

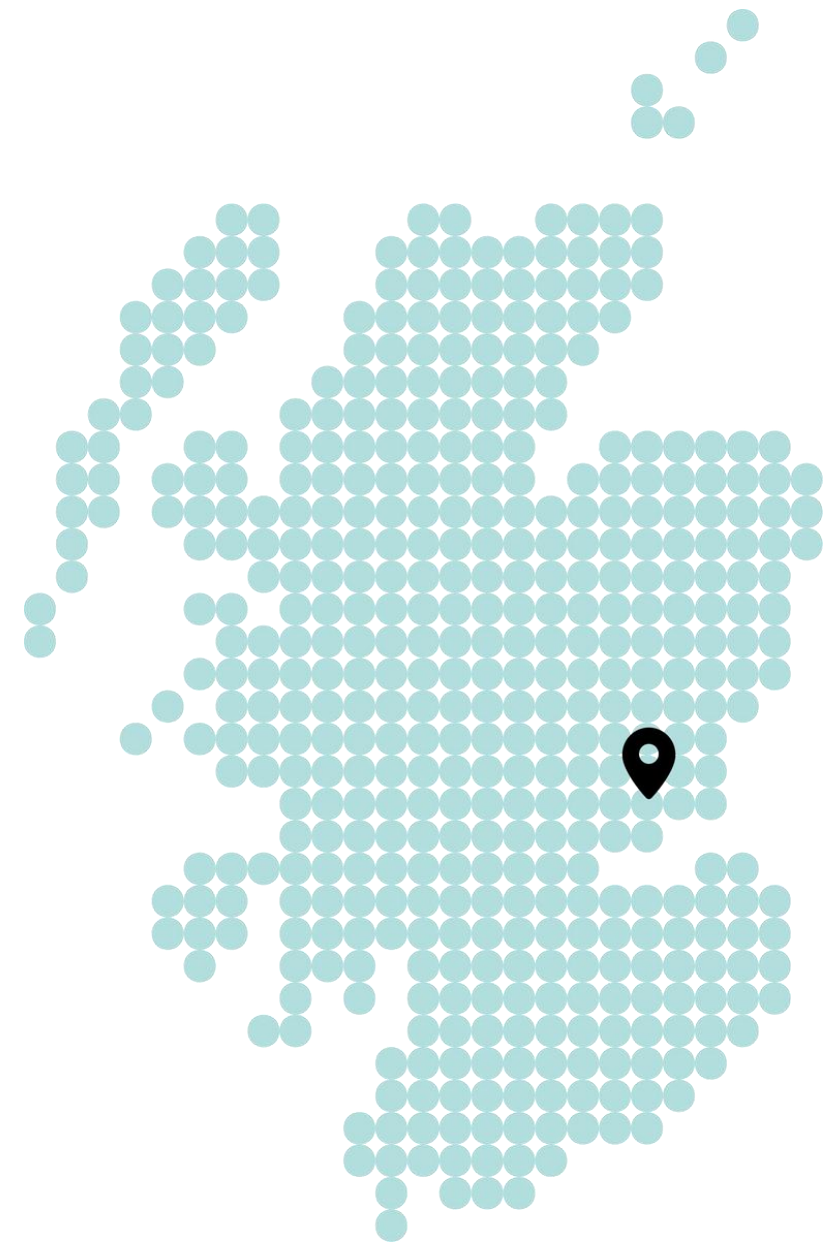
GCloud 15 Lot 3 Services



Experts in Cloud Engineering Service Design & Data and AI

We are a **Scottish-based company** that delivers user-centric software solutions, driving digital transformation for public and private sector clients. Our expertise includes citizen-centric service design, digital transformation projects, data management, cloud architectures, artificial intelligence and software development.

Our experience and deep understanding of the public sector with a particular expertise in digital service standards makes us a trusted partner for government agencies and organisations seeking to enhance their digital services.



Ember are always trying to push the boundaries of technology and of what's feasible and what's possible. That's an attitude I love. I love pushing the boundaries of what's possible and never settling for 'good enough'



There was an attitude from the Ember team that if we were going to do something, we were going to do it right and to a high standard. Their willingness to adapt and change things played a key role in the projects success





AI Compliance and Strategy

Find out more on Ember by visiting: [**www.ember.ltd**](http://www.ember.ltd)

AI Implementation and Operation Services

How we can help

AI solutions often struggle once they move from experimentation into live service operation.

Organisations may lack the operational controls, monitoring and support processes required to keep AI systems reliable, secure and cost-effective over time.

This can lead to degraded performance, unmanaged drift, increased incidents and reduced trust from users and stakeholders when AI services are not properly operationalised.

We support organisations in running AI-enabled services reliably and securely in production.

Our service focuses on integrating AI into operational environments, establishing monitoring and controls, and providing ongoing support to maintain performance, stability and trust.

We ensure AI systems remain supportable, governed and cost-effective throughout their lifecycle.

Our AI Implementation and Operation services

- Assess production readiness of AI components
- Integrate models into live environments
- Configure monitoring and performance metrics
- Implement security and access controls
- Develop operational runbooks
- Support controlled model releases
- Manage incidents and service issues
- Monitor model drift and reliability
- Optimise cost and performance
- Transfer knowledge to support teams

AI Implementation and Operation

We provide operational and strategic support to help organisations adopt AI safely, lawfully and effectively. Our service assesses governance, risk, ethics and compliance, aligning AI use with UK regulation, organisational policy and delivery objectives, while establishing practical controls that can be operated and maintained within live services.

