



G-Cloud 15

Cloud Operational Excellence Service Definition

Lot 3 - Cloud Support



Contents



Part A: Company Profile

About Kubrick
About us
What we do
Our Approach
Why us?



4	Part B: Service Specific Information	7
5	Service Snapshot	8
5	Value Proposition	9
5	What the Service Provides	10
6	Service Scope: What's included	11
	Service Scope:What's Not Included	13
	Typical Use Cases	14
	Outcomes & Deliverables	16
	Technical Approach & Methodology	18
	Associated Services	19
	Case Studies	20



Part C: Standard Information	21		
Social Value	22	Service Levels	34
Data Protection & Information Assurance	23	Outage & Maintenance Procedures	35
Business Continuity Statement	24	Financial Recompense Model	36
Privacy by Design	25	Provision of the Service	37
Using the Service	26	Customer Responsibilities	38
Ordering & Invoicing	27	Technical Requirements	39
Trial Service Availability	28	Account Management & Consultant Success	40
Onboarding, Offboarding & Service Migration	29	Termination Process	41
Training & Knowledge Transfer	31	Experience	42
Service Management	32	Client List	43
Service Constraints	33	Contant Details	44

kubrick

Part A: Company Profile



About Kubrick



About us

Kubrick is a technology services company that helps organisations build the cloud, data, and digital engineering capability they need to modernise and operate effectively. We were founded to address the growing digital skills gap by providing an alternative to traditional consultancy and contractor models. Our mission is to give organisations access to adaptable, well-trained engineering talent while creating meaningful career pathways for people from a wide range of backgrounds.

We recruit high-potential individuals and train them intensively through practitioner-led programmes in cloud engineering, data, DevOps, SRE, and modern analytics. After training, our consultants join client teams as embedded contributors, supported throughout by Kubrick's senior practitioners. This ensures that organisations gain the capacity to accelerate key programmes while developing long-term internal capability.

Kubrick is committed to:

- Expanding access to digital careers
- Practitioner-led technical oversight
- Focus on sustainable capability, not dependency



What we do

Kubrick provides organisations with trained consultants who work directly within their teams to deliver cloud, data, and modern engineering outcomes. Our consultants combine up-to-date technical training with practical problem-solving and a strong grounding in engineering practices such as agile delivery, automation, CI/CD, observability, and secure-by-design thinking.

We support a wide range of transformation and operational improvement initiatives. This includes cloud migration and platform development, modernising or optimising cloud environments, improving operational maturity through DevOps and SRE practices, enhancing CI/CD pipelines and automation, and strengthening data engineering, analytics, and governance. Consultants integrate quickly into client teams, contributing to active projects while helping embed sustainable engineering practices.

Throughout the engagement, consultants are supported by Kubrick's senior practitioners, who provide technical oversight, guidance, and coaching. This blended model allows organisations to scale capacity rapidly, introduce modern skills, and develop stronger internal teams without relying on long-term managed services or expensive contractor-based approaches.

About Kubrick



Our Approach

Kubrick's approach is collaborative, practical, and focused on building sustainable capability. We work alongside client teams rather than as an external, arms-length consultancy. Our consultants join delivery teams directly, learning organisational context and sharing modern engineering methods through hands-on contribution. They are supported throughout their placement by Kubrick's senior practitioners, ensuring high-quality delivery and continuous development.

We emphasise transparency, incremental improvement, and modern engineering practices such as automation, observability, secure-by-design thinking, and SRE-influenced operational readiness. Every engagement includes structured documentation, handover, and knowledge transfer so improvements are maintained after we leave.

Our approach emphasises:

- Embedded delivery supported by experienced practitioners
- Incremental, transparent improvement aligned to client priorities
- Automation, observability, and secure-by-design practices
- Clear documentation and knowledge transfer to support long-term capability



Why us?

People choose Kubrick because of our distinctive combination of engineering capability, structured training, and a sustainable approach to capability development. Our consultants bring technical knowledge, hands-on engineering skills, and a grounding in cloud-native, DevOps, and SRE practices. Our senior practitioners ensure consistency, quality and access to deeper expertise when required.

We accelerate transformation while strengthening internal capability. By working within client teams, we reduce reliance on external suppliers and help organisations adopt modern engineering methods that deliver value after the engagement ends.

We play a leading role in widening access to technology careers— recruiting from diverse backgrounds, training them intensively, and supporting them to become high-performing engineers. Clients gain technically capable teams who bring fresh perspectives, adaptability, and a strong motivation to learn.

This blend of delivery support, knowledge transfer, and social impact sets Kubrick apart and offers a scalable, flexible alternative to conventional consultancy or contractor models.



Part B: Service Specific Information



Operational Excellence

Service Snapshot

Kubrick's Cloud Operational Excellence service helps organisations improve the reliability, performance, and day-to-day manageability of their cloud environments. Many teams adopt cloud services quickly but later face challenges with monitoring, incident response, performance optimisation, and consistent operational processes. This service provides the engineering support, guidance, and automation needed to help teams run their cloud workloads more effectively.

We work with clients to strengthen observability by improving logging, metrics, and alerting so that teams have a clearer view of how their systems behave. This includes defining what "good" looks like for monitoring, setting thresholds aligned to business priorities, and integrating signals into tools already used by the organisation. Better visibility helps teams detect issues earlier and understand their root causes more quickly.

We also help improve operational readiness by reviewing incident processes, identifying gaps in runbooks or escalation paths, and introducing

engineering practices that reduce manual effort and operational toil. This may include improving deployment pipelines, applying automation to common operational tasks, and helping teams adopt modern Site Reliability Engineering (SRE) principles in a practical, proportionate way.

Performance and cost efficiency often go hand in hand, so the service includes assessing workload performance, identifying bottlenecks, and making recommendations to optimise resource usage. This helps organisations ensure that applications perform reliably at scale while using cloud resources responsibly.

By focusing on observability, incident readiness, performance tuning, and automation, this service helps organisations build the foundations for long-term operational maturity. It strengthens cloud operations without assuming responsibility for live service management, allowing internal teams to remain in control while benefiting from improved insight, clearer processes, and more resilient engineering practices.

Operational Excellence

Value Proposition

Kubrick's Cloud Operational Excellence service helps organisations run their cloud environments more reliably by improving observability, strengthening incident readiness, and introducing engineering practices that reduce manual effort. Many teams adopt cloud services quickly but later struggle with inconsistent monitoring, unclear incident processes, performance bottlenecks, and operational workloads that grow faster than capacity. This service directly addresses those challenges.

