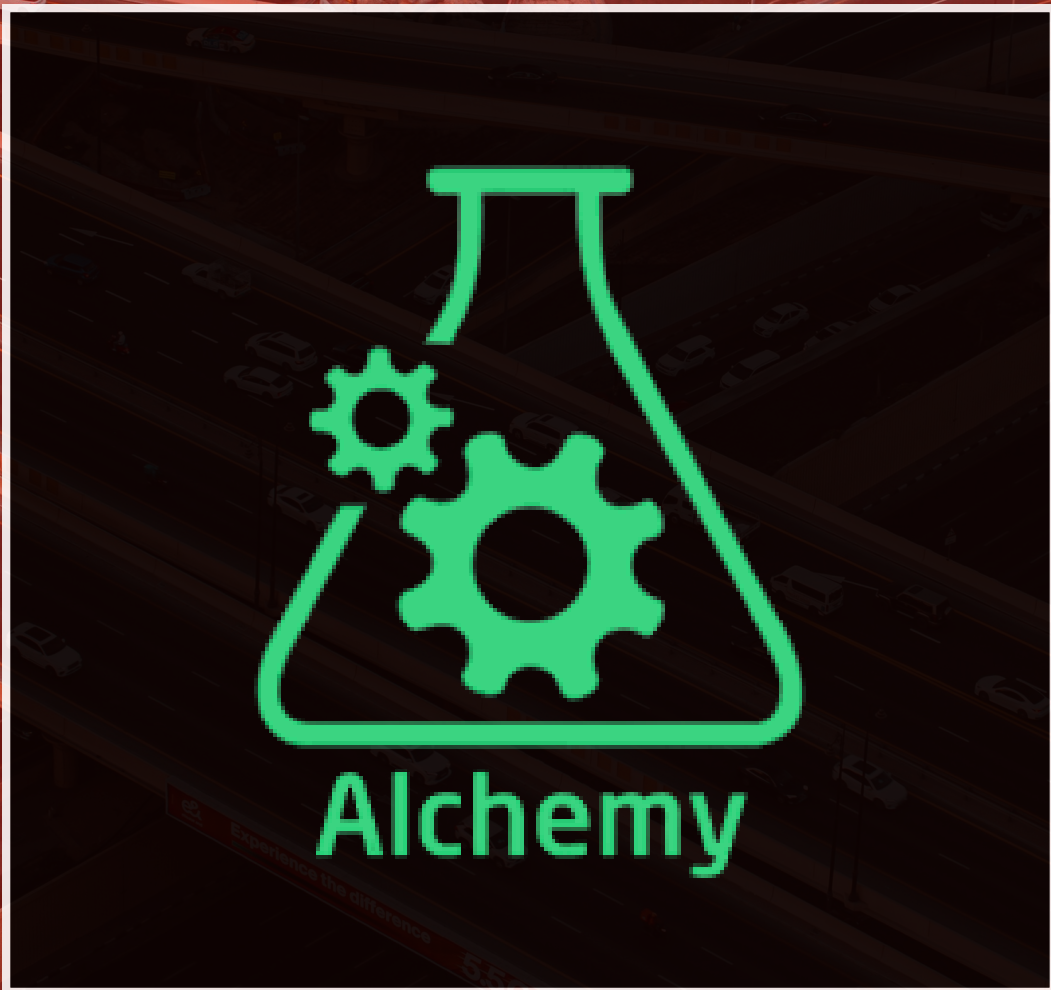




HANDD Business Solutions is a global managed services provider helping organisations reduce risk by improving visibility, control, and operational governance across critical data workflows. We implement and manage security and automation platforms day-to-day across Managed File Transfer (MFT), data integration, DLP, and AI security, helping teams identify gaps, enforce policy, and maintain audit-ready compliance. Trusted by over 1,000 clients across 27 countries, HANDD delivers vendor-agnostic expertise backed by 24/7 global operations centres. Learn more at www.handd.co.uk.



Service Overview

HANDD Business Solutions provides Cloudhouse Alchemy as a managed application modernisation service, enabling UK public sector organisations to modernise and migrate legacy Windows applications to the cloud without code changes.

The service supports the transformation of traditional desktop and server-based applications into cloud-ready, platform-agnostic workloads, improving resilience, security, and operational efficiency while reducing technical debt. Cloudhouse Alchemy enables organisations to extend the life of critical applications while aligning with modern cloud and security strategies.

Delivered and managed by HANDD, the service covers assessment, migration, configuration, and ongoing operational support, ensuring applications are modernised safely and in line with public sector governance and assurance requirements.

