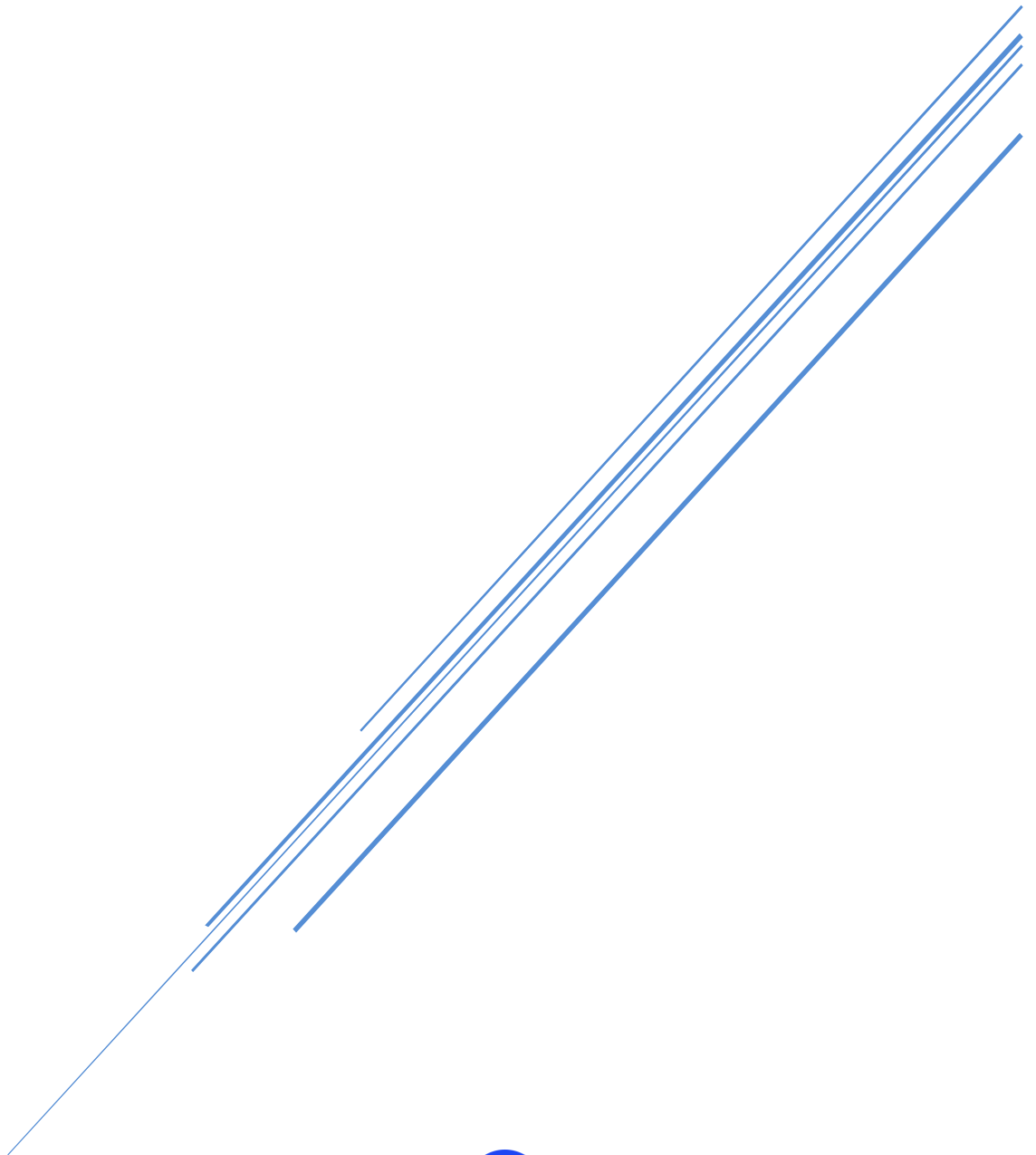


Software Development, DevOps & Cloud InfrastructureG-Cloud 15 - Service Definition



Crown
Commercial
Service



StableLogic
Enabling Tomorrow:

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Company Overview

Established in 1993, StableLogic is a privately held, truly independent technology consultancy. We pride ourselves on being able to offer completely impartial advice and support to our clients. Our focus is to help clients solve complex business challenges involving the strategy, design, procurement and delivery of cloud solutions.