We help organisations build a clearer understanding of how their systems behave by improving logging, metrics, dashboards, and alerting, using cloud-native observability tools. This provides the visibility needed to detect issues earlier, diagnose faults more effectively, and understand the underlying causes of outages or degraded performance. Better observability enables teams to move from reactive firefighting to a more stable, insight-driven operational model.

The service also strengthens operational readiness by applying practical Site Reliability Engineering (SRE) principles. This includes reviewing escalation paths

and runbooks, identifying gaps in incident processes, and introducing automation to remove repetitive manual tasks (often referred to as “operational toil”). Where appropriate, we help organisations build automated checks, pipeline improvements, and guardrails that reduce the likelihood of misconfigurations and support faster, safer changes.

Performance and efficiency are central to cloud operations, so we assess how applications behave under load, how resources are configured, and where bottlenecks may be affecting reliability. We provide guidance on rightsizing, scaling strategies, and architectural improvements that balance performance with cost efficiency while maintaining resilience.

By combining observability, operational process improvement, automation, and performance optimisation, this service gives organisations the tools and insights needed to improve reliability without relinquishing control of their live operations. It supports teams to run cloud workloads more confidently, reduce disruption, and establish the foundations of long-term operational maturity.

Operational Excellence

What the Service Provides

Kubrick's Cloud Operational Excellence service provides organisations with the engineering support, insight, and process improvements needed to run cloud environments more reliably and efficiently. The service focuses on strengthening observability, improving incident readiness, reducing operational toil, and enhancing the performance and stability of cloud workloads.

Improved observability and system visibility

We help organisations understand how their systems behave by improving logging, metrics, dashboards, and alerting. This includes refining what gets monitored, choosing meaningful thresholds, and designing dashboards that make it easier for teams to detect issues and diagnose root causes. Better visibility enables earlier detection of problems and reduces the time needed to investigate system faults.

Reduction of operational toil through automation

Where teams rely on manual, repetitive tasks e.g., configuration checks or simple operational workflows, Kubrick helps introduce automation that reduces overhead and improves reliability. This can include automated configuration validation, deployment improvements, or guardrails that reduce the likelihood of misconfigurations and make operational activities more consistent.

Operational governance and continual improvement practices

Kubrick helps teams establish operational rhythms – such as regular reviews of logs, incidents, metrics, and performance trends – that support long-term cloud maturity. We introduce patterns and practices that encourage continual improvement, enabling teams to make incremental operational enhancements based on real system behaviour.

Stronger incident readiness and clearer operational processes

Kubrick reviews existing incident processes, runbooks, and escalation paths to identify gaps or inconsistencies. We help teams define operational practices aligned with cloud architectures, strengthening their ability to respond effectively when issues do arise. This may include clarifying roles, improving documentation, and aligning processes to SRE-inspired principles in a practical and proportionate manner.

Performance and reliability assessment of cloud workloads

We assess workload performance, identify bottlenecks, review scaling behaviour, and analyse how resources are used. This helps organisations balance performance, reliability, and cost, ensuring that workloads are configured effectively and able to scale without unnecessary resource consumption.

Clear documentation and knowledge sharing

Throughout the engagement, Kubrick provides documentation that describes monitoring improvements, recommended processes, performance findings, and automation logic. This supports smooth handover to operational teams and helps ensure improvements are sustainable long after the engagement concludes.

Operational Excellence

Service Scope: What's included

Kubrick's Cloud Operational Excellence service includes the engineering work, analysis, and guidance needed to help organisations run their cloud workloads more reliably and efficiently. The service focuses on observability, incident readiness, automation, performance tuning, and operational governance – strengthening how services are managed without assuming ownership of live operations.

Observability improvements and monitoring framework design

The service includes a review and enhancement of existing logging, metrics, dashboards, and alerting. Kubrick helps define meaningful indicators of service health (SLIs), establish appropriate thresholds, and design monitoring frameworks that reflect operational priorities. This may include recommending suitable telemetry sources and helping teams structure dashboards that make issues easier to detect and diagnose.

Automation to reduce operational toil

The service includes identifying manual, repetitive operational tasks – such as configuration checks, log triage, or deployment routines – and recommending automation to reduce overhead. Kubrick may introduce automated validation scripts, guardrails, CI/CD pipeline improvements, or cloud-native checks that prevent configuration drift and reduce the likelihood of operational issues.

Operational readiness and incident process improvement

Kubrick reviews runbooks, escalation paths, and incident-handling processes to identify gaps or immaturities. We help define or refine operational practices, clarify responsibilities, and improve documentation so that teams are better prepared to act when incidents occur. Wherever helpful, we incorporate practical Site Reliability Engineering (SRE) concepts such as service-level objectives (SLOs) and error budgeting as decision-making tools rather than contractual commitments.

Performance and reliability assessment of cloud workloads

Kubrick assesses how applications behave under expected load, how resources scale, and where bottlenecks may be affecting performance or reliability. This includes analysing utilisation patterns, reviewing autoscaling configurations, and identifying tuning opportunities that improve both performance and cost efficiency.

Operational Excellence

Service Scope: What's included

Architectural recommendations to improve resilience

Where resilience risks are identified, Kubrick provides actionable recommendations – for example, improving failure-handling logic, strengthening retry or backoff mechanisms, refining deployment approaches, or enabling automated recovery patterns available in cloud-native services. These recommendations help teams design workloads that fail predictably and recover more gracefully.

Documentation and knowledge transfer

Kubrick provides clear and accessible documentation describing observability improvements, performance findings, automation logic, resilience recommendations, and operational processes. This ensures that improvements are sustainable and can be maintained by internal teams after the engagement concludes.

Operational governance and continual improvement practices

The service includes guidance on how to establish operational review cycles, such as periodic reviews of metrics, incidents, and performance trends. Kubrick helps teams define governance structures that encourage continual improvement and provide clearer visibility over how well cloud services are running day to day.

Operational Excellence

Service Scope: What's Not Included

To ensure the boundaries of this service are clear, the following activities are not included in Kubrick's Cloud Operational Excellence service. These exclusions protect the integrity of the service and ensure it remains focused on engineering uplift, process improvement, and operational maturity – not the day-to-day running of live services.

