



Service Definition Document

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Welcome to Devoteam

Devoteam is a leading consulting firm focused on digital strategy, tech platforms, cybersecurity, and business transformation. What defines us is Technology, it is our DNA. We believe in technology as a positive force, driving "Creative Tech for Better Change" across the UK Public Sector.

Agile at Scale, Local in Delivery

With over 25 years of experience, Devoteam has reached a level of maturity that allows us to support large-scale government transformations while remaining agile and responsive. We are a "mid-sized" specialist: big enough to offer global reach and massive R&D investment, yet small enough to provide the senior-level attention and flexibility that UK public sector bodies require.

- 11,000+ experts across EMEA.
- Dedicated UK-based consultants, many with high-level security clearances, ensuring compliance with UK data sovereignty and GDS standards.
- We continuously certify our people on the latest technologies to ensure our clients achieve measurable, high-impact results.

The Power of Strategic Partnerships

Devoteam's core belief is that organisations must think and behave like "Tech Players" to thrive. This requires a robust technological foundation built on world-class cloud platforms.

In the UK, we focus on leveraging the research and development power of our primary strategic partners. By mastering these ecosystems, we help our clients scale rapidly and securely.

End-to-End Transformation

Our circular, continuous innovation journey takes you from vision to reality:

- We co-create new digital services and citizen experiences.
- We build and implement these services on secure cloud platforms.
- Through our Cloud Managed Services, we ensure your digital products are always secure, optimised, and evolving with the latest platform features.

By combining the world's leading cloud platforms with our expertise, we provide a powerful end-to-end approach that reduces legacy debt and accelerates the delivery of 21st-century public services.

Devoteam Atlassian Partnership

Devoteam is an Atlassian Platinum Solution Partner across EMEA, providing consulting, cloud migration, ITSM, CSM, and AI solutions built on Atlassian tools. Our Platinum expertise delivers ITSM modernisation, secure cloud migrations, AI-driven solutions, and expert consulting. We also combine Atlassian with other solutions for a fully integrated system.

Why Atlassian?

Overview

Many organisations struggle to maintain agility because work is scattered across disconnected departments—creating friction between strategy, development, and IT. Instead of driving innovation, teams often lose momentum managing manual handoffs and chasing status updates in isolation.

Atlassian solves this by bridging these gaps with a connected platform that aligns every team to the same goals. This integrated approach provides a single source of truth, allowing leaders to eliminate administrative silos, cut operational costs, and bring digital products to market significantly faster than the competition.

Technical Insight

From an architectural perspective, enterprises often pay a "fragmentation tax" where disparate toolchains obscure the relationship between code, infrastructure, and service data. Atlassian resolves this by consolidating the digital value stream into a singular, extensible data model on the Jira platform.

By integrating Open DevOps pipelines with high-velocity ITSM, the architecture automates cross-functional dependencies and contextualises data from ideation through to operation. This enables full end-to-end traceability, empowering engineering teams to optimise DORA metrics and ensure service resilience at scale.

Features

The Atlassian Collections provide the opportunity to shift from purchasing individual software tools to adopting integrated, outcome-oriented work platforms. By bundling core applications with specialised AI agents and a shared data layer, this approach eliminates the "integration tax" of manual handoffs and tool sprawl.

Each collection—Teamwork, Software, Service, and Strategy—is designed to solve specific business problems out of the box, ensuring that data, context, and goals flow seamlessly between teams on a single, unified "System of Work."

The Atlassian Collections

Teamwork Collection (Unified Collaboration)

This collection is designed to dissolve silos between business and technical teams. It provides a shared workspace where context moves fluidly from a video update to a project plan to a documented decision.

- Jira (Work Engine): centralises task tracking and project management for all departments.
- Confluence (Knowledge Hub): The repository for structured documentation and unstructured brainstorming.
- Loom (Async Video): Integrates video messaging to reduce meeting fatigue; AI automatically extracts action items and links them to Jira.
- Atlassian Roov (AI Agents): Specialised "Teamwork Agents" that search across your entire estate to summarise work and find missing context.

Service Collection (Unified Service Delivery)

A comprehensive set of tools for both IT (Internal) and Customer (External) support. It unifies the request lifecycle with underlying infrastructure data.

