



SERVICE DEFINITION DOCUMENT

*Cloud Application
Development &
Modernisation*

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Contents

1. Purpose of this Document	3
2. Service Description	3
2.1 Overview.....	3
2.2 Service Components	3
2.3 Service Benefits	4
3. Delivery Approach.....	4
3.1 Discovery Phase	4
3.2 Agile Implementation	5
3.3 User Acceptance and Validation.....	5
3.4 Deployment and Hypercare.....	5
4. Service Constraints	5
5. Ongoing Support	6
5.1 Support Services.....	6
5.2 Support Response Levels	6
6. Security and Compliance.....	6
6.1 Security Accreditations	6
6.2 Application security	6
7. Pricing	6
8. Contact Information	7

1. Purpose of this Document

This document provides comprehensive information about Cranmore Consulting's Cloud Application Development & Modernisation services and defines how these services are delivered to UK public sector organisations.

This Service Definition is required as part of Cranmore's listing on the G-Cloud 15 framework and conforms to the requirements specified in the Crown Commercial Service's guidance on service definition documents.

These services are designed for central government departments, local authorities, NHS organisations, and other public bodies seeking expert cloud application development, legacy system modernisation, and ongoing application lifecycle management.

2. Service Description

2.1 Overview

As a Microsoft Solutions Partner and AWS Partner, Cranmore offers expert cloud application development and modernisation of existing systems. We apply robust agile software development principles to build modern, proven applications on dependable foundations while innovating to meet bespoke requirements.

Our comprehensive services span the complete application lifecycle including design, development, integration, testing, deployment, support, training, and ongoing maintenance. We specialise in Microsoft Azure solutions integrating seamlessly with Microsoft 365, Microsoft Teams, and Power Platform, alongside AWS cloud application development.

Cranmore's application development services transform legacy systems through modernisation and API integration while building new cloud-native applications using market-leading technologies. Our security-cleared engineers and management team deliver solutions on time and on budget with proven track record of customer satisfaction across UK public sector.

2.2 Service Components

Cloud application development services include:

- **End-to-End Development** – Complete application lifecycle from requirements through design, development, security, testing, delivery, and ongoing support
- **Proactive Continual Improvement** – Strategic approach to enhancing applications based on performance metrics, user feedback, and emerging requirements
- **Change Management** – Structured change management ensuring controlled updates with minimal business disruption
- **Quality Standards and Frameworks** – ISO 27001, Cyber Essentials Plus certifications with ITIL Service Management and PRINCE2 project management methodologies
- **Microsoft Azure Solutions** – Deep integration with Microsoft 365, Teams, Power Platform, and Azure services creating unified digital workspace solutions
- **Legacy Systems Modernisation** – Transformation of legacy applications to modern cloud architectures with improved performance, security, and maintainability
- **API Integration** – RESTful API development enabling seamless integration between applications, data sources, and third-party services
- **Technical Expertise** – Design and development of secure, scalable cloud applications using modern software engineering practices and frameworks

- **Proactive Monitoring** – Continuous monitoring identifying and resolving issues before they impact users
- **Security Clearance** – Security Cleared (SC) engineers and management providing services for OFFICIAL and OFFICIAL-SENSITIVE data
- **Stakeholder Management** – Regular stakeholder engagement throughout development lifecycle ensuring alignment and satisfaction
- **Agile Development** – Agile Scrum and Kanban methodologies (ASSURED Agile) with incremental delivery enabling rapid feedback and iteration

2.3 Service Benefits

Organisations engaging Cranmore for cloud application development realise significant operational advantages:

- **Dedicated Service Manager** – Single point of contact managing relationship, escalations, and service delivery coordination
- **Expert Development Team** – Highly skilled software designers and developers with proven public sector experience and security clearances
- **Proven Public Sector Experience** – Demonstrable track record delivering complex applications for health, local government, and central government
- **On-Time, On-Budget Delivery** – Consistent delivery of projects on time and within budget through rigorous project management
- **Customer Satisfaction** – Excellent customer satisfaction evidenced by repeat business and positive stakeholder feedback
- **Improved Security** – Enhanced security posture protecting business-critical information through cloud-native security capabilities
- **Quality Applications** – Robust, scalable, maintainable applications built on proven architectural patterns and best practices
- **Technical Versatility** – Extensive experience applying diverse development techniques, methodologies, and technology stacks
- **Quality Assurance** – Comprehensive quality assurance including automated testing, UAT, and continuous integration ensuring reliability
- **Modern Technology Stack** – Market-leading application development using .NET Core platform ensuring modern, performant solutions
- **Cloud Scalability** – Cloud-native architecture enabling elastic scaling, high availability, and cost-optimised resource utilisation

3. Delivery Approach

3.1 Discovery Phase

Cranmore strongly recommends Cloud Application Development and Modernisation projects commence with comprehensive Discovery Phase (typically 2-4 weeks). Discovery encompasses:

- Process mining and opportunity assessment identifying automation candidates
- Current state analysis of systems, data, and integration points
- AI maturity assessment and capability gap analysis
- Technical feasibility studies and proof of concept development
- Automation value case development with ROI modelling
- Security, ethics, and governance framework definition
- Prioritised automation roadmap with quick wins and transformational initiatives
- Evidence based project scope and indicative costs

Discovery deliverables provide strategic foundation ensuring automation investments align with organisational priorities and deliver measurable value.