Live monitoring or 24/7 operational support

Kubrick does not provide real-time monitoring, alert triage, incident response, on-call rotation services, or 24/7 operational support. Responsibility for observing and responding to live system behaviour remains with the client's operational teams or managed-service provider.

Service Level Agreements (SLAs) or operational guarantees

Although the service includes defining engineering concepts such as Service Level Indicators (SLIs) and Service Level Objectives (SLOs), these are not offered as supplier-delivered SLAs or performance guarantees. They are decision-making tools for client teams, not contractual commitments.

Continuous compliance monitoring or operational enforcement

We may introduce automated validation checks or guardrails, but Kubrick does not run these on an ongoing basis, review alerts, or enforce compliance. Operation of these controls is the client's responsibility once implemented.

Procurement or licensing of tools or monitoring platforms

Kubrick does not procure, licence, or manage monitoring tools, observability platforms, event management systems, or cloud services. We work within the client's chosen toolset and require the client to provide appropriate access.

Management of production systems or cloud platforms

Kubrick does not operate, administer, or manage client cloud environments. We do not take responsibility for uptime, deployment pipelines, releases, patching, or system performance in production. All operational ownership remains with the client.

Ownership of incident response or escalation processes

Kubrick helps improve incident processes, but we do not own incident response, lead live investigations, manage escalations, or coordinate operational teams during outages. This responsibility sits with the client's existing operational structures.

Pen. testing, adversarial security, or regulated assurance activities

The service does not include penetration testing, red teaming, security certification, or regulated assurance functions. We focus on observability, resilience, automation, and operational uplift – not security testing or accreditation.

Long-term operation of governance or review cycles

We help establish operational rhythms such as log reviews, incident analysis, and performance monitoring practices, but Kubrick does not run these cycles on behalf of the client. Ongoing governance ownership always remains with internal teams.

Operational Excellence

Typical Use Cases

Organisations often adopt cloud services quickly but later encounter challenges with observability, incident readiness, performance, and day-to-day operational processes. The following scenarios are a non-exhaustive list to illustrate when the Cloud Operational Excellence service provides meaningful value and how Kubrick's capability supports each situation.

Limited visibility into system behaviour or root causes

Many teams lack consistent logging, metrics, or dashboards, making it difficult to detect issues early or understand why applications fail or degrade. This limits operational confidence and slows down investigations.

How Kubrick's capability applies: Kubrick improves observability by enhancing logging, defining meaningful metrics (SLIs), configuring alerts, and creating accessible dashboards. These upgrades give teams clearer insight into system behaviour and reduce the time required to diagnose problems.

High levels of manual, repetitive operational work

Teams frequently spend large amounts of time completing repetitive manual tasks such as checking logs, validating configurations, or performing routine deployments – reducing focus on higher-value engineering work.

How Kubrick's capability applies: Kubrick identifies areas of operational toil and introduces automation through CI/CD improvements, guardrails, validation scripts, or cloud-native automated checks. This reduces overhead and helps teams achieve more reliable, consistent operations.

Repeated operational incidents with unclear processes or escalation paths

Organisations often grow faster than their operational processes, leaving gaps in runbooks, responsibilities, or escalation routes. This leads to slow or inconsistent responses to incidents.

How Kubrick's capability applies: Kubrick reviews incident processes, identifies operational gaps, clarifies escalation paths, and updates runbooks. We introduce practical SRE-inspired concepts such as SLOs and error budgets to help teams prioritise effectively and respond with greater confidence.

Performance bottlenecks or unpredictable scaling behaviour

Applications may experience degraded performance, slow response times, or inefficient scaling, often caused by resource misconfiguration or architectural drift.

How Kubrick's capability applies: Kubrick assesses workload performance, analyses utilisation patterns, reviews autoscaling behaviour, and recommends architectural or configuration adjustments that improve both performance and cost efficiency.

Operational Excellence

Typical Use Cases

Difficulty keeping up with operational trends or best practice

Teams often struggle to implement cloud-appropriate operational practices as environments grow, leading to technical debt and inconsistent operational maturity.

How Kubrick's capability applies: Kubrick introduces practical operational governance, review cycles, and improvement practices that help teams adopt cloud-native operations in a sustainable and manageable way. We work alongside teams to embed good habits, clearer monitoring standards, and repeatable processes.

Preparing for expansion of cloud usage or onboarding new teams

As cloud adoption scales, operational issues multiply if foundational practices are not established early.

How Kubrick's capability applies: Kubrick helps define operational baselines, monitoring standards, deployment practices, and governance frameworks that support safe scaling and reduce the operational burden as more teams move to the cloud.

Need to improve resilience without major re-architecture

Organisations sometimes want to improve service resilience but lack the capacity to redesign entire applications or platforms.

How Kubrick's capability applies: Kubrick provides proportionate resilience recommendations – such as refining retry logic, improving failure handling, enabling health checks, and applying automated recovery patterns that cloud platforms support natively – helping teams strengthen stability without large-scale redesign.

Operational Excellence

Outcomes & Deliverables

Kubrick's Cloud Operational Excellence service provides organisations with the insight, engineering improvements, and operational structures needed to run cloud workloads more reliably and efficiently. The following outcomes and deliverables ensure that teams gain clearer visibility, stronger processes, and more resilient services without Kubrick assuming responsibility for live operations.

Improved observability and clearer operational insight

Organisations gain enhanced visibility over how their systems behave through better logging, metrics, dashboards, and alerting. This makes it easier to detect issues early, understand root causes, and track the health of cloud workloads over time.

Deliverables may include:

- Updated logging and metrics configurations
- Dashboards showing key SLIs and service health
- Refined alerting thresholds aligned to operational priorities

Strengthened incident readiness and clearer processes

Kubrick helps improve incident response by reviewing runbooks, escalation paths, and roles within operational teams. Organisations receive clearer documentation and processes that support faster, more coordinated responses during incidents.

Deliverables may include:

- Updated incident runbooks and operational playbooks
- Defined escalation paths and roles
- Recommendations for incorporating SLOs and error budgeting into decision-making

Reduced operational toil through targeted automation

Manual, repetitive tasks can be a significant drain on engineering teams. Kubrick identifies opportunities to automate common operational actions, helping teams focus on higher-value activities and improving service reliability.

Deliverables may include:

- CI/CD pipeline improvements
- Automated validation scripts or guardrails
- Configuration checks or automated drift detection

Better performance and resource efficiency

Organisations receive insights into workload performance, utilisation patterns, and scaling behaviour. Kubrick provides recommendations that improve responsiveness, stability, and cost efficiency without requiring significant re-architecture.