- Jira Service Management (ITSM): The core engine for incident, problem, and change management.
- Customer Service Management (CSM): A new application designed for high-scale, external-facing support with branded portals.
- Atlassian Assets (Unified CMDB): The underlying database that tracks hardware, software, and logical dependencies.
- Virtual Agents: AI-driven deflection that handles Tier 1 requests autonomously by pulling from Confluence knowledge bases.

Software Collection (Unified SDLC & DevEx)

Focused on the Software Development Life Cycle (SDLC), this collection integrates code execution with planning and engineering health metrics.

- Jira Product Discovery: Captures and prioritises high-level ideas before they hit the dev backlog.
- Bitbucket & Pipelines: Provides secure source code management and integrated CI/CD for automated builds.
- Atlassian Compass: A software component catalog that maps service ownership and security health.
- DX (Developer Experience): A platform to measure engineering productivity and DORA metrics, providing visibility into bottlenecks and AI impact.

- **Rovo Dev:** An AI agent that works inside the IDE (like VS Code) and the CLI to help developers generate code, reviews, and unit tests.

Strategy Collection (Unified Enterprise Planning)

The high-level governance layer that connects organisational priorities to team-level execution.

- **Jira Align:** Connects business strategy to technical execution at the portfolio level.
- **Atlassian Focus:** A dedicated app for strategic planning, tracking goals (OKRs), and investment mapping.
- **Atlassian Talent:** A specialised tool for knowledge-workforce planning and skill-gap analysis across the organisation.

The Foundational Layer: Enterprise-Grade Infrastructure

All the collections above sit on top of the Atlassian Platform. The Atlassian Platform is the high-performance foundation (the "engine room") that powers every collection, a single place where identity, metadata, and data assets are governed and made accessible to the layers above.

The Atlassian Platform provides:

Atlassian Guard (Security & Identity Architecture)

Guard provides a centralised security perimeter for your entire organisation. It is designed to scale from simple identity management to proactive threat hunting.

- **Identity & Access (Standard):** Enforces SAML Single Sign-On (SSO) and automated user provisioning (SCIM) across all Atlassian products and your identity provider (e.g., Okta or Entra ID).
- **Threat Detection (Premium):** Uses machine learning to detect anomalous behavior—such as a user suddenly exporting thousands of Jira issues or accessing sensitive Confluence pages from a high-risk IP—and triggers automated remediation.
- **Governance:** Provides organisation-wide audit logs and data security policies to prevent data egress and ensure regulatory compliance.

Atlassian Data Lake (centralised Analytics & BI Hub)

The Data Lake is a pre-modeled, queryable repository that aggregates raw data from every Jira project, Confluence space, and JSM site into a single, unified schema.

- **Structured Reporting:** It eliminates the "fragmentation tax" by allowing you to run SQL queries across the entire estate simultaneously.
- **Direct BI Integration:** You can export enriched datasets directly to enterprise BI tools like PowerBI, Tableau, or Snowflake, ensuring that engineering and IT performance metrics (like DORA) are visible at the board level.
- **No-Code Insights:** Includes "Atlassian Analytics," a visualisation layer for business users to build dashboards without writing code.

Teamwork Graph (Contextual Intelligence Layer)

The Teamwork Graph is the "semantic map" of your business. It doesn't just store data; it understands the relationships between your people, their projects, and the knowledge they create.

- **Semantic Search:** It maps dependencies between a Jira ticket and the Confluence technical spec it relies on, as well as the Slack conversation where the decision was made.
- **The AI Fabric:** This layer serves as the "brain" for Atlassian Rovo (AI), providing the context necessary for AI agents to answer complex questions or automate cross-tool workflows with high accuracy.

Tier-Based Availability

While the Platform is the shared DNA of Atlassian Cloud, features are unlocked progressively based on your plan:

Feature	Cloud Standard	Cloud Premium	Cloud Enterprise
Atlassian Guard	Standard (Basic SSO)	Premium (Detect)	Full Guard Capabilities
Atlassian Data Lake	Not Included	Not Included	Full Access
Atlassian Analytics	Not Included	Not Included	Full Access
Atlassian Rovo (AI)	Limited Search	Full Search/Chat	Full Search/Chat
Storage & Uptime	250 GB / Business Hrs	Unlimited / 99.9% SLA	Unlimited / 99.95% SLA

Why Devoteam?

As an Atlassian Platinum Solution Partner and the 2024–2025 EMEA Partner of the Year for Services, Devoteam offers a strategic partnership that transcends basic technical implementation.