Features

- Production readiness checks for AI components
- Integration support for model endpoints into applications, APIs and platforms
- Model performance monitoring setup (drift, accuracy, latency) with actionable alerts
- Operational runbooks for incidents, model updates and data refresh processes
- Secure access controls for model usage, secrets management, least-privilege patterns
- Change and release support for model/version updates
- Cost and capacity optimisation for inference workloads and infrastructure
- Incident triage and problem management for AI-related service disruptions
- Assurance of data pipelines - model (quality checks, failure handling)
- Knowledge transfer sessions for support teams

Benefits

- Reduces go-live risk ensuring AI components are supportable and monitored
- Improves reliability and user experience through proactive drift and latency detection
- Accelerates safe deployment by providing repeatable runbooks and release controls
- Protects sensitive data via robust access control and security-by-design practices
- Reduces operational cost through targeted optimisation
- Shortens incident resolution times with clear escalation paths and diagnostics
- Improves service continuity by managing model change safely and predictably
- Strengthens internal capability through knowledge transfer
- Prevents data quality issues from silently degrading model outcomes
- Supports continuous improvement through measurable operational performance



The team at Ember have given us some great ideas and guidance, and helped us to create a product that performs well, looks good, and has been well received by the people that use it.





Our Work

Find out more on Ember by visiting: **www.ember.ltd**

Case Study | Travel Essex

Reimagining public transport information



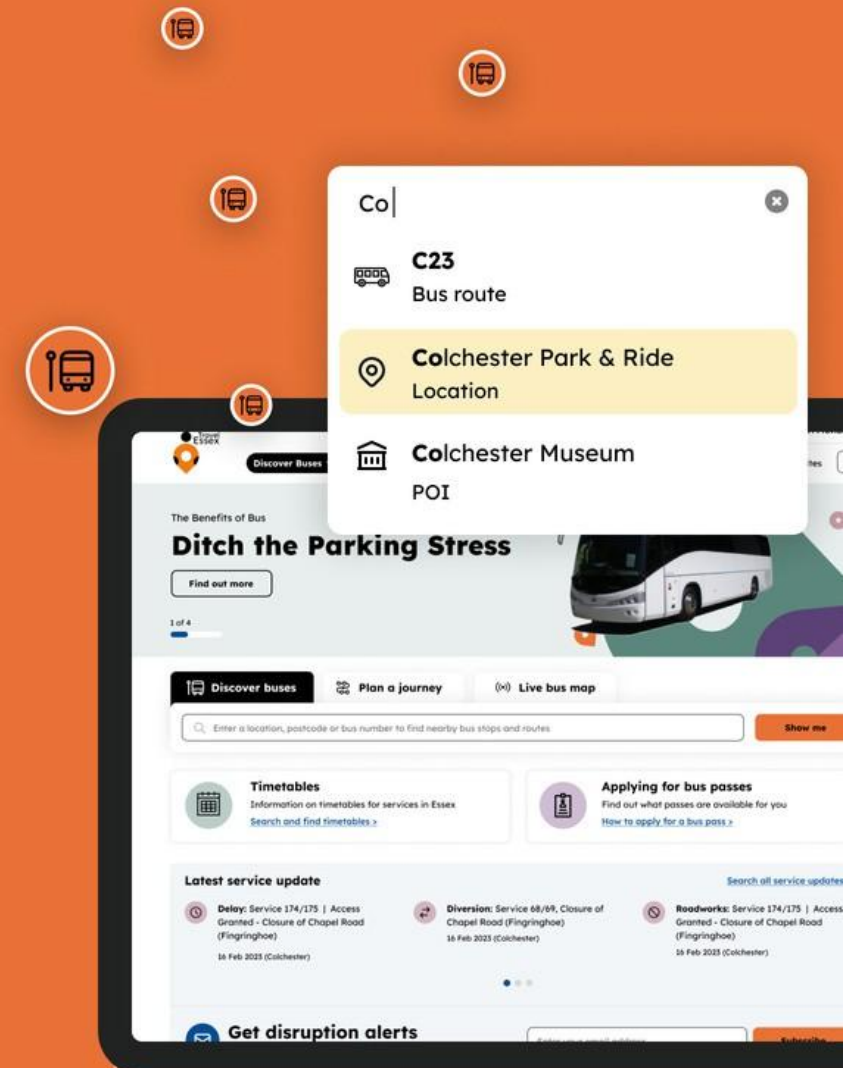
For Essex County Council we delivered a single, resilient public-transport information platform that reduced cost and operational complexity. Working with the Transport team, we consolidated four disparate websites into one unified Travel Essex, automated SEND back-office workflows and integrated real-time and schedule data from 70+ operators and backend systems. Passengers now face less cognitive load and have faster, more accessible and accurate journey information; the council gains stronger data governance, improved service resilience and clear value through automation and simplified maintenance.

Outcome

The project delivered a new website offering seamless, user-friendly access to public transport information, journey-planning tools, maps and live-bus tracking. We consolidated four legacy sites into a single WCAG 2.1 AA-compliant interface and implemented robust, secure, automated back-office transport-operator SEND processes, including successful integration with CAPITA ONE.

- Digital transformation
- User research
- Software development
- Hosting and infrastructure

Our expertise in Government Digital Service Standards (GDS) and user-centred design enabled the development of a public transport information portal that effectively addresses user needs. Our co-design approach and focus on reducing cognitive load delivered a more human-centred, accessible user experience, driving significant and consistent month-on-month growth in platform users.