Deliverables may include:

- Performance analysis and workload bottleneck reports
- Scaling and resource usage recommendations
- Configuration and architectural tuning advice

Operational Excellence

Outcomes & Deliverables

Improved resilience and failure handling

Kubrick identifies resilience gaps and provides guidance on how to improve reliability using cloud-native capabilities. This includes strengthening failure-handling logic, refining retry or backoff mechanisms, and supporting automated recovery patterns.

Deliverables may include:

- Resilience assessment and improvement recommendations
- Patterns for automated recovery and graceful degradation
- Enhanced deployment and failure-handling strategies

Established operational governance and continual improvement practices

The service supports organisations to adopt clearer operational rhythms and governance structures – such as regular incident reviews, log analysis cycles, and performance monitoring – to maintain maturity over time.

Deliverables may include:

- Governance framework recommendations
- Suggested review cadences and operational workflows
- Templates for monitoring, reporting, and decision-making

Clear documentation and practical handover materials

All improvements are documented in clear, accessible formats to support knowledge transfer and long-term sustainability. Teams receive explanations of monitoring improvements, incident processes, automation logic, performance findings, and resilience guidance.

Technical Approach & Methodology

Kubrick's approach to Cloud Operational Excellence combines engineering analysis, observability improvements, process refinement, and automation to help organisations run their

cloud workloads more reliably. The methodology is designed to work alongside existing operational teams, strengthening their capability without taking ownership of live services.

1

Baseline Analysis of the Environment

What we do:

- Review logs, metrics, traces, and other telemetry sources
- Assess dashboards, alerts, and thresholds
- Map how operational teams currently detect and respond to incidents

Why this matters:

Establishes a clear picture of service behaviour, visibility gaps, monitoring inconsistencies, and operational bottlenecks.

2

Observability Refinement

What we do:

- Define meaningful Service Level Indicators (SLIs)
- Align thresholds to business and operational priorities
- Improve dashboards and alerting routes

Why this matters:

Enhanced observability enables earlier detection of issues and faster diagnosis, reducing the time spent on reactive incident investigation.

3

Strengthening Incident Readiness

What we do:

- Review runbooks, escalation paths, and incident-handling processes
- Identify unclear roles, slow escalation routes, or outdated procedures
- Introduce practical SRE-informed concepts (e.g., error budgets, SLOs) as decision-making tools

Why this matters:

Clearer processes and aligned priorities improve operational consistency and confidence during incidents.

4

Reducing Toil Through Automation

What we do:

- Identify repetitive manual tasks (e.g., checks, triage, deployment routines)
- Implement automation using CI/CD improvements, guardrails, validation scripts, or cloud-native capabilities

Why this matters:

Automation reduces overhead, lowers operational risk, and frees engineering capacity for higher-value work.

5

Performance and Resilience Testing

What we do:

- Analyse workload behaviour under load
- Review resource usage and autoscaling strategies
- Identify tuning opportunities and resilience gaps
- Recommend failure-handling and recovery patterns

Why this matters:

Performance and stability improve without requiring extensive re-architecture, and cloud resources are used more efficiently.

6

Knowledge Transfer & Embedded Capability

What we do:

- Document recommendations, improvements, and configuration changes
- Provide operational handover materials and explain the rationale behind changes
- Work alongside operational teams to embed practices

Why this matters:

Client teams maintain long-term operational maturity and are equipped to evolve the environment independently.

7

Continuous Improvement

What we do:

- Suggest ongoing review rhythms for logs, incidents, SLIs, and performance trends
- Support teams to adopt iterative, incremental improvement practices

Why this matters:

Ensures operational excellence continues beyond Kubrick's engagement without relying on external support.

Operational Excellence

Associated Services

Kubrick's Cloud Operational Excellence service can be delivered on its own or alongside other Kubrick cloud services where organisations have broader transformation or optimisation goals. Each associated service is optional and independent; none is required to use this service, but they can complement the work depending on organisational priorities.

Cloud Transformation & Deployment

For clients designing new cloud environments or modernising existing applications, our Transformation & Deployment service provides the architectural design, automated environment build, and migration preparation work needed to establish strong foundations. Operational Excellence can build on these foundations by improving observability, readiness, and day-to-day operational practices once services are running.

Architecture & Cloud Design Services

If clients require broader guidance – such as defining platform standards, operational guardrails, or organisation-wide resilience patterns – Kubrick can provide architectural support that sits alongside Operational Excellence. These services help ensure that operational improvements align with wider cloud strategy and long-term planning.

Cloud Finance & Security

Where organisations want clearer financial visibility or stronger security governance, our Cloud Finance & Security service provides FinOps analysis, cost optimisation guidance, sustainability metrics, and cloud-native security improvements. These insights can complement Operational Excellence by informing decisions about performance tuning, monitoring priorities, and operational guardrails.

These associated services give organisations flexibility to expand their cloud maturity journey while keeping Cloud Operational Excellence clearly focused on improving reliability, observability, and day-to-day operational capability.

Case Studies

1

Building Operational Resilience

The Challenge: A global energy organisation sought to reduce its dependence on third-party suppliers for critical technology and operational work. Reliance on external contractors created cost pressure, limited knowledge retention, and increased the risk of losing IP. They needed to strengthen internal capability, modernise core IT operations, and support innovation while improving long-term operational resilience.

Our Approach: Over two years, we embedded consultants across multiple workstreams, combining engineering and operational expertise. The team stabilised and enhanced foundational IT services, modernised operational workflows, and delivered data-driven products in areas such as maritime operations, energy transition initiatives, and trading. Kubrick's model enabled sustained knowledge transfer, reducing bottlenecks and improving the organisation's ability to run and evolve its own platforms.

The Outcome: The organisation achieved significant operational and financial benefits.

- >40% cost reduction compared with contractor models
- Full retention of IP and technical knowledge
- Stronger internal capability across data, engineering, and AI
- Reduced long-term reliance on external providers

This approach created a more resilient, self-sufficient operating model that continues to support future transformation.

2

Financial Ingestion Oversight

The Challenge: A large insurer faced gaps in financial visibility due to manual bordereaux ingestion processes. Multiple file formats, inconsistent data quality, and limited monitoring made reporting and compliance challenging. They needed a scalable solution that improved accuracy, reduced manual handling, and provided clearer oversight of financial data flows.