We specialise in architecting high-performance environments for enterprise organisations, moving beyond "lift-and-shift" migrations to deliver comprehensive digital transformations.

By integrating deep expertise in Atlassian Rovo and AI-driven automation with a multidisciplinary understanding of the broader tech ecosystem (including AWS, Google Cloud, and ServiceNow), we unify fragmented toolsets into a singular, cohesive System of Work. Our approach ensures that your Atlassian investment is not merely a suite of tools, but a scalable, strategic asset optimised for operational excellence and measurable business outcomes.

Our Services

Service Collection Implementation (ITSM & CSM)

Devoteam delivers enterprise-grade ITSM and ESM through the Service Collection. We specialise in ITIL-aligned process design, AI-powered virtual desk deployment, and seamless integrations. Our experts unify internal and external support into a single, automated portal, significantly reducing resolution times and operational costs while improving customer satisfaction.

Service Features

- JSM Enterprise Setup: Implementation of advanced service desk functionality and service portals.
- ITIL Process Design: Standardise incident, problem, and change management workflows across teams.
- Asset & CMDB Integration: Centralise hardware and software inventory tracking with Atlassian Assets.
- Virtual Agent Deployment: AI-powered automated ticket deflection and resolution for faster support.
- CSM App Configuration: Dedicated workflows for external customer support and feedback loops.
- SLA & Reporting Setup: Custom dashboards for real-time service level and performance tracking.

- Knowledge Base Creation: Robust self-service portals powered by natively integrated Confluence pages.
- ERP & CRM Integration: Connect Jira Service Management to business-critical enterprise systems.
- Cloud Security Governance: Implementation of Atlassian Guard for secure service delivery environments.
- Rovo Agent Automation: Custom AI agents to automate repetitive service and operations tasks.

Service Benefits

- Faster Ticket Resolution: Rapid response times achieved via automated workflows and routing.
- Reduced Operational Costs: Lower overheads through high AI deflection and automated self-service.
- Improved ITIL Compliance: Standardised, audited processes implemented across the entire digital estate.
- Enhanced Customer Satisfaction: Frictionless support experiences for both internal and external users.
- Minimised System Downtime: Proactive problem management and AI-driven root cause analysis tools.
- Empowered Self-Service: Reduce manual service desk workload with robust, accessible knowledge bases.
- Full Asset Visibility: Accurate real-time tracking of the entire hardware and software estate.
- Seamless Business Scaling: Support growing request volumes without needing to increase headcount.
- Future-Proof ITSM: Constant innovation through integrated Atlassian Intelligence and Rovo AI.
- Stronger Risk Governance: A secure, fully audited service delivery environment meeting UK standards.

Teamwork Collection Implementation (Collaboration & Productivity)

Devoteam bridges the gap between technical and business functions by deploying the Teamwork Collection. We create a unified "System of Work" where knowledge is instantly accessible, and collaboration happens asynchronously through AI-enhanced video and documentation. We focus on eliminating "tool sprawl" by unifying HR, Marketing, and Finance under a single Atlassian-managed framework.

Service Features

- Unified Knowledge Discovery (Rovo Search): Configuring Rovo to search across Atlassian, Slack, Google Drive, and 50+ third-party connectors.
- "Create with Rovo" Deployment: Enabling teams to turn raw notes or whiteboards into structured Confluence pages or Jira plans via AI.
- Loom Async Video Strategy: Implementing video communication to replace low-value synchronous meetings and enhance feedback loops.
- AI Meeting Insights: Configuring Loom to automatically generate transcripts, summaries, and Jira action items from recordings.
- Audio Briefings in Confluence: Setting up AI-generated "work podcasts" that synthesise complex pages for on-the-go consumption.
- Rovo Project Management Skills: Automating the breakdown of large epics into manageable tasks and keeping backlogs organised.
- Granular Governance with Atlassian Guard: centralised identity management and data security for all business teams.
- Smart Content Lifecycle: Automating the archiving of stale Confluence content to maintain a "Single Source of Truth."
- Cross-Functional Jira Templates: Customising Jira for HR, Finance, and Marketing to standardise work tracking across the company.
- Visual Data Transformation: Deploying Rovo Diagram Creator to turn text-based project plans into visual architecture or flowcharts.

