



Information Asset Management on the Cloud

G-Cloud Service Offering Document

Why choose Amey?

Amey Consulting is one of the UK's leading engineering consultancies, inspiring change and driving improvement across the nations critical infrastructure to create a positive impact on society. We make a genuine difference to people's lives, whether we are using data to reduce delays across transportation networks, designing carbon neutral schemes or delivering critical infrastructure projects.

Our ambition is to leave a legacy of sustainable infrastructure for future generations. Our team of designers, engineers and digital consultants – from our offices across the UK – is transforming the way we design, build, maintain and analyse strategic assets. We provide creative solutions to our customers to keep the country moving and support economic growth.

We are trusted partners of both central and local government, managing assets and complex projects vital to sustainable growth. We develop ground-breaking approaches to the way work can be delivered – and then put this into action. We pride ourselves on our ability to embed change into client organisations and deliver benefit assurance through digital strategies and practical delivery to business-as-usual activities.

Our team is inclusive, open-minded and a place where professional development can thrive. We bring together a diverse range of skills and experiences, fostering a collaborative environment that unlocks the best solutions for our clients.

Amey Advisory & Analytics: Data-driven decisions for an enhanced future

Empower your business by maximising the potential of your data. Amey Advisory & Analytics unlocks hidden insights through cutting-edge analytics and technology. Our team of digital consultants acts as your partner in transformation, crafting data-driven solutions that:

- **Boost performance:** We translate data into actionable insights that optimise your operations
- **Improve decision-making:** We enable clarity and confidence with data-backed recommendations
- **Provide long-term value:** We develop solutions that support your business goals and objectives

Our experienced professionals guide you every step of the way. We collaborate closely to:

- **Embed meaningful change:** We ensure technology adoption and empower your teams with the skills and knowledge to thrive.
- **Drive your digital strategy:** We craft a roadmap that aligns technology and data with your vision, future-proofing your business.
- **Navigate the data landscape:** We help you harness the power of data to make highquality decisions.

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Asset Management on the Cloud

Amey enables customers to accelerate their asset management journey. We deliver improved operational performance through asset management tools and expertise, plus agile and incremental asset insights. Through our expertise, experience, and data analytics capabilities and tools, we ensure customers invest time and resources correctly to deliver sustainable asset management benefits.

Features and benefits

Features

- **Strategic alignment:** Linking asset systems to organisational goals.
- **Stakeholder translation:** Converting external needs into actionable objectives.
- **Risk framework:** Defining risk appetite and decision-making mechanisms.
- **Portfolio strategy:** Crafting a robust asset management plan.
- **Data-driven insights:** Leveraging data science for performance understanding.
- **Lifecycle analysis:** Optimising asset longevity and value.
- **Resource provision:** Efficiently allocating financial, material, and personnel resources.
- **Inventory control:** Streamlining asset tracking and work records.
- **Flexible sourcing:** Balancing in-house and outsourced solutions.
- **Performance evaluation:** Continuously assessing asset management effectiveness.

Benefits

- **Strategic planning:** Aligned capital investments with objectives.
- **Process clarity:** Understand business priorities for targeted improvements.
- **Risk visibility:** Properly managing identified risks.
- **Risk mitigation:** Potential insurance premium reductions.
- **Consistent outputs:** Enhanced business performance across the board.
- **Cost efficiency:** Reduced asset lifecycle expenses.
- **Proactive maintenance:** Prioritising critical areas with preventative and predictive techniques.
- **Data-driven decisions:** more informed performance understanding for sustainable growth.
- **Resource alignment:** Tailored asset management profiles.
- **ISO55001 compliance:** Meeting international asset management standards and best practice.

Onboarding and offboarding support

Amey provides seamless onboarding for clients, ensuring a smooth transition to their services. Ongoing support is offered throughout the client's journey, including offboarding assistance when needed. This commitment extends beyond the initial implementation phase.

Amey Consulting offers a variety of implementation-tailored training packages to support the needs of various users and situations and upskill your organisation so you are capable of running the tool sustainably. This can be classroom-based sessions, remote coaching and mentoring, upskilling through problem-solving and activity-based workshops.

Examples of training include Agile training (Scrum) and Agile design thinking workshops, training super-users to champion the newly implemented tool/system/software as part of business change, and teaching the organisation how to interpret accessible data for themselves, empowering them to be data literate.

We provide training regarding cloud exploitation for data analytics, data visualisation, and data science. This is to support getting full value from the cloud resources we provide to you, where your analysts may be working with or in parallel to our data science consultants. We can coach your teams through the relevant Microsoft-certified professional certifications. Alternatively, we can provide more bespoke training depending on specific need. We also offer training guides and support documentation as appropriate.

We ensure teams are aware of the future of systems and what will need to be considered over future periods, to maintain implementations.

A set up or migration service is available. In line with Amey Consulting's offering, our team work from initial ideas – understanding the best solution for each situation and deciding on the most appropriate setup. We take this through to delivery either by migrating from a previous setup or by creating a new platform.

