

Cloud Engineering

Service Definition, April 2024

Service Summary

Burendo's Cloud Engineering services support effective implementation and maintenance of critical cloud technologies. Our expert Cloud Engineering squads utilise take a pragmatic approach to discovery, implementation, delivery and support, leveraging our Blended Agile Delivery (BAD) toolkit to deliver an exceptional service to your organisation.

Service Overview

Burendo's Cloud Engineering service is multi-faceted. We believe in full lifecycle management, supporting clients every step of the way along their Cloud Journey. We cement a thorough understanding of your organisation's unique requirements, aspirations and support needs to deliver a tailored, full-service offering that drives true value.

We offer a full spectrum of Cloud Engineering Products and Services that can be commissioned in any combination to enable you to achieve your Cloud Engineering goals, including:

- Cloud Delivery Service
- Cloud Delivery Recovery Service
- Cloud DevOps Service
- Cloud Discovery Service
- Cloud HealthCheck Service
- Cloud Migration Service
- Cloud Well Architected Review

Features

- Pragmatic Agile and cloud-native software engineering approach
- Product mindset
- Complete lifecycle management
- Specialist expertise/services spanning discovery, implementation, product development, delivery and support
- Flexible delivery including modular take-up and full managed service
- Burst capacity and scaling support for cloud engineering works
- Bespoke infrastructure and solution design/delivery aligned to your organisation's objectives
- User-centred design process for requirements and user experience
- Architecture and development optimised for cloud platforms

Benefits

- Significant private and public sector expertise to leverage
- Open access to skilled, certified engineering specialists
- Consistent partner with capabilities to deliver/support your end-to-end cloud journey
- Proven Agile DevOps methodologies that drive success sooner
- Access to our Blended Agile Delivery (BAD) toolkit
- Remove technical and operational debt from your cloud engineering architectures
- GDS Service Manual-compliant solutions
- Optimise use of cloud technology to drive your sustainability agenda
- Solve business related technology reliability and efficiency challenges
- Assure solutions for your data security requirements

On-boarding Process

Burendo offers a tailored approach to ensure we're a great fit for your organisation. Through Discovery, we'll cement our understanding of your challenges, objectives and existing workflows to provide solid grounds for an unambiguous Statement of Work and associated delivery plans. We'll work with you to agree start dates, resourcing, security clearance requirements, system and building access, and training. Our Head of Delivery will guide you through this process.

Off-boarding Process

During on-boarding we'll agree a tailored time-lined off-boarding plan that prioritises quality and delivers long-term product stability. Whether we're handing the reins to your internal team or another supplier, you can be assured of our professionalism and commitment to agreed milestones and final deliverables including comprehensive product guides, training and handovers.

Service Management Details

At Burendo, we believe in supporting and working in partnership with our clients. We'll pair you with a dedicated, subject specialist Delivery Lead. Embedded in your organisation and day-to-day delivery, they'll apply their deep understanding of both to every collaboration and conversation to achieve high-impact products and value. Your Burendo Delivery Lead will be accountable for team performance, quality and keeping your works on track. They'll be your primary point of contact and highly visible and accessible for the duration of our engagement. Additional support, oversight and expertise will be provided by our Client Development Leads and Head of Delivery.

Service Levels

Service levels and KPIs are aligned to the deliverables of each contract to ensure quality measures are relevant and meaningful. We'll discuss and agree service levels, metrics and reporting requirements with you during discovery. Our DevOps mindset ensures potential issues are identified early and addressed early such that quality is never compromised. Where our engagement includes product support, you can select a bronze, silver, gold or platinum service support depending on your requirements and the platform or application's criticality.

Burendo will provide regular service reviews with the customer to ensure the quality of all agreed deliverables.

Issue Resolution

We're client-centric and committed to ensuring we're on the right path together. Our transparency underpins a 'no surprises' philosophy and a collaborative approach to identifying and fixing issues early. In addition to regularly scheduled milestone reviews, expect ongoing opportunities to provide feedback, real-time communication throughout delivery, and a receptive response if issues do occur.

Your first port of call will be your dedicated Burendo Account Lead. Embedded in both delivery and your organisation, they're ideally placed to pragmatically resolve challenges with you. A clear path of escalation to our Client Delivery Leads and Head of Delivery will provide additional peace of mind and access to wider expertise.

Training

Our goal is to educate, tool and empower your teams to effectively take forward the products and solutions we deliver, even after our exit. You'll find Burendo consultants eager to share their insights and knowledge to your advantage. We build long lasting capability, knowledge and skills amongst your people by tailoring our training content and approach to your specific requirements and teams' learning preferences. Training may take the form of:

- Knowledge transfer workshops
- Shadowing and reverse shadowing
- Pair programming
- Coaching

We'll supply comprehensive solution documentation and troubleshooting guides to support independent learning; and welcome your adoption and adaptation of any of our open-source tools and techniques.

Client Responsibilities

Ensuring you get real value from our services is our highest priority. The best and most sustainable outcomes stem from true collaboration, client team buy-in and openness to ideas on all sides. Burendo is expert in facilitating both.