Service Benefits

- Minimised Meeting Fatigue: A shift to asynchronous video (Loom) could save hours of calendar time per employee every week.
- Eradicated Information Silos: Instant search finds critical answers regardless of where they are stored (Cloud or local).
- Rapid Employee Onboarding: AI-guided discovery helps new hires learn the "who, what, and why" without constant supervision.
- Enhanced Global Collaboration: AI transcripts and Audio Briefings overcome language and time-zone barriers.
- Reduced Digital Overwhelm: Centralising work on the Teamwork Graph reduces the need to "hop" between dozens of apps.
- Greater Operational Agility: Business teams can spin up new projects and workflows in minutes using AI prompts.
- Consistent Brand Voice: Rovo Agents ensure external-facing documentation follows company tone and style.
- Automated Documentation: AI handles the "boring" parts of writing updates, allowing teams to focus on strategy.
- Enterprise-Grade Security: Robust SSO and SCIM provisioning ensure that only the right people access sensitive data.
- Lower Total Cost of Ownership: Bundled pricing replaces multiple individual subscriptions with a unified, managed suite.

Strategy Collection Implementation (Strategy Portfolio Management)

Devoteam empowers executive leadership to bridge the gap between strategy and execution. By deploying the Strategy Collection, we ensure every initiative is mapped to a corporate goal, every talent resource is optimised, and every investment is tracked in real-time. We help organisations move from "output-focused" to "outcome-driven" through tools like Jira Align and Focus.

Service Features

- Focus Area Modeling: Defining strategic "Focus Areas" that connect company goals directly to funding and team capacity.
- Enterprise Agile Scaling (Jira Align): Implementing SAFe, LeSS, or custom frameworks to synchronise work across thousands of users.
- AI-Powered Talent Finder: Deploying agents that suggest internal team members with the specific skills needed for new initiatives.
- OKR Hub Configuration: Centralising Objectives and Key Results so progress is visible from the CEO to the individual contributor.
- Dynamic Capacity Planning: Real-time visibility into workforce allocation to identify skill gaps or over-allocated teams.
- Strategic Risk & Blocker Tracking: Automated identification of dependencies that threaten high-level corporate milestones.
- Portfolio Value Stream Mapping: Visualising the flow of value from strategic intent to customer delivery.
- Investment vs. Impact Reporting: Integrating financial data to see the "Burn vs. Earn" of strategic initiatives.
- AI Strategic Summaries: Rovo-generated executive briefs that highlight project health without requiring manual status reports.
- Talent Pipeline Alignment: Using the Talent app to plan future hiring based on long-term strategic roadmaps.

Service Benefits

- Total Strategic Alignment: Every Jira ticket is traceable back to a high-level corporate objective or OKR.
- Data-Driven Decision Making: Move from "gut feeling" to real-time data on project viability and strategic impact.
- Accelerated Strategic Pivots: The ability to reallocate funds and people in days rather than months when markets shift.
- Maximised Resource ROI: Ensuring your highest-paid talent is always focused on the most critical business priorities.
- Eliminated "Ghost Projects": Early identification and termination of work that does not contribute to company goals.
- Improved Board Confidence: Providing transparent, live dashboards of strategic progress to stakeholders and investors.
- Unified Vision: One common language for the C-Suite, PMO, and delivery teams to discuss progress.

- Proactive Risk Mitigation: Dependencies are spotted months in advance, preventing costly release delays.
- Optimised Workforce Deployment: Total transparency into who is working on what across the entire global enterprise.
- Sustainable Growth: A scalable framework that supports organisational expansion without increasing administrative overhead.

Software Collection Implementation (SDLC & DevEx)

Devoteam optimises the engineering lifecycle by deploying the Atlassian Software Collection. This AI-native SDLC suite unifies coding, tracking, and insights, allowing developers to maintain a "flow state" while providing leadership with clear ROI on technical investments. As a Platinum Partner, we integrate Rovo Dev and DX to automate the friction out of the release process.

Service Features

- AI-Native Coding with Rovo Dev: Implementing agentic AI that works in the CLI, IDE, and Jira to automate code planning and generation.
- Advanced Engineering Intelligence (DX): Integrating qualitative developer sentiment with quantitative metrics (e.g., PR cycle time and deployment frequency).
- Compass Software Cataloging: Centralising service ownership, documentation, and APIs with automated health scorecards.
- Automated AI Code Reviews: Configuring Rovo to perform initial PR reviews against your organisation's specific coding standards.
- AI-Powered Pipeline Troubleshooting: Leveraging AI within Bitbucket Pipelines to identify and suggest fixes for build failures instantly.
- Shift-Left Security Integration: Embedding automated security scanning and compliance gates directly into the Bitbucket workflow.
- Jira-to-Code Automation: Enabling Rovo to take a Jira issue and automatically create branches and draft initial code changes.
- Scalable CI/CD Orchestration: Designing high-performance deployment runners that scale with enterprise-level repository volume.
- Infrastructure-as-Code (IaC) Governance: Standardising cloud resource management within the Bitbucket environment.
- Developer Experience Audits: Using DX data to identify and eliminate systemic bottlenecks in the development process.