Case Study | Kent Bus Information

Reimagining public transport information



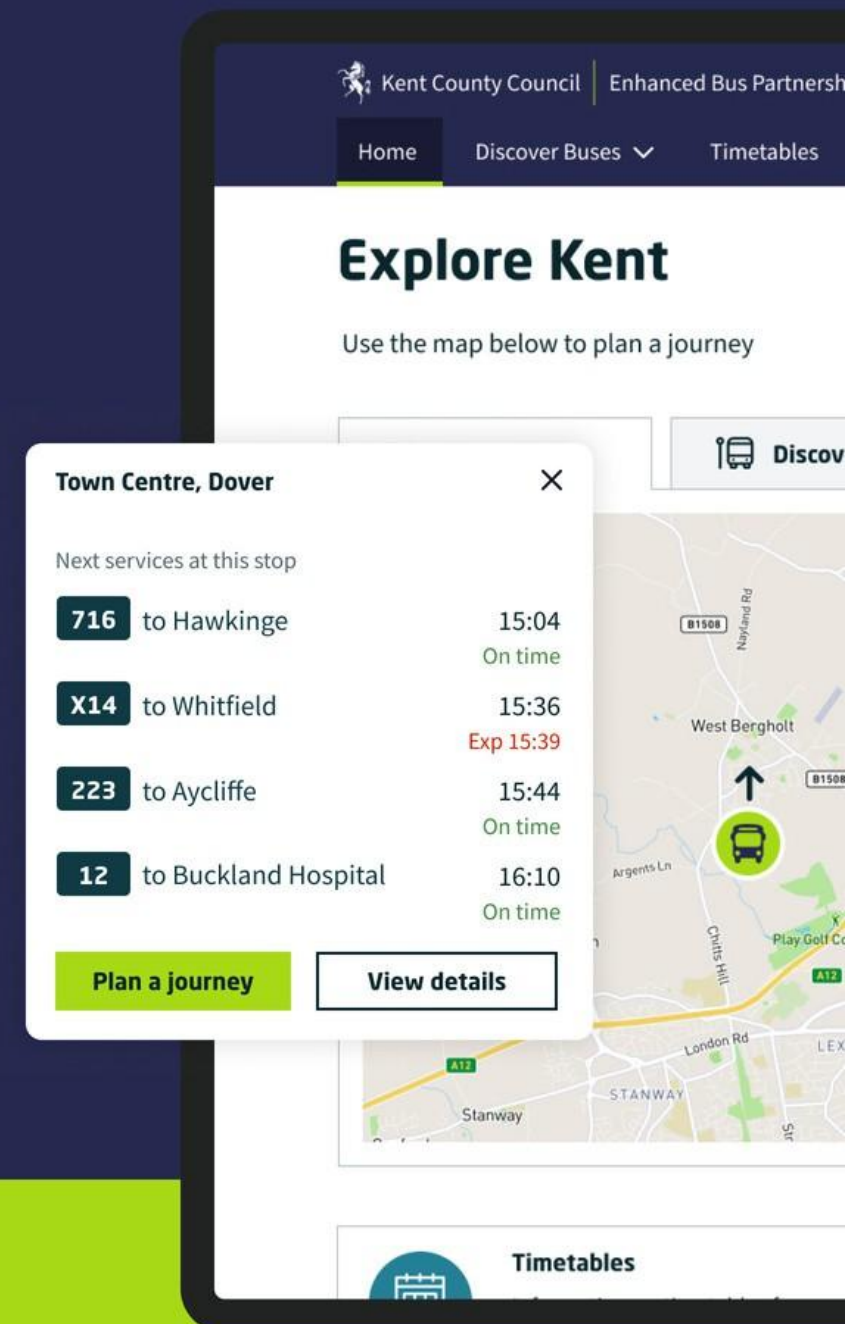
Kent County Council required a new Bus Passenger Information Portal to support its Bus Service Improvement Plan, providing a single public access point for live travel information across Kent. We delivered an interactive map showing every NaPTAN stop, real-time bus and rail departures, disruption alerts, searchable locations, downloadable network maps, QR Code Stop support and a fully integrated multi-modal journey planner, accessible across all devices and compliant with WCAG standards.

Outcome

The portal improved access to real-time transport information across Kent, supporting patronage and sustainable travel. It helped residents and visitors plan journeys confidently, replaced fragmented information sources with a hub and created a foundation aligned with Kent's Bus Service Improvement Plan and network recovery ambitions. We delivered the complete platform including mapping, journey planning, real-time data integration and an accessible, responsive front-end.

Our approach incorporated safe walking routing, disruption feeds, QR-code stop URLs, downloadable maps, WCAG-compliant interfaces and secure AWS hosting. We provided the council with a scalable, configurable, future-proof solution and long-term maintenance aligned with stringent uptime and KPI requirements.

- Digital transformation
- User research
- Software development
- Hosting and infrastructure