Our Approach: We built a metadata-driven ingestion pipeline that automated validation, transformation, and reconciliation of bordereaux files. We introduced configurable rules to standardise processing across business units, reducing operational risk. Integrated monitoring, event logging, and audit features strengthened compliance, giving teams clearer insight into ingestion progress, exceptions, and data lineage. Resilient handling of malformed records improved reliability and reduced financial discrepancies.

The Outcome: The new platform improved control, transparency, and audit readiness.

- Greater confidence in financial reporting
- Reduced manual intervention and associated cost
- Clearer visibility of data quality and compliance metrics
- Scalable tooling to support regulatory and business needs

The client noted that the solution provided better alignment to their financial governance requirements than commercial SaaS options.

3

Improving Purchasing Decisions

The Challenge: A global manufacturer struggled with fragmented data and labour-intensive analysis when evaluating suppliers. Volatile pricing, logistics variability, and inconsistent data quality made it difficult to maintain predictable, efficient procurement operations. The business needed a more reliable, observable process for modelling options and reducing operational bottlenecks.

Our Approach: Kubrick built a cloud-hosted optimisation engine that unified data from ERP systems, markets, logistics, and external sources into a single operational workflow. The team created scenario-modelling logic using advanced analytics, enabling procurement teams to compare options quickly and repeatably. A structured interface allowed users to test assumptions and apply governed rules without relying on manual spreadsheets, while integrated monitoring and traceability improved oversight of decisions and underlying data flows.

The Outcome: The organisation achieved a more stable, efficient procurement process.

- Faster, more reliable modelling and decision workflows
- Reduced operational toil and manual investigation
- Clear visibility of data lineage and assumptions
- Significant projected savings across strategic materials

This approach strengthened day-to-day operational performance and created a platform for long-term optimisation.

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Part C: Standard Information



Standard Information

Social Value

Kubrick creates social value by developing diverse early-career talent and helping individuals build long-term digital and data careers. We combine intensive training with paid employment, giving people from a wide range of backgrounds the opportunity to enter technical roles that may otherwise be inaccessible to them.

We actively seek applicants from underrepresented groups and communities, using outreach programmes, partnerships, and inclusive recruitment practices to widen participation. Successful candidates receive structured training in cloud, data, and digital disciplines, followed by real project experience with clients. This approach helps individuals build professional confidence while contributing meaningful work to public sector digital programmes.

Kubrick's commitment to social value continues beyond the initial placement. We provide ongoing learning and development support,

leadership pathways, and coaching, helping our consultants progress in their careers and sustain long-term employment in the digital and technology sectors. Many consultants move into permanent roles within client organisations, supporting local capability building and reducing reliance on external contractors.

We also contribute to the wider community by working with educational institutions, community groups, and outreach partners to raise awareness of digital careers. These activities support local skills pipelines and help address the UK-wide shortage of cloud and data talent.

By developing new talent and helping organisations build sustainable internal capability, Kubrick delivers social value that extends beyond the duration of individual projects and contributes to stronger, more diverse digital workforces across the public sector.

Data Protection & Information Assurance

Kubrick takes data protection and information security seriously and ensures that all work complies with UK data protection law, including the UK GDPR and the Data Protection Act 2018. Our consultants operate solely within the client's cloud environments, systems, and networks; Kubrick does not host, store, or process client data on Kubrick infrastructure.

All data access is governed by the client's own security and access controls. Consultants receive only the permissions required to undertake the agreed work, follow the client's security and change-control processes, and have all access removed at the end of the engagement.

Kubrick provides regular data protection and information security training to all staff, covering secure handling, incident reporting, phishing awareness, and good security practice. Internal policies, including our Information Security and Data Protection Policies, define the standards expected of all employees.

Where personal data is accessed within client systems, Kubrick acts as a data processor and handles that data strictly under the client's documented instructions. We do not copy personal data outside client-managed environments or transfer it to third parties without explicit client authorisation.

Kubrick maintains appropriate organisational and technical safeguards, including secure corporate devices, multi-factor authentication, access logging, and encryption within Kubrick systems. As client data is never stored on Kubrick infrastructure, these safeguards apply only to our internal systems.

By working within the client's security framework and maintaining robust internal controls, Kubrick ensures that cloud engineering activities are delivered securely, transparently, and in line with recognised information assurance expectations.

Business Continuity Statement

Kubrick maintains business continuity arrangements to ensure that consultancy services can continue with minimal disruption in the event of an incident affecting our people, systems, or offices. Our consultants carry out their work using secure corporate devices, cloud-based collaboration tools, and remote access methods, which allows delivery to continue from any suitable location with internet connectivity.

In the event of a disruption affecting a consultant, Kubrick can provide alternative resources where required, subject to the skills and knowledge needed for the engagement. All active work is supported by internal documentation and oversight, allowing another consultant to pick up tasks where necessary. Managers review project progress regularly to ensure continuity is maintained throughout each engagement.

If an incident affects Kubrick's internal systems

or office facilities, we can continue operating through our remote-working capabilities. Core functions – including communication, project coordination, and file management – use cloud services that have their own resilience measures, ensuring that Kubrick staff can maintain contact with clients and continue work without depending on a single physical site.

Kubrick follows the client's own continuity and disaster recovery processes when working within client environments. Where the service involves deploying or configuring cloud resources, any recovery or restoration of the client's systems is managed under the client's established procedures, and Kubrick will provide support within the scope of the engagement.

By combining flexible working practices, resilient internal systems, and clear oversight of active engagements, Kubrick is able to maintain continuity of service and respond effectively to operational disruptions.

Standard Information

Privacy by Design

Kubrick applies the principles of Privacy by Design to all work delivered under this service. Personal data is handled securely, minimised where possible, and processed only within the controls defined by the client. Our consultants work entirely within the client's cloud environments and systems, always following the client's data protection requirements and technical standards.

At the start of each engagement, we work with the client to understand whether personal data is present in the systems or workloads being designed or prepared for cloud deployment. Where relevant, Kubrick ensures that access is limited to what is necessary for the agreed tasks and that all consultants understand the specific handling requirements.

Kubrick does not copy or store personal data within Kubrick systems. All work takes place on client-managed devices, cloud accounts, and collaboration tools, ensuring data remains

under the client's control. Any logs, notes, or artefacts we create are kept free of personal data unless explicitly required and authorised.