Our people sit at the very core of our practice and we place a significant emphasis on professional and technical development. Our consultants are defined by their pragmatic approach to some of the world's most complex technical and operational challenges.

Working with a variety of organisations, governments and commercial bodies, our role is to unlock potential for growth, innovation and operational excellence.

Our services include:

- ◆ **Technology Consultancy** – Independent consultancy advice on customer experience tech, contact centre, networks, mobility, infrastructure and unified communications.
- ◆ **Technology Expense Management (TEM)** – Managed Service to streamline day to day management of suppliers and deliver cost savings.
- ◆ **Digital Transformation** – The design, procurement and implementation of digital change across all core business areas.
- ◆ **Customer Experience and Collaboration** – Expert consultancy advice to help clients to deliver their customer experience and collaboration objectives.
- ◆ **Process Optimisation** – The review, analysis and development of new working practices to improve quality, reduce cost and enhance customer service.
- ◆ **Service Optimisation** – A suite of services to help organizations to reduce their technology costs and enhance operational efficiency.
- ◆ **Cost Saving** – Cost reduction audits, benchmarking, procurement and contract negotiation.
- ◆ **Change Management (PMO)** – End to end support of business change including technical project management resources.

1. Overview

1.1 Purpose

The purpose of this document is to detail the technical services offered by our practice. This is not a sales or contractual document, simply a description of each element of the service. Given the nature of consultancy, this list is not exhaustive and any potential buyer should enquire with StableLogic to discuss their needs in detail.

The document explains the scope of the service and the features provided. StableLogic charge on a day rate basis and therefore the deliverables and outcomes from our work are entirely bespoke for our client.

1.2 Service Features

StableLogic offers a wide range of technical services. The following features list details some of the core service components:

- Cloud Readiness Assessment
- Cloud Migration and Modernisation
- Custom Software Development
- Cloud Cost Optimisation
- Data Analytics & Machine Learning
- Cloud Infrastructure Audits
- Time and Materials Support

Buyers should contact StableLogic to discuss their requirements.

1.3 Service Benefits

The benefits of engaging StableLogic include:

- We act as an extension of your organisation
- Over 30 years experience supporting complex technology transformations
- Flexible engagement models including fixed fee pricing
- Cost Efficiency: ensures infrastructure is well architected
- Scalability and Flexibility: ensuring optimal performance without overprovisioning
- Speed: broad set of services that enable rapid development
- Security: robust security features to protect your data
- Productivity: allows you to focus on driving business value
- Sustainability: we leverage cloud vendors with renewable energy sources

2. Software Development, DevOps & Cloud Infra. Services

The following section includes a high level description of each service.

As previously stated, consultancy is fluid and adapts to the needs of the client and project demands. Please consider this an indicative description and make contact with StableLogic to discuss your individual needs.

2.1 Cloud Readiness Assessment

Objectives:

1. **Evaluation the Current Infrastructure:** Assessing existing IT infrastructure, applications, and data to determine their suitability for migration to the cloud.
2. **Identification of Goals and Requirements:** Understanding business objectives and technical requirements to align cloud adoption strategy with organisational needs.
3. **Risk Assessment:** Identifying potential risks and challenges associated with migrating to the cloud, including security, compliance, and data management concerns.
4. **Cost Analysis:** Estimating the costs associated with cloud migration and ongoing operations to ensure cost-effectiveness and budget alignment.
5. **Technical Feasibility:** Evaluating the technical feasibility of migrating applications and workloads to the cloud, considering factors such as compatibility, scalability, and performance.
6. **Roadmap Development:** Developing a comprehensive roadmap outlining the steps and timelines for cloud adoption, including migration strategies, implementation plans, and resource allocation.
7. **Change Management:** Assessing organisational readiness and preparing for the cultural and operational changes required to successfully adopt cloud technologies.
8. **Vendor Selection:** Evaluating different cloud service providers and choosing the most suitable vendor based on factors like services offered, pricing models, and reliability.

