and technology
Continuous Optimisation	• Continual service optimisation programmes tailored to meet business objectives • Components are cloud-native services, optimised for security, performance and cost • Service is optimised using a combination of native PaaS, SaaS and serverless services • Services are continually improved by evergreening



ASSOCIATED SERVICES

Aker Systems has developed additional tooling that can accelerate and de-risk delivery. Aker's product platforms accelerate cloud and data transformation in complex, regulated environments – giving teams the infrastructure, automation and governance needed to modernise with confidence and control.

Please see Aker Systems' G-Cloud Pricing Document for Associated Services pricing information.

Aker Cloud Enablement Platform™ (CEP™)

Aker CEP is a software tool that automates creating complex cloud environments using proven templates and patterns to deliver secure, scalable, and compliant systems.

CEP provides a rich library of templates, blueprints, and reference architectures that embed industry best practices and Aker's deep real-world expertise – from secure, multi-account configurations to network segmentation, zero trust principles, and well architected cloud landing zones. By defining the desired characteristics of their environment using Aker's proprietary Domain Specific Language (DSL), users let CEP handle the complexity of networking, security, and compliance.

The platform automatically produces enterprise-grade configurations that meet rigorous standards, while still giving users full control over any customisations. Organisations that implement this level of automated platform engineering typically see 3–5× faster environment delivery, along with a significant reduction in operational risk.

Aker Data Enablement Platform™ (DEP™)

Aker DEP is a comprehensive platform that turns data integration pipelines into governed, reusable data products – simplifying integration and accelerating trusted data delivery.

DEP enables organisations to create, manage, and run data pipelines that securely move and transform data across systems at scale, supporting a wide range of use cases from customer data consolidation to real-time operational synchronisation. Within DEP, these pipelines are treated as governed, reusable, AI-ready data products. Each data product is enriched with descriptive metadata, backed by robust data contracts, and supported by clearly defined quality expectations. This data product-based approach improves data quality, consistency, and delivery speed—often reducing integration effort by 30–50% compared with traditional methods.



3. Data Protection

Information Assurance

- ISO 270001
- Cyber Essentials
- Cyber Essentials +
- 97% of staff hold Security Clearance (SC, eSC, DV)
- Advanced security using NCSC principles for operating sensitive data
- Security-enabled CI/CD pipelines with built-in automated security testing

Data Back-up and Restoration

Data backup and restoration are based on client-specific requirements and can be discussed and documented prior to an order being placed.

Business continuity statement/plan

Business continuity plans are based on client-specific requirements and can be discussed and documented prior to an order being placed. A more detailed plan can be provided to the buyer on request.

Privacy by Design

- Privacy by Design and Zero Trust security architecture with micro-segmentation and least-privilege RBAC model
- Advanced security using NCSC principles for operating sensitive data
- Security-enabled CI/CD pipelines with built-in automated security testing
- Automated security monitoring, alerting and auditing capabilities with CSOC integration for security and compliance (e.g. GDPR)



4. Using the Service

Ordering and Invoicing

To discuss your requirements in more detail, or to place an order, please contact sales@akersystems.com

Please include a brief outline of your project requirements.

We can assist with the completion of Order Forms.

Onboarding, Offboarding, Service Migration, Scope

Onboarding: Our approach ensures we effectively understand Buyer's requirements and is key to successful partnership & cloud migration. We will conduct and lead the following:

- **Consultations & Workshops:** Our Business Analysts (BAs) will interview Buyers' executives & technical staff to understand their strategic goals and intended future state.
- **Our Cloud Architects** will read current cloud strategy/guidelines and review system architectures to ensure our vision and plans match Buyers' documentation, TOGAF standards, & developing environment.
- **Our Cloud Solutions team** will conduct capability analysis to understand the as-is state, to inform the to-be; and Cloud Gap Assessments together with the workshop outputs to highlight gaps & provide clear direction for implementation that bridges the gap between the as-is and to-be. We will also produce a clear road map with the appropriate Cloud Architecture & Specification (private/hybrid/public) for the Buyer.
- **We will roll out feedback** to the Buyer as we develop the implementation plan to ensure it reflects current Buyer needs rather than needs as they were months ago. This will be done through agreed-upon weekly check-ins and real-time via digital communication platforms.

Offboarding: Offboarding covers removal of system access, return of buyer equipment, completing buyer offboarding forms and confirmation of up-to-date knowledge documentation. Termination notices are negotiated with the buyer and detailed in the Order Form.