We incorporate secure engineering practices when designing cloud environments, including appropriate identity and access controls, monitoring and logging, and adherence to the client's change management and security review processes. These measures help maintain visibility and control over how personal data is accessed within client systems.

All consultants receive regular training in data protection and cyber security. If a data protection concern arises, Kubrick will notify the client immediately and follow the client's incident response procedures.

By keeping processing within client systems, limiting access, and embedding secure engineering practices, Kubrick ensures privacy considerations are integrated from the outset.

Standard Information

Using the Service

Kubrick delivers this service through consultants who work directly with the client's teams, using the client's cloud environments, systems, and collaboration tools. Consultants follow the client's working practices and security requirements, and all activity is carried out under the direction of the client's product owners, technical leads, or project managers.

Engagements begin with a short onboarding period where Kubrick and the client agree ways of working, communication routes, and the tasks defined in the Statement of Work. During delivery, consultants attend stand-ups, planning sessions, retrospectives, and other ceremonies used by the client's teams to ensure work is fully integrated.

Progress is shared through the client's preferred channels, such as project boards, ticketing systems, or scheduled update meetings. Kubrick

can also provide written updates or participate in governance forums where required.

Consultants use client devices or secure remote access, and rely on the client to provide the credentials, approvals, and tools needed. All development, testing, and deployment activities take place within the client's environment so that changes remain visible and governed by the client.

If priorities change, Kubrick will work with the client to revise tasks or sequencing within the agreed scope. Where additional skills or capacity are needed, Kubrick can discuss options for bringing in further consultants.

By working within the client's teams and systems, Kubrick provides a transparent and collaborative approach that makes it easy to manage work, monitor progress, and maintain control over cloud transformation activities.

Standard Information

Ordering & Invoicing

Clients can order this service through the G-Cloud framework by raising a purchase order and agreeing a Statement of Work (SoW) that outlines the objectives, tasks, and commercial terms for the engagement. Each SoW sets out the duration of the work, the number and type of consultants required, and the day rates that apply. Kubrick does not require a minimum commitment or minimum spend to begin an engagement.

Work is delivered on a time-and-materials basis, with consultants charging for the days spent completing the activities described in the SoW. Any changes to scope, timelines, or consultant requirements can be agreed with the client and reflected in an updated SoW where needed.

Invoices are issued monthly in arrears and reflect the time delivered during that period. Timesheets or activity logs can be provided in line with the client's preferred reporting process. Payment terms follow the agreement set out in the SoW or the client's purchase order.

If the client chooses to extend the engagement or bring in additional consultants, this can be arranged quickly through an amendment to the existing SoW or the issue of a new one, ensuring continuity of delivery without disrupting ongoing work.

Kubrick aims to keep ordering and invoicing straightforward and transparent so that clients can monitor costs easily and adjust capacity when project needs change.

Standard Information

Trial Service Availability

A trial version of this service is not available. Cloud Operational Excellence service is delivered through consultants working directly with the client's teams and systems, and therefore cannot be meaningfully offered as a standalone trial.

Clients can, however, begin with a short initial engagement under a Statement of Work if they wish to explore ways of working, confirm the fit of the service, or complete a defined piece of discovery or design activity before committing to a longer programme of work.

Standard Information

Onboarding, Offboarding & Service Migration

Onboarding

Onboarding is designed to be straightforward and adaptable to the client's ways of working. Before delivery begins, Kubrick and the client agree a Statement of Work (SoW) that outlines the tasks, timelines, and governance arrangements for the engagement. During the onboarding phase, Kubrick works with the client to confirm access requirements, communication routes, and any technical or security prerequisites.

Clients provide the devices, accounts, permissions, and tools needed for Kubrick consultants to carry out their work inside the client's cloud environments and internal systems. Consultants then join the relevant delivery teams, attend existing ceremonies such as stand-ups or planning sessions, and follow the client's established change control and security procedures.

This approach ensures that Kubrick integrates smoothly into the client's delivery model and that all work is carried out under the client's direction and governance framework.

Offboarding

At the end of the engagement, Kubrick provides a clear and orderly offboarding process to ensure that client teams are fully equipped to continue work without disruption. This includes transferring documentation, reviewing outstanding tasks, and ensuring that code, scripts, and configuration artefacts are correctly stored within the client's repositories.

All Kubrick access to client systems is removed at the conclusion of the SoW, and any temporary development or testing resources created by consultants are reviewed with the client before decommissioning. If requested, Kubrick can provide a final handover meeting to walk through the cloud setup, deployment processes, or migration steps completed during the engagement.

Where follow-on work or additional support is required, this can be arranged through an updated or new SoW so that delivery can continue without delay.

Standard Information

Onboarding, Offboarding & Service Migration

Service Migration

Kubrick does not operate client systems or manage ongoing service delivery, but we support clients in preparing their applications, data, and cloud setups for transition into live service. As part of transformation activities, Kubrick helps clients:

- Plan and rehearse migration steps
- Validate that workloads behave as expected in the cloud environment
- Document key processes such as deployment, rollback, and recovery
- Confirm the readiness of the cloud setup for handover to operational teams

Any formal service transition into live operations is managed under the client's own processes and governance structures. Kubrick supports these activities within the scope of the SoW by providing documentation, answering technical questions, and ensuring the work completed during the engagement is ready for operational ownership.

Training & Knowledge Transfer

Kubrick's approach places a strong emphasis on knowledge transfer so that client teams are able to understand, operate, and extend the cloud setup once the engagement concludes. Throughout delivery, our consultants work alongside client developers, engineers, and technical leads, sharing the reasoning behind architectural decisions, build methods, and deployment processes as the work progresses.

Rather than providing standalone training courses or certification programmes, Kubrick embeds learning directly into day-to-day delivery. Consultants explain how cloud resources are structured, how infrastructure-as-code and CI/CD pipelines operate, and how migration or deployment steps should be carried out safely. This hands-on approach ensures that knowledge

is gained in context and can be applied immediately to the client's own systems.

Documentation is produced throughout the engagement, covering the cloud setup, migration steps, deployment processes, and any patterns or templates used. This gives client teams clear reference material once delivery is handed over. Where helpful, Kubrick can also provide walkthrough sessions at key stages of the engagement to explain completed work, address technical questions, and support the transition to internal ownership.

By combining close collaboration, transparent working practices, and clear documentation, Kubrick enables organisations to build sustainable in-house capability and reduce long-term reliance on external suppliers.

