

Service Definition Document – Solution Architecture (Design and BA Reqs)

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CCS - G-Cloud 15
21 January 2026



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Service attributes

Service type

Lot 3: Cloud Support

Service name

Service name

Solution Architecture

About your service

Service description

Our Solution Architecture service helps UK Government clients design secure, scalable, and cost-efficient solutions. Combining technical expertise with business insight, we optimise investments, reduce complexity, and enable innovation. Our approach embeds governance, change management, and capability building to ensure sustainable adoption aligned with GDS and CDDO standards.

Service categories

- Cloud Support Services
 - Set Up and Migration
 - Data/information structure design
 - Data/information structure design
 - Project management and governance
 - Project management and governance
 - Service optimisation/right sizing
 - Service optimisation/right sizing
-

Service features and benefits

Service features and benefits

Service features

- Tailored designs aligned with UK government digital strategies
 - Cloud-native and hybrid architecture for scalable, resilient solutions
 - Legacy system integration to optimise investments and reduce duplication
-

- Security by design aligned with NCSC and ISO 27001
- Agile, iterative approach for rapid delivery and adaptability
- Embedded governance and compliance with GDS and CDDO frameworks
- Cost optimisation through rationalisation and efficient resource use
- Embedded change management and capability building for sustainability
- Continuous improvement via analytics and feedback loops

Service benefits

- Reduces complexity and operational costs through rationalisation
 - Improves decision-making with clear, future-proof architecture
 - Accelerates delivery while minimising operational disruption
 - Enhances resilience and scalability with hybrid cloud designs
 - Empowers teams through structured change management and skills transfer
 - Supports sustainability and social value objectives
 - Delivers measurable outcomes aligned with policy and strategic goals
-

Service scope

Service constraints

N/A

Reselling

Supplier type

Supplier type

I'm not a reseller

User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

Email support available 9am-5pm Monday to Friday (UK time) with a typical response time of 48 hours (SLAs to be agreed on a case-by-case basis).

User can manage status and priority of support tickets

No

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

Support levels

Support can be provided at various levels depending on the solutions and the customer requirements. Support levels can range from a basic feedback form to a full helpdesk facility with 365 day coverage depending on the SLA.

Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Security Clearance (SC)

Pricing

Discount for educational organisations

No