Custom Exit Plans can be developed if required.

Training

Our training is offered in the form of Knowledge Transfer. We provide a structured and proven knowledge transfer (KT) methodology that ensures clients gain the skills and understanding required to achieve self-sufficiency. Our approach emphasises collaboration, clarity and scalability in all KT processes. Objectives include reducing reliance on external suppliers and ensuring long-term operational efficiency for clients.

During Delivery and End-of-Contract Transition

- **Experience-Led KT Planning:** Our KT strategy is customised for each assignment, drawing from previous successful KT initiatives. This involves step-by-step



knowledge sharing facilitated by documentation, mentorship and practical engagement

- **Accelerated Transition Teams:** We deploy qualified teams who train client staff on specific tools, technologies and operational frameworks already tailored to organisational needs. These teams accelerate onboarding and reduce project-related delays
- **Integrated Learning Sessions:** We engage both technical and non-technical staff via structured workshops, one-to-one mentoring sessions, shadowing and reverse shadowing and direct participation in project tasks. Sessions include topics such as advanced data analytics concepts, automated pipelines and dashboard creation, allowing knowledge transfer to extend beyond software training
- **Documentation and Knowledge Resources:** We develop resources like process manuals, technical guides, FAQs and workflow illustrations using Buyer's technology stack. These materials provide an enduring repository of knowledge long after project completion, enabling ongoing reference

End-of-Contract Knowledge Handoff

We adhere to transparent and measurable KT processes during the contract wind-down stage. This ensures knowledge assets like intellectual property and operational frameworks are transferred securely and effectively.

Knowledge Transfer activities are priced based on Aker Systems' G-Cloud 15 Rate Card.

Implementation Plan

A detailed implementation plan can be provided to the buyer on request.

We align our Service to ITIL4 best practices and & are experienced in agile cloud support of hybrid & cloud services.

Our standard Service Levels operate during business hours (9-5), with flexibility for tailored hours, extended services & bespoke SLAs to meet business objectives to guarantee timely response & service restoration:

Priority: Response, Restoration

- **P1:** 30 elapsed mins, 4 elapsed hours
- **P2:** 30 elapsed mins, 8 elapsed hours
- **P3:** 12 working hours, 24 working hours
- **P4:** 24 working hours, 40 working hours

Our Standard Service also includes:

- Access to support via an Account Manager, email, telephone, online portal
- Self-service Knowledge base & FAQs
- Full lifecycle automation: Immutable infrastructure & DevOps support
- Integration of product monitoring with Buyer tools for real-time proactive monitoring.

Service Management





We also provide optional customisable training, consultancy & advisory services for end users to enable knowledge transfer (product training, shadowing, pairing etc).

To ensure enterprise-scale resilience, we use a Logging, Monitoring, Alerting & Dashboarding framework, giving visibility & reporting of key metrics for proactive issue resolution, trend analysis & ideation of permanent fixes. We enable automated responses & Slack alerts for issue detection, reducing manual monitoring.

We implement incident processes across all services, dispatching service technicians promptly. Our Incident runbook facilitates swift resolution, including Incident Manager assignment, root-cause analysis (RCA) & deployment of preventative measures.

Service Constraints

There are no specific constraints. We would explore dependencies with the Buyer during the early stages of the engagement.

Dependencies include:

- Client service management tooling
- Client service model including Client Service Delivery Model (SDM)
- Availability of client support team for integration activities e.g. triage knowledge transfer
- Access to Service Management Tooling (if required)
- Nominated contacts for out-of-hours notifications

Service Levels

Service Levels (performance, availability, support hours, severity definitions) can be discussed and agreed prior to an order being placed.

Support SLAs: Priority: Response, Restoration

- **P1:** 30 elapsed mins, 4 elapsed hours
- **P2:** 30 elapsed mins, 8 elapsed hours
- **P3:** 12 working hours, 24 working hours
- **P4:** 24 working hours, 40 working hours

Outage and Maintenance Management

We offer in-depth Change Management including risk and issue assessment. Changes and releases are reviewed by key stakeholders including security and senior technical delivery. Changes also include mitigations for common failure types and rollback plans in case of change failure. Key performance indicators for service performance can be discussed and tailored to buyer requirements. Downtime measurement is achieved using automated monitoring and alerting tools across cloud solutions (for example CloudWatch).

Financial Recompense

Potential Service Credits can be discussed and agreed with buyers as part of the Order Form negotiation.