We provide services with a view to leverage advanced analytics around setup and migration strategy, platform selection; scalability advice for solutions; security; architecture optimisation; and understanding migration practicalities and technicalities.

As well as this, we understand the need to migrate and deliver alongside your existing teams, setup, environments and processes and will work considerably to do so. Our standard cloud migration approach includes the following steps:

1. Establish the Migration Architect role
2. Choose level of cloud integration (either to the cloud or between cloud services)
3. Choose between a single cloud and multi-cloud
4. Establish cloud key performance indicators
5. Establish performance baselines
6. Prioritise migration components
7. Perform any necessary refactoring
8. Create a data migration plan
9. Switch over production
10. Review application resource allocation.

Service levels

Amey identifies and agrees upon service levels with each client engagement. Deliverables, resources, budget caps, timescales, and reporting methods are established before service commencement. Regular monitoring and reviews ensure that agreed-upon service levels are consistently met.

We will help you plan how to implement cloud hosting or software services by engaging with your senior decision makers via meetings and workshops, to ensure projects support the overarching

objectives of the organisation, as well as the individual project's vision. Using this vision, we will develop a roadmap outlining how we will get from where you are now to your vision's goal. This will be followed by Agile development and use of a framework, eg Scrum.

Our experts will ensure complex requirements are captured, distilled into planned incremental updates and managed through to full delivery. We will do this by maintaining focus on an end user minimum viable product or setup that can be leveraged as soon as possible, with a flexible and effective style for the organisation we are working with. We will have regular progress meetings to provide updates, manage risks and identify priority changes.

The above is underpinned by our understanding of the importance of change management, legal and policy requirements and constraints, the need to work within organisational structures, and resourcing the right people for the right roles.

We deliver high levels of expertise and quality solutions around advanced analytics. During this process, we work to deliver in an incremental fashion, to reduce risk, maintain clear lines of contact with our stakeholders, and perform rigorous and well-documented testing (eg user integration, user experience, unit tests, integration, and performance and load testing) at every stage of delivery, with your stakeholders and users.

We operate in a transparent, agile fashion so everyone is aware of progress. As part of our quality assurance procedures, we seek sign-off at every stage and will follow through on our planned delivery from day one.

We will work with you to define a test strategy, test plans and test cases to fully validate functional and non-functional requirements and deliver high quality and performing solutions. We will carry out performance testing with both real and synthetic data to mimic real-life scenarios.

User support is available through email or online ticketing at an extra cost. The type of service Amey Consulting offers (eg email, ticketing, phone) and service level agreements (eg working hours, out of hours) will be discussed on a case-by-case basis for specific projects. Phone support is also available between 9am and 5pm (UK time), Monday to Friday.

Amey Consulting's delivery team, led by the Service Delivery Manager, will manage support. We will work with you to understand your service requirements and create a service design document. On full completion and sign-off, a range of options will be available for consideration, based on the needs and requirements of your organisation.

The support levels we provide are tailored to your requirements; our default support levels include:

- P1: Critical for issues with an immediate quantifiable and significant commercial effect on your business
- P2: Major for issues with an immediate but not significant effect on your business
- P3: Minor for issues with a moderate effect on your business
- P4: Low for issues with a low effect on your business
- Service Request for a recurring standard request without prioritisation.

After-sales support

Amey's commitment extends beyond implementation. Exceptional after-sales support ensures clients maximise the benefits of their contracts.

Amey provides ongoing support services including:

- Buyer hosting or software
- Hosting or software provided by Amey
- Hosting or software provided by a third-party organisation.

Amey Consulting provides a flexible offering in terms of ongoing post-delivery support. This is tailored for you and systems we've supported, but can comprise: first-, second- and third-line support; named individuals for escalation; monitored inboxes for improvement and fixes; fixed review points to discuss needs and potential updates; system monitoring around performance and usership; and performance optimisation.

Technical requirements

Amey's experts assess clients' technical infrastructure and provide guidance on necessary adjustments to optimise their experience. This personalised approach ensures that technical requirements align with the client's goals.

Standards and certifications

ISO/IEC 27001 certification	No
ISO 28000:2007 certification	No
CSA STAR certification	No
PCI certification	No
Cyber essentials	Yes
Cyber essentials plus	No
Other security certifications	No

Security

Amey offers the following security services:

- Security strategy
- Cyber Security consultancy
- Security testing
- Certified security testers possessing CEH certifications
- Staff security: other security clearance.

Government security clearance: Up to Security Clearance (SC)

Amey prioritises security across its operations, especially when handling sensitive data. The company adheres to the Baseline Personnel Security Standard (BPSS) established by the Cabinet Office. For employees working on sensitive projects, Amey will work with you to support employees through Security Check (SC) clearance and Developed Vetting (DV) vetting processes, ensuring you have the skills and clearances for delivery. These clearances are processed through UK-SV (United Kingdom Security Vetting) and other relevant agencies. Amey maintains a pool of individuals who hold the necessary security clearances, ensuring compliance with project requirements.