Case Study | Tactran



Delivering a multi-modal Mobility-as-a-Service platform for Scotland

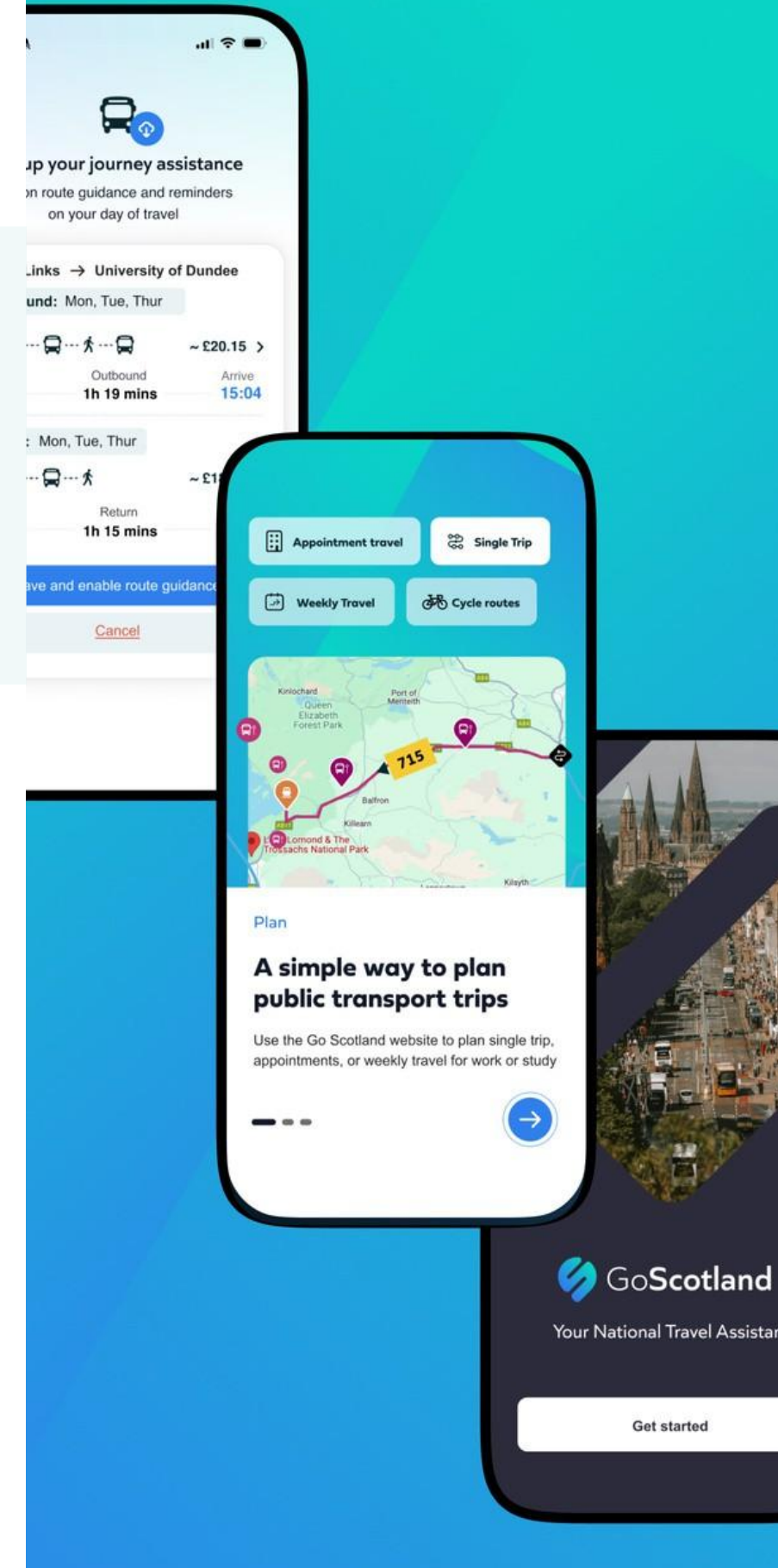
Regional Transport Partnerships and Local Authorities across Scotland required a modern Mobility-as-a-Service (MaaS) platform capable of integrating highly fragmented transport data and ticketing, support multiple deployment contexts, and deliver real-time journey planning for the public. We design, developed and scaled a micro-service cloud platform that integrates over 30 transport, payment and contextual data sources, supporting Tactran & SEStran regions, NHS, Dundee & Angus College and Loch Lomond & The Trossachs National Park.

Outcome

The MaaS platform enabled regional partners to introduce modern journey planning capabilities incorporating bus, rail, taxi, DRT, active travel, EV charging, pricing, walking routes, parking, events and accessibility information.

The system's architecture ensured excellent performance even under uncertain mobile connectivity and the cloud strategy provided a clear and cost-effective pathway for national scaling. Through deep technical consultancy, platform engineering, design and mobile app development we helped shape one of Scotland's most advanced MaaS programmes

- Digital transformation
- User research
- Software Engineering
- Hosting and infrastructure



Case Study | Care Inspectorate

Managing a legacy system in a regulatory environment



The Care Inspectorate, Scotland's statutory scrutiny and improvement body, needed to maintain, secure and evolve its legacy ITIL-based Regulatory Management System (RMS) and eForms platform while meeting formal service-management standards. We were appointed to deliver a managed service, stabilising and optimising the platform's performance and security and aligning ongoing development with the Care Inspectorate's statutory digital obligations.



Outcome

The project strengthened the platforms stability, security and performance, improving incident response times and user experience. We also established a trusted partnership with the Care Inspectorate, ensuring alignment with their operational and organisational goals.

Our team of technical support analysts, developers, infrastructure architects and project managers successfully managed the service by combining technical expertise, proactive problem-solving and constant collaborative communication to enhance the platform's stability, security and user experience.

- Managed service
- Software development
- Hosting and infrastructure

A screenshot of the Care Inspectorate website showing the "Inspection Satisfaction Questionnaire". The page has a white background with a purple header. The questionnaire is titled "Inspection Satisfaction Questionnaire" and includes a sub-header "Parents/Carers view". It contains several sections with radio button options for "Strongly agree", "Agree", "Disagree", and "Strongly disagree". There is also a section for "Please tell us more about the" with a text input field. The bottom section is titled "Please indicate below which type of service you work / volunteer within" and lists various service types with radio button options. The Care Inspectorate logo is visible in the top left corner of the page.

Case Study | Care Inspectorate



Produced evidence-based roadmap for a modern consolidated website.