Standard Information

Service Management

Kubrick provides service management through regular communication, clear oversight of consultant activity, and close collaboration with the client's delivery and governance processes. While the client retains overall ownership and direction of the work, Kubrick ensures that consultants are supported, work is coordinated, and any issues are addressed promptly.

Each engagement has a designated Kubrick manager who oversees the consultants assigned to the project. This manager maintains regular contact with the client's delivery leads, reviews progress against the Statement of Work, and helps resolve any questions or adjustments required during the engagement. If priorities or timelines change, Kubrick will work with the client to agree revised plans and reflect them in an updated Statement of Work where needed.

Consultants participate in the client's existing ceremonies and reporting structures, such as stand-ups, planning sessions, show-and-tells, or governance meetings. This ensures

that work is visible, aligned, and integrated with the client's internal processes.

If the client requires additional service management reporting – such as written progress updates, dashboards, or risk summaries – Kubrick can provide these in the client's preferred format. Any concerns about delivery, access, or priorities can be raised through agreed points of contact and will be addressed promptly by Kubrick's management team.

Kubrick does not provide operational monitoring or managed-service oversight of the client's live systems. Service management relates to coordinating the work of Kubrick consultants and ensuring that delivery proceeds as agreed under the Statement of Work.

By combining clear lines of communication, experienced oversight, and integration with the client's governance processes, Kubrick provides reliable and transparent service management throughout the engagement.

Standard Information

Service Constraints

Delivery of this service depends on the client providing the access, tools, and governance structures required for Kubrick consultants to work effectively within the client's cloud environments and internal systems. As Kubrick does not host or manage client data or infrastructure, all work must take place inside client-managed platforms.

Consultants require suitable devices, user accounts, permissions, and security approvals to carry out the tasks agreed under the Statement of Work. Any delays in obtaining access, licences, or technical approvals may affect delivery timelines. Work must follow the client's change control processes and security policies, which may determine how and when deployments or configuration changes can be made.

The service is delivered during standard business hours unless otherwise agreed in the Statement of Work. Out-of-hours work, emergency support, or activities

requiring extended coverage are not included by default and would need to be discussed and agreed in advance.

Kubrick does not provide managed-service monitoring, live incident response, or operational support for client systems. Any restoration of live services, resolution of production incidents, or ongoing platform management remains the responsibility of the client's operational teams.

Where third-party tools or cloud services are required, the client is responsible for selecting, procuring, and configuring licences or subscriptions. Kubrick can work with the client's chosen technologies but does not procure tools or cloud accounts on behalf of clients.

These constraints ensure our service is delivered securely, consistently, and within governance frameworks established by the client.

Standard Information

Service Levels

This service is delivered on a time-and-materials basis and does not include operational service levels, uptime guarantees, or incident response commitments. Kubrick does not operate the client's cloud environment or provide managed-service monitoring; instead, we supply consultants who work under the client's direction to design, build, and prepare cloud systems.

Service levels for this engagement relate to the coordination and progress of consultancy work rather than the performance of live services. Kubrick ensures that consultants are available during agreed working hours, attend the client's ceremonies and governance meetings, and provide regular progress updates in line with the client's delivery processes. Any issues affecting delivery—such as access delays, tool availability, or changes to priorities—are raised promptly through agreed communication routes.

Where clients require additional structure

around reporting or oversight, Kubrick can provide written updates, risk summaries, or delivery plans that show progress against the Statement of Work. These management activities support transparency and alignment but do not constitute operational SLAs or system-level service commitments.

Any service levels relating to the operation, monitoring, uptime, or recovery of the client's cloud environment remain the responsibility of the client's internal teams or their managed-service providers. Kubrick supports these teams by designing and preparing cloud systems that are stable, secure, and maintainable, but we do not take ownership of live operations.

By focusing on clear communication, reliable consultant availability, and alignment with the client's governance processes, Kubrick provides a stable and predictable level of service throughout the engagement without assuming operational control over client systems.

Standard Information

Outage & Maintenance Procedures

As this is a consultancy service, Kubrick does not operate or manage the client's cloud environment and therefore does not provide outage management, maintenance windows, or system-level recovery services. All responsibility for the availability, maintenance, and operational continuity of the client's cloud platforms remains with the client's internal teams or their managed-service providers.

During delivery, Kubrick consultants follow the client's established change control and release processes, including any required scheduling for deployments, maintenance windows, or freeze periods. If planned changes depend on specific timing – such as the availability of test environments, data refreshes, or scheduled releases – Kubrick will coordinate work within the client's governance and maintenance timetable.

If an outage or service disruption occurs within the client's environment, Kubrick will pause

relevant work and resume it once the client has restored access or confirmed that it is safe to continue. Kubrick does not provide incident response or operational support for live services but will cooperate with client teams when needed, for example by explaining recent changes or sharing relevant documentation.

Any temporary development or testing resources created as part of the engagement are reviewed with the client before decommissioning, and consultants work within the client's procedures to ensure that changes are made safely and in line with operational standards.

By aligning our work to the client's maintenance and change control framework, Kubrick ensures that cloud transformation activities are delivered safely without affecting the client's operational service responsibilities.

Standard Information

Financial Recompense Model

This service is delivered on a time-and-materials basis and does not include financial recompense for service interruptions, delays, or unmet operational service levels. Kubrick does not operate or manage the client's cloud environment, and therefore does not provide compensation related to system availability, performance, or incident response.

All work carried out under this service is governed by the agreed Statement of Work, which sets out the tasks, timelines, and commercial terms for the engagement. If circumstances arise that affect delivery – such as access delays, changes in client priorities, or unexpected technical constraints – Kubrick will work with the client to adjust plans and agree any amendments required to the Statement of Work.

Because Kubrick's role is limited to providing consultancy and engineering expertise within the client's systems, and not to running those systems, no financial penalties or service credits form part of this service.

Standard Information

Provision of the Service

Kubrick provides this service through consultants who work directly with the client's teams, either on site or remotely, depending on the client's requirements and the nature of the engagement. Consultants work using client-provided devices, access credentials, and cloud environments, ensuring that all activity is carried out within the client's security and governance framework.

The service is delivered during standard business hours unless otherwise agreed in the Statement of Work. Consultants participate in the client's delivery processes, attend scheduled ceremonies or meetings, and follow the client's change control, security, and operational procedures when carrying out design and engineering activities.