Indicative Deliverables:

- Findings Report
- Risk Assessment
- Transition Budget

2.2 Cloud Migration and Modernisation

Objectives:

1. **Scalability:** Enhancing the scalability of applications and infrastructure to meet changing business demands, allowing for seamless growth without compromising performance.
2. **Cost Optimisation:** Achieving cost savings through the efficient use of cloud resources, including pay-per-use pricing models and optimisation of infrastructure and operations.
3. **Agility and Flexibility:** Improving the agility and flexibility of IT systems by leveraging cloud-native technologies and services, enabling rapid deployment of new features and updates.
4. **Security and Compliance:** Enhancing security measures and ensuring compliance with industry regulations and standards through the use of cloud security features and best practices.
5. **Performance Optimisation:** Optimising the performance of applications and workloads by leveraging cloud-native services, auto-scaling capabilities, and advanced performance monitoring tools.
6. **Legacy Modernisation:** Modernising legacy applications and infrastructure by migrating them to the cloud, allowing for improved reliability, maintainability, and efficiency.
7. **Data Management:** Improving data management practices, including storage, backup, and disaster recovery, by leveraging cloud-based data services and technologies.
8. **Innovation Enablement:** Facilitating innovation by providing access to cutting-edge cloud technologies and services, enabling experimentation and rapid prototyping of new ideas.
9. **User Experience Improvement:** Enhancing the user experience by leveraging cloud-based services to deliver faster response times, improved reliability, and seamless access from anywhere.

Indicative Deliverables:

- Strategy Presentation (Typically MS PPT / Word)
- Benefit Analysis
- High Level Commercials
- Requirements Matrix
- Next Steps Guidance

2.3 Custom Software Development

Objectives:

1. **Tailored Solutions:** Creating software that specifically addresses the unique needs and requirements of the client or organisation, ensuring a perfect fit for their business processes and workflows.
2. **Scalability:** Building software that can scale with the growth of the organisation, accommodating increasing data volumes, user numbers, and business complexity without compromising performance.
3. **Integration:** Integrating the custom software seamlessly with existing systems, applications, and databases within the organisation's IT infrastructure to ensure interoperability and data consistency.
4. **Automation:** Automating repetitive tasks and processes to improve efficiency, reduce manual errors, and free up resources for more strategic activities.
5. **User Experience:** Prioritising user experience design to create intuitive, user-friendly interfaces that enhance productivity, satisfaction, and adoption rates among end-users.
6. **Security:** Implementing robust security measures to protect sensitive data, prevent unauthorised access, and mitigate cybersecurity risks, ensuring compliance with industry regulations and standards.
7. **Cost-effectiveness:** Developing software solutions that offer long-term cost savings by streamlining operations, optimising resource utilization, and reducing reliance on expensive third-party software licenses.
8. **Innovation:** Leveraging cutting-edge technologies and development methodologies to deliver innovative solutions that differentiate the organisation from competitors and drive business growth.
9. **Support and Maintenance:** Providing ongoing support and maintenance services to ensure the reliability, performance, and security of the custom software throughout its lifecycle.

Indicative Deliverables:

- Technical Design Documents
- Technical Drawings
- High Level Designs (HLD) / Low Level Designs (LLD)
- Technical Code Development
- QA & Testing
- Production Workload

2.4 Cloud Cost Optimisation

Objectives:

1. **Cost Reduction:** Identifying and implementing strategies to reduce cloud-related expenses, including optimising resource utilisation, rightsizing instances, and leveraging cost-effective pricing models.
2. **Budget Alignment:** Ensuring that cloud spending aligns with the organisation's budgetary constraints and financial objectives, preventing overspending and optimising the allocation of resources.
3. **Performance Efficiency:** Maximising the cost-effectiveness of cloud resources by optimising performance parameters such as compute, storage, and networking to achieve the desired level of performance at the lowest possible cost.
4. **Usage Visibility and Accountability:** Gaining visibility into cloud usage patterns and costs across different departments and teams, enabling better cost allocation, accountability, and governance.
5. **Lifecycle Management:** Implementing policies and automation tools to manage the lifecycle of cloud resources effectively, including provisioning, deprovisioning, and decommissioning, to minimise unused or underutilised resources.
6. **Reserved Instance Utilisation:** Leveraging reserved instances, savings plans, or other pricing options offered by cloud providers to secure discounts and reduce costs for predictable workloads.
7. **Containerisation and Serverless Adoption:** Embracing containerisation and serverless computing to optimise resource utilisation, improve scalability, and reduce costs by only paying for resources when they are in use.
8. **Performance Monitoring and Optimisation:** Continuously monitoring cloud infrastructure performance and identifying opportunities for optimisation, including tuning configurations, improving efficiency, and reducing waste.
9. **Compliance and Governance:** Ensuring compliance with cost management policies, industry regulations, and governance frameworks while optimising cloud costs, maintaining transparency, and mitigating financial risks.