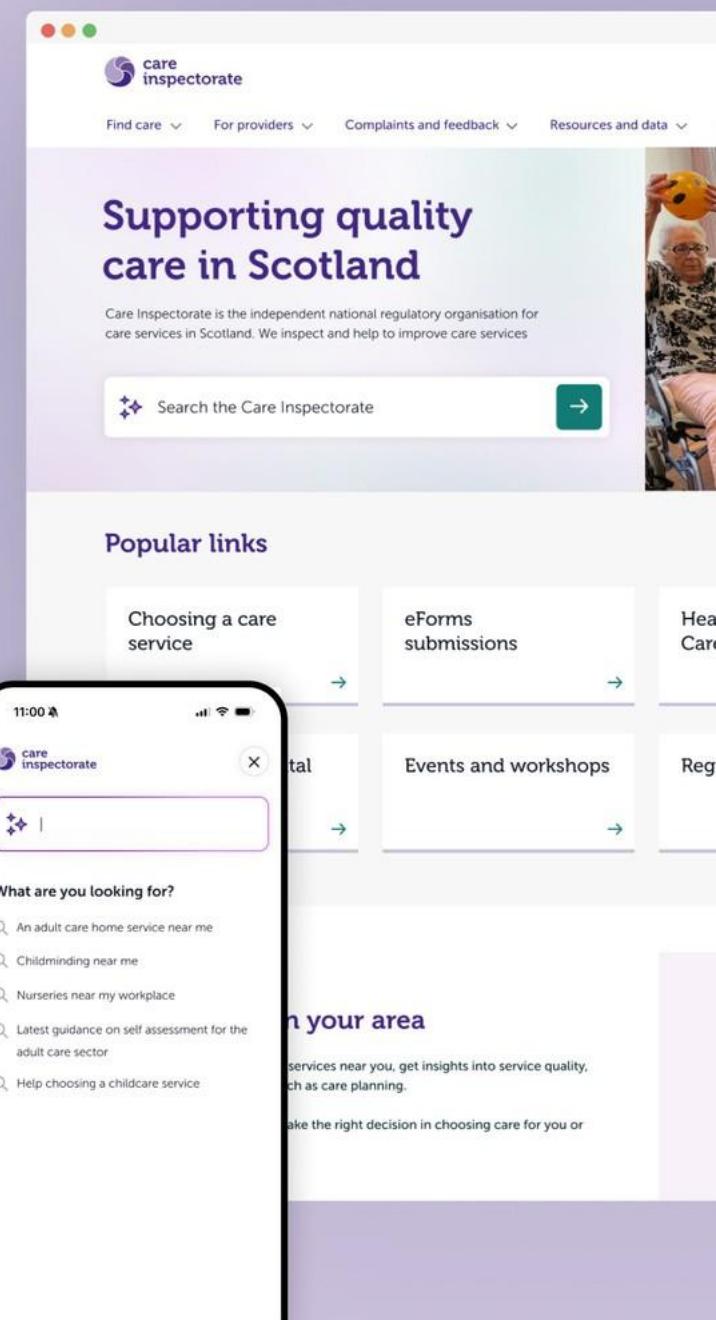
The Care Inspectorate required a full redesign and consolidation of its outdated digital estate, replacing two fragmented legacy sites with a single, accessible, user-centred platform. Following extensive user research and technical discovery we mapped system integrations, assessed governance and accessibility gaps and designed a future-state architecture aligned with Microsoft Dynamics 365 to support inspections, complaints, publishing and long-term digital transformation.

Outcome

The project created a clear, evidence-based foundation for a modern, unified website that will significantly improve public access to inspection reports, care service information, guidance and complaints processes. It provided the Care Inspectorate with a validated architecture, robust accessibility baseline, streamlined information structure and a roadmap supporting transparency and operational efficiency. We delivered in-depth user research, technical discovery, CMS evaluation, information architecture mapping, accessibility assessment and integration design for Dynamics 365.

- User research & design
- Discovery & alpha
- Digital transformation

We identified critical risks, rationalised content, defined future workflows and produced a comprehensive, actionable roadmap. Our work established the Care Inspectorate's future digital platform as accessible, API-driven, resilient and scalable, enabling confident decision-making and a seamless transition from legacy systems to a consolidated, modern service.



Case Study | GRAI (Ireland)

Developing a secure, multilingual and accessible public website for Ireland's new regulator