Consultants are supported by Kubrick's internal management team, who oversee delivery quality, resolve issues raised by either

party, and ensure that consultants have the guidance and resources needed to complete their work. Where additional expertise is required – for example, to address a specific architectural question or support a complex migration step – Kubrick can provide access to subject-matter specialists as part of normal delivery oversight.

The service does not include the operation or monitoring of the client's production environment, or any form of managed-service activity. All work relates to the design, build, preparation, and documentation of the cloud setup, carried out within client systems and under the client's direction.

By embedding consultants into client teams and aligning to existing workflows, Kubrick provides a transparent and flexible service that integrates smoothly into the client's wider technology and delivery landscape.

Standard Information

Customer Responsibilities

Successful delivery of this service relies on the client providing the access, resources, and governance structures needed for Kubrick consultants to work effectively within client-managed cloud environments and systems. As all work takes place on client platforms, the client must supply the equipment, tools, and permissions required for the engagement.

Clients must provide suitable devices or secure remote access, along with user accounts, role-based permissions, and any approvals needed to work within cloud environments, code repositories, and ticketing systems. Delays in granting access or provisioning accounts may affect project timelines.

The client is responsible for selecting and procuring any cloud services, licences, monitoring tools, or third-party products required for delivery. Kubrick can advise on configuration but does not obtain or manage subscriptions.

All work must follow the client's governance processes, including change control, security reviews, architectural approvals, and release procedures. The client is responsible for coordinating these processes, scheduling maintenance windows, and ensuring relevant internal teams are available to review or approve changes.

Where work involves applications or data containing personal or sensitive information, the client must provide clear handling instructions and ensure appropriate controls are in place. Any data sets required for migration, testing, or deployment must be prepared by the client.

The client retains responsibility for operating and supporting their cloud platforms once changes are deployed. Kubrick does not provide monitoring, incident response, or managed-service support for live systems.

Standard Information

Technical Requirements

This service is delivered within the client's cloud environments and internal systems, so certain technical requirements must be in place before work can begin. The client must provide Kubrick consultants with appropriate devices or secure remote access, along with the accounts, permissions, and tools needed to carry out the tasks agreed in the Statement of Work.

Consultants require access to the client's cloud platforms – such as AWS, Azure, or Google Cloud – at the appropriate permission level to design, build, and configure resources. Access to supporting tooling, including code repositories, ticketing systems, CI/CD platforms, and logging or monitoring tools, should also be provided where these form part of the delivery process.

Where work depends on specific data sets, test environments, or integration points, the client is responsible for preparing these resources

and ensuring that they are available, stable, and accessible during the engagement. Any required data masking, redaction, or access restrictions should be completed in line with the client's own data protection policies.

Kubrick does not supply software licences, cloud accounts, or development tools. If third-party products or cloud services are required to support the engagement, the client must obtain and configure them before Kubrick can begin work. Any delays in the availability of these tools may affect delivery timelines.

Finally, because all changes are completed within the client's governance framework, clients must ensure that their change control, security approval, and release management processes are working effectively and that Kubrick consultants have the access and visibility required to participate in these processes.

Standard Information

Account Management & Consultant Success

Kubrick provides account management throughout the engagement to ensure that consultants are supported, delivery remains on track, and communication between Kubrick and the client is clear and consistent. A dedicated Kubrick manager oversees the consultants working on the engagement and acts as a point of contact for both operational matters and longer-term planning.

This manager reviews progress against the Statement of Work, meets with client stakeholders as required, and helps address any questions, risks, or changes in priorities. If adjustments to scope, timelines, or consultant allocation are needed, Kubrick will work with the client to agree the appropriate updates and ensure continuity of delivery.

Consultant success is supported through regular internal check-ins, access to Kubrick subject-matter specialists, and ongoing development

and coaching. This oversight ensures that consultants have the guidance, escalation routes, and resources required to deliver effectively within the client's environment.

If the client wishes to expand or extend the engagement, Kubrick can provide recommendations on consultant profiles, skill sets, or team structures that best support the next phase of work. Equally, if the client requires additional visibility on progress, Kubrick can provide tailored reporting or attend governance meetings to support alignment.

These account management and consultant success arrangements help ensure that delivery is well-coordinated, issues are resolved promptly, and the client remains informed and supported throughout the engagement – while retaining full control over the direction and priorities of the work.

Standard Information

Termination Process

When an engagement comes to an end, Kubrick follows a clear and orderly termination process to ensure a smooth transition for the client. All work completed under the Statement of Work is reviewed with the client, and any outstanding tasks or documentation are identified so that the client has full visibility of the current state of the cloud setup and any remaining activities.

Kubrick transfers all relevant artefacts – including code, scripts, infrastructure-as-code templates, documentation, and configuration details – into the client's repositories or designated storage locations before the engagement concludes. Where helpful, Kubrick can provide a final handover meeting to walk through completed work, answer questions, and highlight any considerations for future development or maintenance.

At the point of termination, all Kubrick access to the client's systems, cloud environments, tools, and collaboration platforms is removed in line with the client's security procedures. Any temporary resources created as part of development or testing activities are reviewed with the client before being decommissioned.

Kubrick does not retain client data or copies of artefacts once the engagement has ended. All material remains within client-controlled systems, consistent with Kubrick's data protection and information assurance commitments.

If the client wishes to restart work or begin a new phase of activity after termination, this can be arranged through a new Statement of Work or an amendment to the original agreement.

Standard Information

Experience

Kubrick has extensive experience helping organisations design, build, and modernise their cloud environments using secure, repeatable engineering practices. Our consultants have worked with a range of public and private sector clients to create well-structured cloud setups, introduce automation, prepare complex applications and data for migration, and support wider digital transformation programmes.

Across these engagements, Kubrick has delivered cloud architectures based on industry best practice, built environments using infrastructure-as-code, and implemented CI/CD pipelines that improve the speed and reliability of application delivery. We have supported teams moving from legacy systems to cloud-based platforms, carried out

detailed analysis and testing of migration steps, and introduced monitoring and configuration patterns that help organisations operate cloud services confidently.

Our experience spans multi-team programmes, focused discovery and design phases, and long-term transformation initiatives. Consultants work closely with client developers, architects, and product teams, contributing not only technical engineering capability but also clear documentation and knowledge transfer to support sustainable internal ownership.

By combining hands-on engineering with structured design and safe-change practices, Kubrick has built a strong track record of helping organisations establish reliable cloud foundations and modernise the systems they depend on.

Standard Information

Client List



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