5. Provision of the Service

Customer Responsibilities	Providing access to personnel and IT systems as required Provision of equipment (laptop) where required for highly secure systems
Technical and Client-Side Requirements	Technical Requirements and buyer specifications can be reviewed, discussed and documented prior to an order being placed as part of the Order Form.
Outcomes/Deliverables	At each stage, this service will deliver: Operate Service Management Service Reporting Optimise Service Improvement Plan Cost Reduction
After-sales Account Management	Customers are assigned a Programme Director and/or Account Manager to: • Manage relationships and communication • Ensure outcomes are met • Manage the mobilisation of staff against customer SLAs
Termination Process	Termination arrangements can be discussed and negotiated with buyers and included in the Order Form.

6. Our Experience

We have been the primary specialist cloud data operations supplier to the Home Office for the last 5+ years, with Aker delivering Data Ingestion, Operations & Transformation. Home Office Digital supplies a range of complex, critical live data services to various parts of the HO and Other Government Departments. We have c. 90 full-time staff delivering this complex portfolio of data projects and services. Our areas of work encompass:

- Deploying **senior data specialists rapidly** to tight SLAs for deployment
- **Working in rainbow teams** formed of Home Office, & other supplier staff
- **Simultaneous Projects & Product delivery capability** (typically 12+ projects running at one time)
- Take-on & transfer of projects at **different phases of the Data Delivery Lifecycle**
- Take-on & transfer of projects at **different phases of Government Service Design Manual** (GSDM)
- Managed services where projects transition to live/run services (with c.24 products being managed to date), introducing Live functions like Early Life Support, Out of Hours level 3 support and incident management
- Data onboarding and data sharing with role-based access control
- Technical and service leadership
- Knowledge transfer and upskilling to Civil Service colleagues.

The latest figures, from 2024 to 2025, show £526k annual cost saving for Aker's operation. We have a strong track record of high speed, right first-time builds.

Clients

CENTRAL GOVERNMENT		DEFENCE & SPACE	FINANCIAL SERVICES
 Home Office <i>(Borders, Trade & Immigration)</i>	 Planning Inspectorate <i>(Land/Housing Planning)</i>	 Submarine Delivery Agency <i>(Defence)</i>	 Cboe <i>(Trade Clearing)</i>
 Cabinet Office <i>(Central Services)</i>	 Department for Environment Food & Rural Affairs <i>(Environment)</i>	HEALTH & LIFE SCIENCE	 experian <i>(Personal Wealth)</i>
 HM Revenue & Customs <i>(Revenue & Customs)</i>		Infected Blood Compensation Authority <i>(Health Services)</i>	 FCA FINANCIAL CONDUCT AUTHORITY <i>(Regulation)</i>
 Foreign, Commonwealth & Development Office <i>(Consular Services)</i>		LAW ENFORCEMENT	HARGREAVES LANSDOWN <i>(Personal Wealth)</i>
		 METROPOLITAN POLICE <i>(Criminal Justice)</i>	



7. Social Value

Kickstart Economic Growth

Aker prides itself on being a great place to work where pay and conditions support our staff to thrive. In 2024 we won the Breakthrough Culture Award, which reflects our dedication to being a people-first workplace. We created 30 new jobs in 2024, representing a 25% increase in overall headcount.

Aker operates in a high growth industry where change is rapid and accelerating. Each member of staff has access to an annual training budget to support their learning and development. Staff also complete annual mandatory training to ensure they have up-to-date knowledge and skills across a broader perspective. Our HR team and individual Line Managers provide mentoring support and career advice to staff.

We measure and monitor staff workforce conditions through market research to ensure our pay and conditions achieve parity with, or superiority to, other leading technology companies. 100% of our staff are paid well above the National Living Wage. Employee engagement matters to us – 80% of our staff responded to our latest employee engagement survey, where 83% of staff reported satisfaction against an industry average of 55%. The resulting actions we take from the survey's feedback are shared in our monthly Company-Wide meetings. In 2024 our staff retention rate was 97% across a workforce where 99% of people are on a permanent contract.

Aker's supply chain is over 40% SMEs; we support their growth by inviting them to participate in our industry collaboration facilities with TechUK and AWS, enabling them to identify business development opportunities. We also co-create new service offerings with them to showcase their capabilities and products and present tailored offers to our clients. We have a Modern Slavery statement on our website and undertake regular audits in line with legislation.