The service supports a range of use cases, including legacy application cloud migration, application remediation for operating system upgrades, and long-term modernisation programmes.

Solution Overview - Cloudhouse Alchemy

Cloudhouse Alchemy is an application modernisation platform designed to transform legacy Windows applications for cloud, virtual, and modern operating system environments without requiring source code changes.

The platform applies policy-based transformation to application binaries, enabling compatibility with modern platforms such as Windows 10 and 11, cloud-hosted virtual desktops, and Infrastructure as a Service environments. This approach reduces risk, cost, and complexity compared to traditional re-platforming or application rewrite projects.

As a delivery partner, HANDD enhances Cloudhouse Alchemy with structured assessment, controlled migration, and managed operations to ensure applications remain secure, stable, and supportable.

Service Categories

Information and Communications Technology (ICT):

- Application modernisation services
- Cloud migration services
- Legacy system transformation
- Other information and communications technology services (ICT)

Software Development and IT Operations:

- Application remediation and compatibility services
- Operating system upgrade enablement

Operations Management:

- Managed application platforms
- Ongoing application support and optimisation

Features

- Application modernisation without source code changes
- Compatibility transformation for legacy Windows applications
- Support for cloud, virtual desktop, and modern OS environments
- Policy-based application transformation
- Centralised management and control
- Reduced dependency on legacy operating systems
- Support for application packaging and deployment models
- Secure application execution in modern environments
- Audit and reporting capabilities for transformation activity

Benefits

- Reduced Modernisation Risk: Avoid costly rewrites or redevelopment
- Faster Cloud Adoption: Enable legacy applications to run in modern environments
- Extended Application Lifespan: Continue using business-critical applications
- Lower Costs: Reduce redevelopment and long-term support overhead
- Improved Security Posture: Move away from unsupported operating systems
- Operational Stability: Maintain application behaviour and functionality
- Predictable Delivery: Structured, repeatable transformation approach
- Improved Governance: Centralised control and visibility

User Support

HANDD Business Solutions provides UK-based support for Cloudhouse Alchemy services, including:

- Application assessment and suitability analysis
- Transformation and migration planning
- Platform configuration and policy management
- Ongoing application support and monitoring
- Incident and problem management
- Change management and optimisation requests

Support hours and service levels are defined contractually and aligned to customer operational requirements.

How Users Work with the Platform

Service Interface

Administrators manage application transformation policies and deployments through a secure management interface. Transformed applications are delivered to end users through existing desktop, virtual, or cloud delivery platforms.

Integration

Cloudhouse Alchemy integrates with common enterprise application delivery models, including virtual desktops, cloud infrastructure platforms, and endpoint management solutions.

Customisation

Transformation policies can be tailored to application requirements, deployment models, and security controls. HANDD manages configuration changes as part of the managed service.

Analytics and Reporting

The service provides visibility into application transformation and deployment activity, including:

- Application transformation records
- Deployment and execution status
- Compatibility and remediation reporting
- Records to support audit and governance activities

Reports support operational assurance and modernisation programme tracking.

Scaling

Cloudhouse Alchemy supports scalable deployment across multiple applications and environments. The service scales to support additional applications and users without requiring changes to the underlying application code. HANDD manages scaling and configuration as usage grows.

Data-in-Transit Protection

Protection Between Networks

All platform access and management interfaces are secured using HTTPS with industry-standard TLS encryption.

Protection Within the Network

Application policies and configurations are protected using role-based access controls. Access to transformed applications is governed by existing organisational security controls.

Availability and Resilience

Guaranteed Availability

The service is delivered using resilient cloud and enterprise infrastructure. Availability targets are defined contractually.

Approach to Resilience

The service supports resilient deployment models, including redundant infrastructure and recovery mechanisms aligned to customer architecture.

Outage Reporting

Service incidents are communicated in line with agreed incident management and notification procedures.

Governance

Cloudhouse Alchemy supports alignment with GDPR and UK public sector security requirements by enabling secure operation of legacy applications in modern environments.

HANDD Business Solutions maintains governance over service delivery through documented policies, service management practices, and controlled operational processes.

Operational Security

HANDD applies best-practice operational security controls, including:

- Secure configuration of transformation policies
- Controlled administrative access
- Regular review of application and platform access
- Change management and service governance

Protective Monitoring Approach

The service includes monitoring of platform health and application execution. Alerts are generated for service issues or anomalies and investigated by the support team.

Incident Management Approach

HANDD operates a defined incident management process. Incidents affecting application availability or service operation are managed in accordance with agreed procedures, with customer notification and remediation actions provided where required.

OUR GLOBAL OFFICES



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