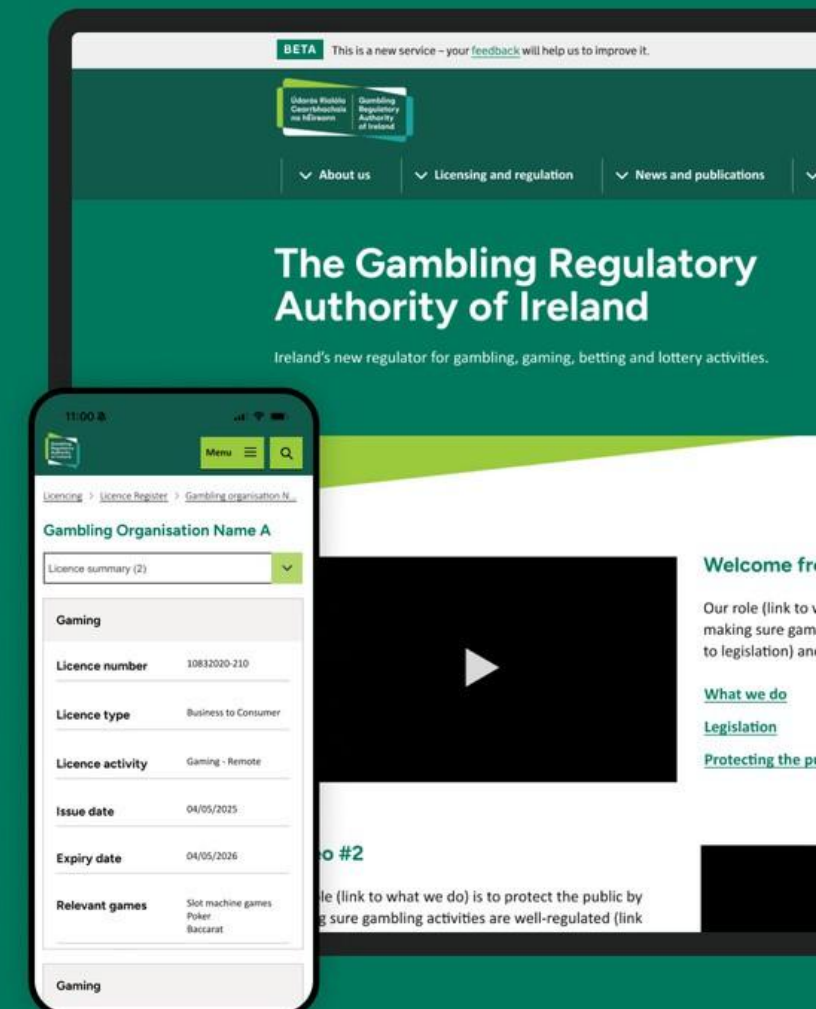
As Ireland established its Gambling Regulatory Authority, it needed a secure, compliant and future-proof digital presence. We delivered a new Statamic-based public website with a custom design system, ensuring strong security, streamlined content operations and WCAG 2.2 AA accessibility. We additionally supported GRAI's multi-lingual licensing and enforcement processes by integrating the website with Salesforce to streamline regulatory workflows.

Outcome

GRAI gained a fast, secure and resilient digital presence that strengthened regulatory transparency, improved stakeholder communication and supported licensing operations through Salesforce integration. The platform now provides a trusted national resource with optimised accessibility, multilingual publishing and robust governance.

We delivered a scalable content infrastructure, custom design system, multilingual workflows and automated monitoring pipelines. By implementing a structured Salesforce integration, we enhanced GRAI's licensing and enforcement processes, enabling smoother data flow, higher operational efficiency and long-term sustainability of their regulatory systems.

- Managed service
- Software development
- Hosting and infrastructure



Case Study | Public Health Wales



Delivering a discovery and alpha for parents

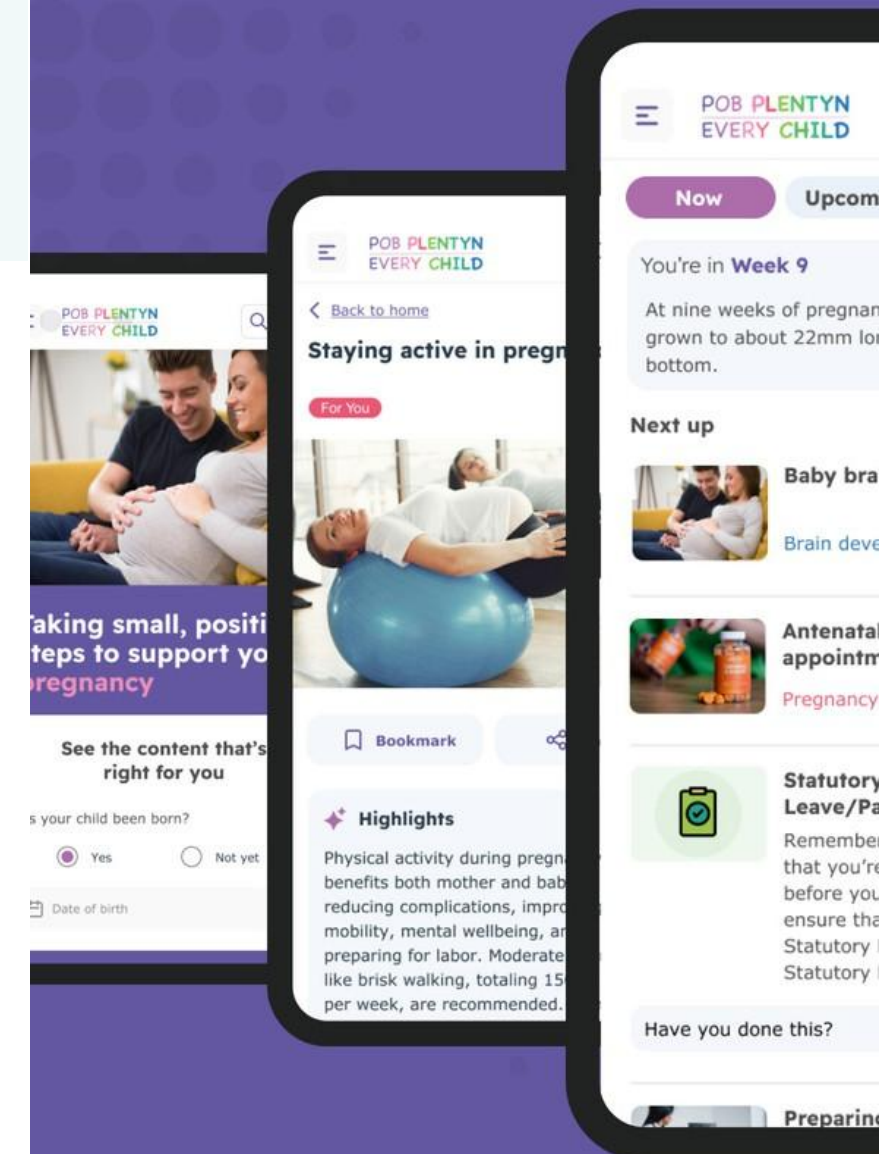
We partnered with Public Health Wales on the Every Child Wales Discovery and Alpha project, leading user research and design for a new digital resource for parents and expectant parents. Through research, co-design workshops, and interactive prototypes, we ensured accessible, engaging, and evidence-based health information.