Make Britain a clean energy superpower

We have achieved ISO 14001 Environmental Management certification, demonstrating our commitment to managing environmental impacts, reducing pollution and improving resource efficiency. As a remote-first company, we automatically reduce our carbon footprint by eliminating the daily commute for our staff. Our home-based workforce achieves a 54% reduction in greenhouse gas emissions compared to companies operating office bases (Tao et al 2023). Homeworking also significantly reduces waste associated with office supplies, which is further strengthened by Aker's policy to encourage employees to work fully digitally, with minimal printing and paper consumption.

We are committed to achieving Net Zero emissions by 2050 and are targeted to achieve Net Zero emissions by 2041. To achieve this, we plan to implement further measures such as:

- Encouraging efficient home working practices (e.g. temperature settings)
- Policies on business travel (reduced car usage, public transport) and Green commute-to-work schemes
- Introducing an EV salary-sacrifice scheme
- Selecting delivery partners with strong environmental credentials

Scope 3 emissions represent around 53% of our total in-scope emissions and this is mostly generated by staff commuting (e.g. to customer sites). Therefore, achieving the 2050 target will mostly require us to identify more sustainable ways for our staff to get to work when they are required to commute. Due to the high percentage of employees who work from home, we will also work with and encourage our staff to minimise their domestic emissions.

Further improvements across the three emission scopes will come about as a matter of course (via UK Gov targets and requirements, evolution of industries, new regulations etc.) and will require active engagement by us with our suppliers and staff as well as development of supply chain and operational policy.



Break down barriers to opportunity

As a UK-based SME specialising in data modernisation, Aker operates in a high growth industry, positioning us ideally to support the government's ambitions to remove employment barriers. At the heart of our approach is a firm commitment to building a diverse, inclusive and resilient workforce. The rapid pace of technological change requires not only technical excellence but also different perspectives, lived experiences and skills. Aker has a workforce profile of 65% from ethnic minority groups compared to 42% across the technology industry (DSIT, 2025) and 28% females at Board level compared to 5% across technology companies (TechUK, 2024).

As a remote-first organisation, we are not limited to recruiting staff within a certain geography or commute time – our staff are located across the UK, including from economically challenged areas. We promote flexible working, which permits a greater work-life balance for our staff and opens up employment opportunities for carers and people who need flexibility of hours or place of work. We conduct inclusive and accessible recruitment, eliminating the disadvantages experienced by those with protected characteristics by continuing our commitments to:

- DWP Disability Confident accreditation
- Race At Work Charter
- Armed Forces Covenant: AWS recently presented at veteran resettlement events and our CEO coaches veterans returning to civilian work.

We provide annual mandatory training in areas such as Unconscious Bias, Respect at Work, Accessibility and Sexual Harassment. Each employee has access to an annual training budget to support their in-role development and career progression. We operate clear performance management processes with pay award criteria and pay uplift points common to all staff for transparency. Promotion and career development opportunities are merit-based, supported by personal development goals and are sensitive to personal circumstances. Our supportive employment conditions lead to a high retention rate of staff (97% in 2025).

Our people are the heart of our business and we support their health and wellbeing in line with the NHS's '10 Ways Businesses can help to Reduce Health Inequalities':

Build an NHS fit for the future

- 1. Fair recruitment practices and good working conditions:** Our recruitment practices engage with the widest groups (including under-represented) and offer good working conditions with high salaries – 100% of our employees earn significantly above the national living wage. Our workforce is growing by 25% per year. By offering high quality work and creating new jobs, we contribute to the reduction in health inequalities.
- 2. Supporting employees with their health and wellbeing:** We proactively invest in the physical and mental health of staff through our wellness programme. Sessions are open to our supply chain to support their health and wellbeing. We offer Occupational Health assessments, Private Medical Insurance, Life Insurance, Virtual GP and Financial advice to our staff. DSE assessments are routinely carried out during onboarding with optical vouchers available.
- 3. Outsourcing ethically and to those with social values:** Our supply chain recruitment includes checks of potential partners' certifications, including environmental management, cyber security and modern slavery statements.
- 4. Becoming Greener and More Sustainable:** Climate change poses a major threat to health. Aker are committed to achieving net zero by 2041 and have a strong environmental management system in place, demonstrated by our ISO 14001 certification.
- 5. Supporting digital inclusion:** Our business model makes full use of digital technology, enabling recruitment of people located anywhere within the UK, thereby increasing inclusivity. Our remote first approach permits flexibility of work hours and location, creating a better work life balance and creating time to support the management of health and wellbeing needs.





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