3.2 Agile Implementation

AI solution implementation follows Agile methodology enabling iterative development, rapid feedback, and continuous refinement:

- **Two-week sprints** – Each sprint delivers working automation capabilities demonstrable to stakeholders
- **Daily standups** – Brief team synchronisation meetings ensure transparency and maintain momentum
- **Sprint reviews** – Stakeholder demonstrations validate automation meets requirements and delivers value
- **Sprint retrospectives** – Team reflection on automation quality and process improvements
- **Continuous testing** – Automated testing and validation throughout development ensures reliability

3.3 User Acceptance and Validation

Comprehensive user acceptance testing validates automations meet all requirements including functional correctness, performance under load, exception handling, security validation, and business value delivery. Testing includes real-world scenarios, edge cases, and failure modes. No production deployment proceeds without formal sign-off from customer authorised representatives.

3.4 Deployment and Hypercare

Automation deployment managed through phased approach:

- Pilot deployment validating automation in production environment
- Comprehensive training for process owners and support teams
- Phased rollout by process or department minimising disruption
- Four-week Hypercare with proactive monitoring and rapid issue resolution
- Knowledge transfer ensuring internal teams can support and enhance automations

4. Service Constraints

To support successful Cloud Application Development and Modernisation outcomes:

- **Discovery recommended:** Complex application projects benefit significantly from comprehensive Discovery
- **Requirements documentation:** Availability of business requirements and user needs documentation supports effective delivery. Where required, Cranmore can facilitate requirements and prioritisation workshops.
- **Feature prioritisation:** Cranmore works collaboratively with the Buyer to prioritise features and functionality based on business value, user needs, and delivery constraints.
- **System access:** Integration activities are most effective where the Buyer can provide appropriate access to relevant source systems, interfaces, and APIs.
- **Stakeholder engagement:** Regular buyer involvement in sprint reviews, UAT, and feedback supports successful delivery
- **User involvement:** Access to subject matter experts and representative end users supports validation, usability testing, and refinement of the solution.
- **Test data:** Availability of test data and usage scenarios supports application testing, performance validation, and quality assurance.

5. Ongoing Support

5.1 Support Services

Cranmore provides comprehensive managed support:

- **Technical Account Manager** – Single point of contact for relationship management, strategic guidance, and escalations
- **Support Desk** – Enhanced support models, including extended-hours or 24/7 support, may be available where agreed as part of the call-off
- **Email and Ticketing** – Incidents raised via dedicated Atlassian helpdesk (support@cranmoreconsulting.com) with 2-5 hour response during business hours (Monday-Friday)
- **Web Chat Support** – Available 9am-5pm UK time, Monday-Friday at additional cost where required
- **Hypercare** – Four weeks post-deployment enhanced support with proactive monitoring
- **ITIL Service Management** – Professional incident, problem, and change management processes

5.2 Support Response Levels

Incident response based on business impact:

- **Priority 1 (Major Impact)**: 15 minutes response, 6 hours resolution target
- **Priority 2 (High Impact)**: 1 hour response, 8 hours (one working day) resolution target
- **Priority 3 (Moderate Impact)**: 4 hours response, 3 working days resolution target
- **Priority 4 (Minor Impact)**: 1 day response, 10 working days resolution target

6. Security and Compliance

6.1 Security Accreditations

Cranmore maintains:

- **ISO 27001** – International standard for information security management
- **Cyber Essentials Plus** – Independently verified cyber security controls
- **Security Clearance (SC)** – Key personnel hold UK Security Check clearance enabling work with OFFICIAL and OFFICIAL-SENSITIVE data

6.2 Application security

All applications developed with security by design including secure coding practices, input validation, authentication and authorization, data encryption, vulnerability scanning, penetration testing, and compliance with OWASP guidelines. Regular security updates and patching included in ongoing support.

7. Pricing

Cloud application development and modernisation services are priced based on agreed scope, duration, and complexity.

- **Discovery**: Typically delivered on a fixed-price basis, agreed in advance based on the defined Discovery scope and timebox

- **Implementation:** Priced separately based on the agreed delivery scope and approach, following Discovery or as a standalone engagement
- **Alternative pricing:** Time and Materials pricing may be used where appropriate and agreed in advance

See pricing documents for more information.

8. Contact Information

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