Outcome

Our user research provided deep insights into the health information needs of parents and expectant parents. These findings shaped the Alpha testing process, ensuring the designs met user needs. This user-centric approach delivered high-quality, evidence-based health information for Public Health Wales.

Our research included co-design workshops, one to one interviews, co-creation sessions and interactive prototypes to test how accessible and engaging the health information was. We also collaborated to help recruit and incentivise the process ensure ethical diverse participation.

- User research & design
- Discovery & alpha
- Digital transformation



Case Study | Royal Commission Wales

Provided a strategic roadmap for system modernisation.



RCAHMW needed an independent audit of its heritage data systems to assess resilience, compliance and long-term sustainability. We conducted detailed interviews, technical reviews and workflow assessments, benchmarking each platform against the Digital Service Standard and preservation requirements to produce a clear roadmap for strengthening system performance, integration and future-readiness.

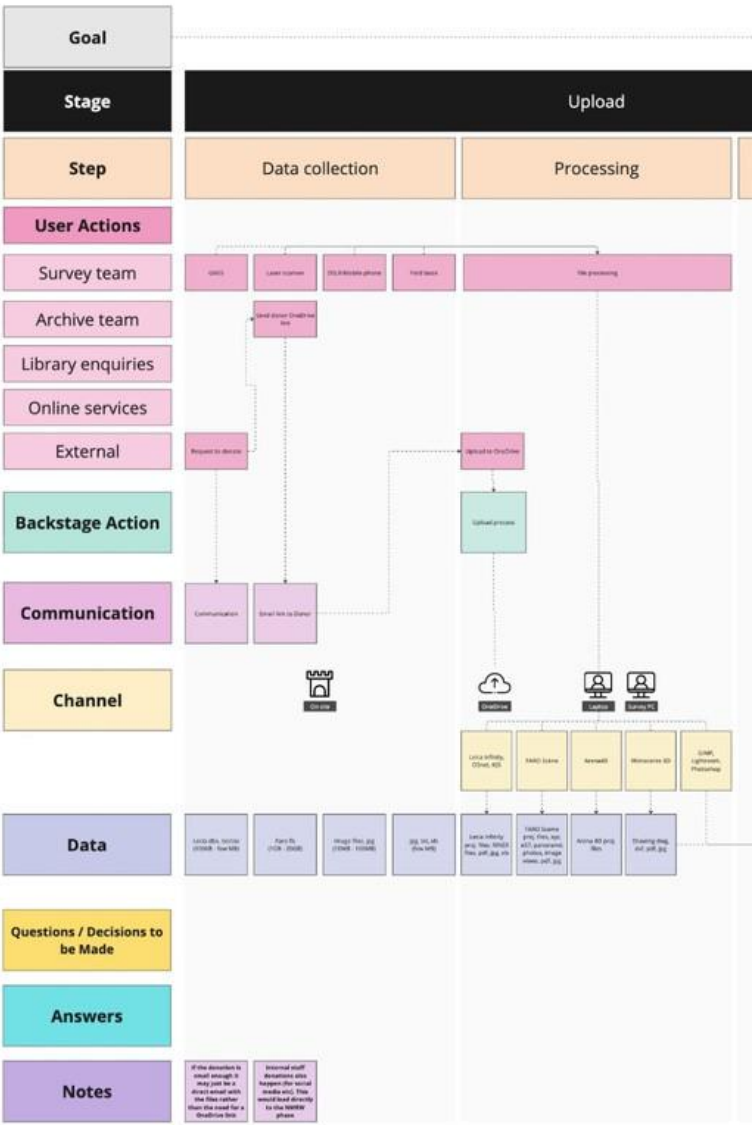
Outcome

The Commission gained a holistic view of its digital estate, with prioritised recommendations improving security, performance, sustainability and operational efficiency across heritage systems, strengthening long-term resilience and supporting future preservation responsibilities.

We delivered a comprehensive technical appraisal, upgrade pathways, workflow automation opportunities and long-term strategic recommendations including metadata improvements, greener hosting and Trusted Digital Repository pathways, enabling RCAHMW to modernise without disruption while enhancing compliance, usability and organisational confidence.