Indicative Deliverables:

- Savings Recommendations
- Savings Implementation Plan
- Technical Support & Guidance

2.5 Data Analytics and Machine Learning

Objectives:

1. **Insight Generation:** Analysing large volumes of data to discover patterns, trends, and relationships that provide valuable insights into various aspects of business operations, customer behaviour, and market dynamics.
2. **Predictive Modelling:** Developing machine learning models to forecast future outcomes, such as sales forecasts, customer churn predictions, equipment failures, or market trends, based on historical data and patterns.
3. **Optimisation:** Using data analytics and machine learning to optimise processes, operations, and resource allocation, thereby improving efficiency, reducing costs, and maximising productivity.
4. **Personalisation:** Leveraging data analytics and machine learning techniques to deliver personalised experiences to customers, such as personalized product recommendations, targeted marketing campaigns, and customised services.
5. **Anomaly Detection:** Identifying unusual or unexpected patterns in data that may indicate fraudulent activities, security breaches, or operational anomalies, enabling timely intervention and mitigation.
6. **Automation:** Automating repetitive tasks and decision-making processes using machine learning algorithms, reducing manual effort, minimising errors, and increasing operational agility.
7. **Risk Management:** Assessing and mitigating risks by analysing data to identify potential risks and uncertainties, such as credit default risks, supply chain disruptions, or cybersecurity threats, and implementing proactive measures to manage them effectively.
8. **Customer Insights:** Understanding customer preferences, behaviour, and sentiment through data analysis and machine learning, enabling organisations to tailor products, services, and marketing strategies to meet customer needs and enhance satisfaction.
9. **Continuous Improvement:** Continuously refining and optimising data analytics and machine learning models through feedback loops, model monitoring, and iterative refinement to ensure accuracy, relevance, and effectiveness over time.

Indicative Deliverables:

- Tailored to Specific Client Needs

2.6 Cloud Infrastructure Audits

Objectives:

1. **Security Assessment:** Evaluating the security controls and measures implemented within the cloud infrastructure to identify vulnerabilities, compliance gaps, and potential risks to data confidentiality, integrity, and availability.
2. **Compliance Verification:** Ensuring compliance with industry regulations, standards, and organisational policies governing data protection, privacy, and security, such as GDPR, HIPAA, or PCI DSS.
3. **Resource Optimisation:** Assessing the utilisation of cloud resources, such as compute, storage, and networking, to identify opportunities for optimisation, cost reduction, and performance improvement.
4. **Access Control Review:** Reviewing access controls, permissions, and authentication mechanisms to ensure that only authorised users have appropriate access to cloud resources and data, minimising the risk of unauthorised access or data breaches.
5. **Data Management:** Evaluating data management practices, including data storage, backup, replication, and archival, to ensure data resilience, availability, and compliance with data retention policies.
6. **Disaster Recovery and Business Continuity:** Verifying the effectiveness of disaster recovery plans, backup procedures, and failover mechanisms to ensure the resilience of cloud-based applications and services in the event of disruptions or disasters.
7. **Performance and Scalability:** Assessing the performance and scalability of cloud infrastructure components to ensure they meet the organisation's requirements for responsiveness, throughput, and scalability under varying workloads.
8. **Identity and Access Management (IAM):** Reviewing IAM policies, roles, and permissions to ensure proper management of user identities, authentication mechanisms, and access controls, reducing the risk of unauthorised access and privilege escalation.
9. **Governance and Risk Management:** Evaluating cloud governance practices, risk management frameworks, and compliance monitoring mechanisms to ensure effective oversight, accountability, and risk mitigation across the cloud environment.

Indicative Deliverables:

- Audit Analysis Report
- Future State Proposal
- GAP Analysis
- Recommendations

2.7 Time and Materials Support

In addition to the services outlined above, StableLogic offers Time and Materials (T&M) support to its clients.

A detailed rate card can be found on the G Cloud listing.

For more information please contact our public sector team on the below details:

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