Service Benefits

- Accelerated Time-to-Market: Significant reduction in lead time from initial concept to production deployment.
- Measurable AI ROI: Clear data from the DX platform showing exactly how AI tools are impacting developer productivity.

- **Reduced Cognitive Load:** Developers spend less time searching for information and more time writing high-value code.
- **Enhanced Code Quality:** Continuous AI-driven reviews ensure standards are met before human review begins.
- **Improved Engineering Culture:** Identifying "friction points" early to improve developer satisfaction and talent retention.
- **Unified Visibility:** Leaders gain a "single pane of glass" view of software health across the entire organisation.
- **Zero-Downtime Migrations:** Expert-led transitions from legacy SCM tools to a modern Bitbucket Cloud environment.
- **Predictable Delivery:** Better data-driven forecasting of sprint completion and major release dates.
- **Eliminated Tool Silos:** Seamless context sharing between Jira tickets, Confluence specs, and actual code commits.
- **Future-Proof Development:** An extensible platform ready for the next generation of agentic AI coding capabilities.

Cloud Migration & Optimisation

Devoteam offers specialised Atlassian consulting services for cloud migration and optimisation, helping organisations move Jira, Confluence, and other Atlassian tools to the cloud securely and efficiently while maximising long-term value.

Service Features

- End-to-end migration of Jira, Confluence, and other Atlassian tools to Atlassian Cloud
- Handling complex migrations with large datasets, integrations, and customisations
- Risk assessment and mitigation planning before migration
- Data cleansing and restructuring to ensure smooth transition
- Secure transfer of projects, workflows, and permissions
- Post-migration performance tuning and workflow optimisation
- Tailored configurations to align Atlassian tools with business processes
- User adoption support and training for teams
- Integration with other enterprise systems (e.g., DevOps, ITSM, CRM)
- Continuous improvement and scaling strategies

Service Benefits

- **Platinum Solution Partner:** Devoteam holds Atlassian's highest partner status, ensuring certified expertise and priority support.

- **Proven Track Record:** Successful migrations for major organisations, demonstrating reliability and scalability.
- **Global Reach:** Multidisciplinary teams across 25+ countries, combining cloud engineers, product designers, and business consultants.
- **Future-Proofing:** With Atlassian phasing out server products, Devoteam ensures smooth transition to cloud, avoiding disruption.
- **Optimised Costs & Efficiency:** Cloud adoption reduces infrastructure overheads, improves collaboration, and enables faster updates.
- **Transformation Expertise:** Devoteam integrates Atlassian migration into broader digital transformation strategies, aligning IT with business goals.

Consulting & Advisory

As an award-winning Platinum Partner, Devoteam provides strategic consulting & advisory services that can optimise your licensing and infrastructure to significantly reduce technical debt and operational costs. Our consulting expertise accelerates your Agile and DevOps maturity, ensuring a secure, fully integrated environment that drives high user adoption and long-term business value.

Service Features

- **Platinum Solution Partner Expertise:** High-level access to Atlassian resources, beta programs, and a team of certified experts across the entire Atlassian stack (Jira, Confluence, Jira Service Management, Bitbucket, etc.).
- **Strategic Health Checks:** Comprehensive audit of existing Atlassian environments (typically 4-6 weeks) to identify technical debt, security vulnerabilities, and performance bottlenecks.
- **Managed Services & Support:** A "one-stop-shop" model offering continuous maintenance, SLA-backed support, upgrades, and proactive environment monitoring to ensure stability.
- **License Management & Optimisation:** Advisory on licensing structures (Standard vs. Premium vs. Enterprise), consolidation of instances, and management of renewals to prevent overspending.
- **DevOps & Agile Transformation:** Integration of Atlassian tools with CI/CD pipelines (Jenkins, GitLab, etc.) and configuration of boards to support Agile frameworks like SAFe, Scrum, and Kanban at scale.
- **Custom Configuration & Integration:** Development of custom workflows, automation rules, scripts, and API integrations to connect Atlassian tools with the wider enterprise ecosystem (e.g., ServiceNow, Salesforce, Slack).
- **Change Management & Training:** Structured training programs for administrators and end-users, paired with organisational change management (OCM) to ensure high adoption rates.