- User research & design
- Discovery & alpha
- Digital transformation

RC - Service Map



Case Study | University of Galway



Data pipelines for complex data processing and AI

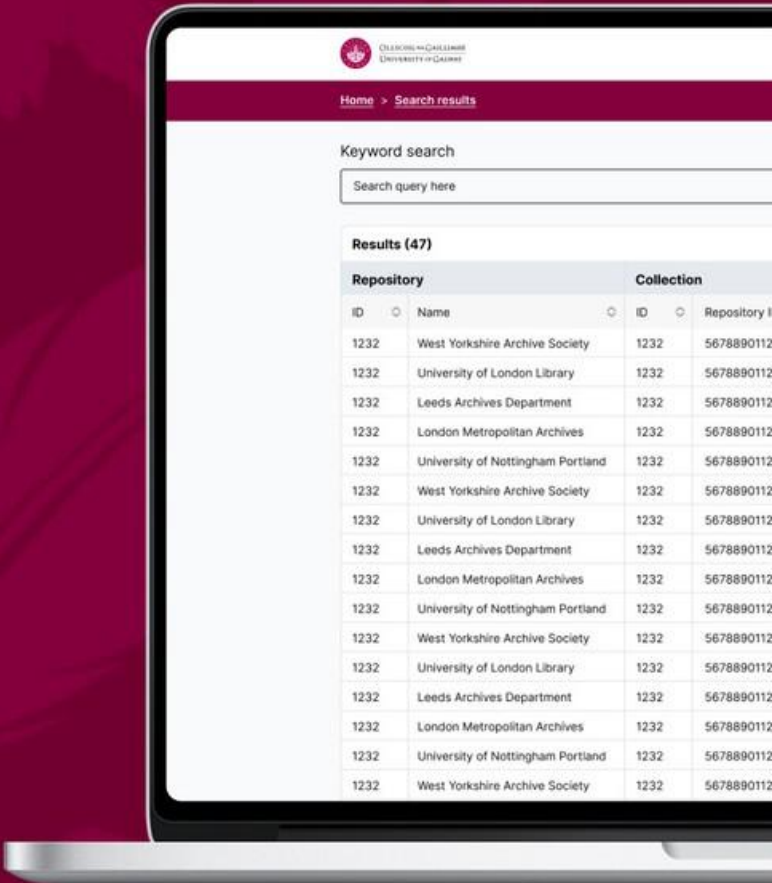
The Stemma Project tackled the challenge of unifying and structuring historical manuscripts scattered across various unstructured and legacy formats worldwide. With diverse data structures, inconsistent dates, and other complexities, digitisation and analysis were difficult. The goal was not just digitisation but the creation of a powerful, structured repository for scholarly research and public exploration.

Outcome

By embedding a collaborative, multi-disciplinary approach we delivered a digitally accessible archive that preserved historical integrity and enhanced accessibility and usability for the archive. Through automated data pipelines, structured database design, and Retrieval-Augmented Generation (RAG) we delivered tools to help the team interrogate and analyse the data in standard formats.

The collaborative efforts of our Product Designers, Infrastructure Experts, Senior Cloud Engineers, Data Specialists, and QA professionals made it possible to overcome challenges of data fragmentation and legacy formats. This resulted in a dynamic, user-friendly platform that supports digital humanities research and opens access to historical manuscripts for a global audience.

- Data & AI
- Software engineering
- Digital transformation



Case Study | Historic England



Legacy system migration for enhanced data access

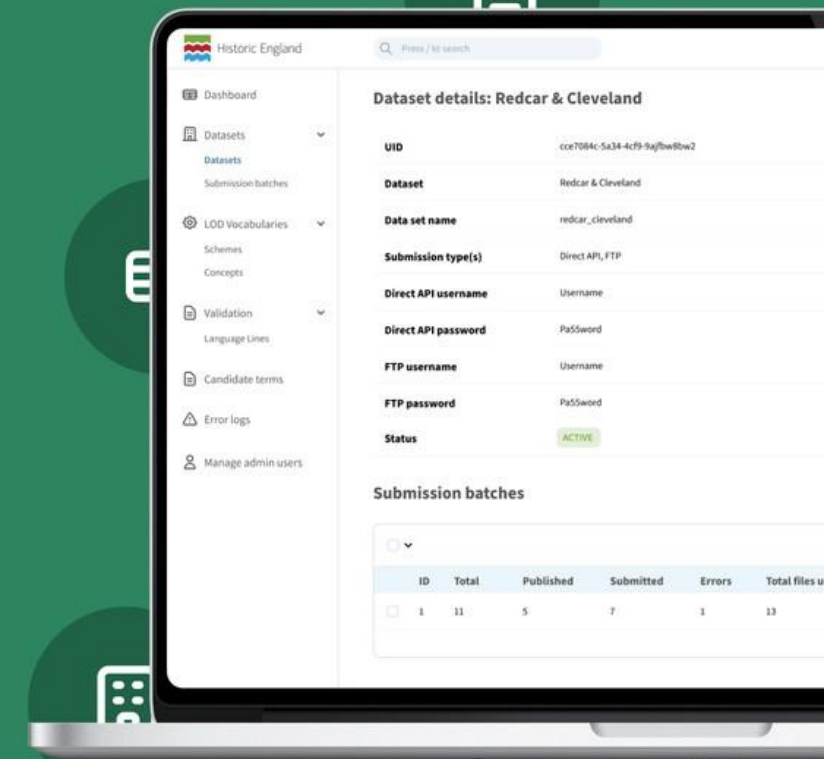
The 15-year-old Heritage Gateway system struggled to keep up with evolving data management and accessibility standards. Built on outdated technology, it often delivered incomplete search results and lacked integration with modern data standards like Linked Open Data (LOD) and CIDOC-CRM. With internal teams focused on core preservation, they needed a dedicated team with complementary expertise to support modernization efforts.

Outcome

In partnership with the Heritage Gateway team, we implemented a new data infrastructure, migrating the platform from Azure to a scalable AWS cloud-based system. This transition included developing and testing advanced data collection tools, including APIs, automated harvesting routines, and file transfer systems to enhance data capture capabilities.

We successfully delivered a robust, modern AWS infrastructure that has transformed the heritage data management ecosystem. The new platform not only enhances data accessibility but also embeds sustainable data management practices among the providers which supports Historic England's vision for a connected, high-quality heritage data ecosystem.

- Data & AI
- Software engineering
- Digital transformation





For all questions and queries related to our pricing, please contact:



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Find out more on Ember by visiting: **www.ember.ltd**