The optimal level of client contribution varies from engagement to engagement depending on your needs, but broadly you can expect to be asked to:

- share organisational knowledge and context,
- ensure appropriate system access,
- review plans and proposals,
- participate in user research, and
- support user acceptance testing.

We'll make it clear in our proposals what's expected of your team in addition to adhering to the agreed terms and conditions.

Termination Terms

We expect termination to be in line with the conditions set out in the G-Cloud 15 Lots 1-3 Framework Contract and associated Call Off Contract.

About Burendo

Headquartered in Leeds, Burendo is a product delivery and technology consultancy that helps organisations build more adaptable, innovative capabilities to optimise IT investment and to deliver the highest possible value.

Burendo has the unique ability to meet clients where they are and thrives on leading the delivery of products and IT services leveraging Lean, Agile, DevOps and Cloud technologies to deliver great products and long lasting, sustainable change. Our capabilities, skillsets and range of products and services are designed to deliver end-to-end solutions for our customers.

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Our capabilities



Product Strategy & Design

Creating brilliant products that users love, and businesses thrive on



Product Delivery

Helping you bring product & services from concept, into the hands of your customers



Product Engineering

Helping you accelerate the delivery of amazing technology-based products & services



Product Operation & Evolution

Helping you maintain and develop your products & services, reducing risk & cost and maximising value to your users and your business

Our capabilities



Product Strategy & Design

Burendo's Product Strategy and Design capability helps our customers to deliver the right products and services, at the right time, to the right customers. Whether this be building the most effective Product Strategy or Designing the most intuitive products that people love, Burendo can support you.

Product Strategy and Design brings together "Big Picture" thinking with a keen focus on your customers and business objectives, turning bright ideas into real-life products and services that delight. Building products and services that drive user satisfaction and loyalty, enhance your brand's reputation, whilst adding to your business' performance.

Example Services*

- Business Strategy with VMOST
- Strategy Planning and Road Mapping
- Rapid / Lean Discovery and Inception
- Analysis and Design
- User Research
- User Experience Design
- Service Design



Product Delivery

Burendo helps you bring products and services from initial concept, into the hands of your customers.

Burendo's Product Delivery capability supports our customers in every step of the journey from ideation and design, into development, testing and deployment, incorporating fast feedback loops to support continuous improvement.

Our goal is to deliver high-quality products and services for our customers and their users. Building on core Lean, Agile, DevOps principles, we believe in building repeatable delivery capabilities that accelerate the path from concept to live.

Example Services*

- Delivery Rescue
- Delivery Squads
- Project to Product Transformation
- Delivery Coaching, Training and Hands-On Support
- Product Leadership
- Delivery Leadership



Product Engineering

Our engineering capability adapts to your environment, challenges, and people. We believe that, whilst we see a lot of common problems, each customer is unique and the solutions to their challenges are equally unique.

We leverage best-practice Lean, Agile, DevOps and Cloud tools, techniques and technologies to deliver scalable products and services using a pragmatic and flexible approach, whilst building long-lasting technology capabilities for our customers.

Example Services*

- Engineering Squads
- Full-Stack Engineering
- Data Engineering
- DevOps Adoption and Migration
- Cloud Adoption and Migration
- Cloud Architecture
- Cloud Optimisation and FinOps



Product Operation & Evolution

Our capabilities build on Lean, Agile, DevOps principles, along-side industry best-practice frameworks like ITIL to design, deliver, operate, and control your products and services.

Our core focus is to maximise customer value, deliver continuous improvement, collaborate effectively with stakeholders and enable technologies to automate, improve efficiencies and gain insights.

Our goal is to increase customer satisfaction, improve productivity, reduce risks and errors and enhance business agility whilst supporting you to make data-driven decisions.

Example Services*

- Product automation, monitoring and improvement
- Product issue response and resolution
- Product measurement and improvement
- Product optimisation, innovation and modernisation

* Whilst not comprehensive lists, these are some of the services we have delivered for our customers



Who we are

Everything we do is underpinned by our core values.



A pragmatic attitude to delivery

We do not believe that one size fits all, but rather each customer is different, and our services need to adapt, reflecting those differences to deliver the best possible solutions and outcomes.



Make great things happen

First and foremost our goal is to deliver tangible outcomes for our customers. Rapidly providing real value.



People showing they care

Our consultants are deeply customer-centric, ensuring that we go on the right journey together.



Share what we learn

Our goal is to leave each customer in a better position than when we were first engaged. To build long lasting capability, knowledge and skills.

We work with our customers as partners to deliver great products and services. Working collaboratively to ensure we don't just talk the talk, we deliver.

Together, it's possible



Who we work with



Healthcare

Simplifying healthcare tech and services to improve patient care.



Government

Making it easier for government agencies to increase productivity and achieve better results for the public.



Financial Services

Guiding financial institutions towards sustainable and competitive transformation.



Legal

Enabling legal firms to adopt a client-centric approach.



Betting and Gaming

Using our expertise to support the best in the business, delivering products and services to transform your goals into reality.



Retail

The retail industry is facing a major change. Customers have more choices than ever before, and they expect better deals, quicker services and easier ways to shop.