

SERVICE
DEFINITION

CROWN COMMERCIAL SERVICE
G-CLOUD 15
LOT 3 - CLOUD SUPPORT

APPLICATION MODERNISATION AND PLATFORM RATIONALISATION

TRANSFORMCX
LIMITED

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CONTACT: GOV@TRANSFORMCX.COM
WWW.TRANSFORMCX.COM

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SERVICE OVERVIEW

The **Application Modernisation and Platform Rationalisation** service supports organisations to improve the efficiency, sustainability, and performance of their application estate through structured modernisation and rationalisation activities. The service focuses on reducing technical debt, improving alignment to cloud platforms, and simplifying application and platform landscapes.

The service is typically used to modernise legacy applications, reduce duplication, and rationalise platforms following migration or as part of a broader digital transformation programme.

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WHAT THE SERVICE INCLUDES

The service includes a defined set of assessment, design, and delivery activities, proportionate to the agreed scope and organisational context.

Included activities

The service may include the following activities:

- Assessment of existing applications and platforms
- Identification of modernisation and rationalisation opportunities
- Definition of target application and platform architectures
- Application refactoring, re-platforming, or reconfiguration
- Decommissioning or consolidation of redundant applications or platforms
- Alignment of applications to cloud-native or managed platform services
- Validation of modernised applications and platforms

Key outputs and deliverables

Outputs are documented and provided to the buyer and typically include:

- Modernised applications and updated platforms
- Application and platform rationalisation recommendations
- Updated architecture and design documentation
- Evidence of validation and testing activities
- Decommissioning or consolidation documentation

Deliverables are designed to support improved performance, maintainability, and cost efficiency.

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WHAT THE SERVICE DOES NOT INCLUDE

Unless explicitly agreed as part of the call-off, the service does not include:

- Development of entirely new application products
- Ongoing operational or managed services
- End-user training or organisational change activities
- Procurement or resale of third-party software licences

These activities can be provided through related services procured separately where required.

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HOW THE SERVICE IS DELIVERED

The service is delivered using a structured modernisation and rationalisation approach aligned to public-sector delivery and assurance expectations.

Typical delivery approach

Delivery is typically structured around the following stages:

1. **Assessment and planning**
 - Review applications and platforms in scope
 - Define modernisation and rationalisation approach
2. **Design**
 - Define target application and platform designs
 - Agree modernisation options and sequencing
3. **Modernisation and rationalisation delivery**
 - Implement agreed changes to applications and platforms
 - Decommission or consolidate where appropriate
4. **Validation and testing**
 - Validate functionality, performance, and stability
 - Address identified issues
5. **Handover**
 - Complete documentation and knowledge transfer
 - Confirm readiness for ongoing operation

Engagements typically run from **6 to 16 weeks**, depending on scope and complexity.

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SERVICE LEVELS AND SUPPORT OPTIONS

This service is delivered as a time-bound modernisation engagement. It does not include ongoing operational or support services as standard.

Where required, post-delivery support or managed services can be agreed separately in line with standard service offerings.

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SECURITY, COMPLIANCE AND ASSURANCE

Security and compliance considerations are addressed throughout the modernisation and rationalisation activities, including:

- Validation of security configurations following changes
- Alignment with organisational security policies and standards
- Consideration of data protection and access controls

Assurance is supported through documented designs, validation activities, and structured review of outcomes.

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ONBOARDING AND EXIT

Onboarding

At the start of the engagement:

- scope, objectives, and success criteria are confirmed
- applications and platforms in scope are agreed
- a delivery plan and timetable are established

Exit and handover

At completion:

- modernised applications and platforms are handed over
- documentation and supporting artefacts are provided
- knowledge transfer supports transition to business-as-usual

This ensures improvements are sustained following delivery.

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COMMERCIAL MODEL

The service is typically delivered on a **fixed-scope** or **time-and-materials** basis, agreed at call-off.

Scope, deliverables, and timelines are confirmed prior to delivery. Any changes to scope are managed through agreed change control.

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WHY CHOOSE THIS SERVICE

This service provides:

- reduced application and platform complexity
- improved performance and maintainability
- better alignment with cloud platforms
- lower long-term operational and support costs

The focus is on sustainable, value-driven modernisation.

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NEXT STEPS

To engage this service:

1. Confirm applications and platforms in scope
2. Agree modernisation objectives and delivery approach
3. Schedule assessment and design activities

The service will be tailored to reflect organisational context and transformation priorities.