Service Benefits

- Accelerated Time-to-Value: "Quickstart" packages and proven deployment methodologies allow you to launch new instances or migrate to the cloud significantly faster than trying to do it in-house.
- Risk Mitigation: Leveraging a partner with deep migration experience minimises the risks of data loss, extended downtime, or compliance breaches during critical platform shifts.
- Operational Efficiency: By automating manual workflows and optimising tool configurations, internal teams face less friction and administrative overhead, freeing them to focus on high-value work.
- Cost Savings & Predictability: Expert license management ensures you only pay for what you use, while managed services transform variable IT maintenance costs into a predictable operational expense.
- Enhanced Governance & Security: Ensures your environment is compliant with industry standards (GDPR, ISO, SOC2) and that permissions/access controls are correctly architected to protect sensitive data.
- Scalability: Solutions are architected to handle growth, ensuring that as your user base expands from hundreds to thousands, performance and stability remain consistent.
- Strategic Alignment: Moves the conversation from "tool administration" to "business strategy," ensuring your Atlassian stack actually supports your broader digital transformation and Agile goals.
- Focus on Core Business: Offloading the technical maintenance and "keeping the lights on" tasks to Devoteam allows your internal IT talent to focus on innovation and core business differentiators.

General Information

Onboarding and Offboarding

Every Devoteam assignment requires close collaboration with our clients and their suppliers. Our people build strong relationships; quickly orienting themselves with each Stakeholder's perspective, understanding their current and future needs as well as the desired state, the work underway and any current challenges, whilst facilitating consensus across the groups. We appoint one of our senior leaders to direct engagements and actively participate in senior-level workshops

It would be our aim to have continuously transferred knowledge throughout each engagement. However, at project closure, our Engagement Lead would also:

- Ensure that all defined Products have been delivered
- Any work in progress is documented and passed to an agreed client stakeholder.

- Run lessons learnt exercises relating to our delivery with key stakeholders and share the results.

Data Backup and Restore, BCP and Disaster Recovery

We are a professional services company and we deliver within our client's physical or virtual environment, we, therefore, adopt and follow our client's DR/BCP policies. Our engagements do not require us to remove data from our client's environments.

We operate hybrid and flexible working so agree with our clients where it would be best to locate the joint project team and we frequently have a mix of home working, on client site and at Devoteam offices. In addition, all Devoteam employees and associates use standardised laptops, operating systems and adhere to strict procedures and anti-virus measures to protect both Devoteam and client information at all times.

Devoteam maintains an office in central London for management and administration purposes, this is a serviced office, we rely on and adhere to services provided by that Serviced Office and their backup procedures. Should the office become inoperable for any reason our policy is to instruct central office personnel to work at home, where they are able to undertake their roles using their portable laptops until the event has been resolved. All Devoteam software is Cloud-based and so has a high degree of resilience and backup is provided as part of the licensing arrangements.

Service Levels

We would agree on a set of Service Levels that are appropriate for the type of engagement, covering, for example, Response and Resolution times. These services, depending on the scope and complexity of the delivery can take the form of

- Dedicated resources, from a single resource to a team of many.
- Remote and/or onsite delivery.

Full details of a Service Level Agreement, including consequences for failure to meet Service Levels, will be mutually agreed upon between both parties where appropriate.

Termination

Termination will be agreed upon on a project by project basis in alignment with G Cloud Terms and Conditions.

Service Constraints

Our services typically do not have any constraints.

Ordering Process & Contact Details

Order process

To place an order or request assistance please contact:

John Lacey

Managing Director

UKGovTenders@devoteam.com

0207 288 2800

General Enquiries

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About Devoteam

Devoteam is a tech consulting firm specialised in cloud, cybersecurity, data, and sustainability. Tech Native for over 25 years, Devoteam guides businesses through sustainable digital transformation to unlock their full potential.

With over 11,000 employees in more than 25 countries across Europe, the Middle East, and Africa, Devoteam is committed to putting technology at the service of people. To realise this vision, we partner with the top cloud platforms in the world, Microsoft Azure, Google Cloud, and AWS.