

SERVICE
DEFINITION

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

LEGACY APPLICATION REMEDICATION FOR CLOUD MIGRATION

TRANSFORMCX
LIMITED

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SERVICE OVERVIEW

The **Legacy Application Remediation for Cloud Migration** service supports organisations to remediate existing legacy applications to enable successful migration to cloud platforms. The service focuses on addressing technical constraints, dependencies, and risks that prevent applications from being migrated or operating effectively in cloud environments.

The service is typically used where applications require targeted remediation before migration, such as dependency removal, configuration changes, or limited refactoring, as part of a wider cloud transition programme.

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WHAT THE SERVICE INCLUDES

The service includes a defined set of remediation and enablement activities, proportionate to the agreed scope and organisational context.

Included activities

The service may include the following activities:

- Assessment of legacy application architecture and dependencies
- Identification of remediation requirements and migration blockers
- Design of remediation approaches aligned to migration objectives
- Application configuration changes and dependency remediation
- Limited refactoring to support cloud compatibility
- Update of build, deployment, and configuration processes
- Support for validation and testing following remediation

Key outputs and deliverables

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

- Remediated applications ready for cloud migration

- Documentation of remediation actions and changes
- Updated build and deployment artefacts
- Validation and testing evidence
- Inputs to migration planning and execution

Deliverables are designed to reduce migration risk and improve cloud readiness.

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WHAT THE SERVICE DOES NOT INCLUDE

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

- Full application modernisation or re-engineering
- Development of new application functionality
- Ongoing application support or managed services
- End-user training or organisational change activities

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 remediation 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 application architecture and dependencies
 - Define remediation scope and approach
2. **Remediation design**
 - Design remediation actions and sequencing

- Agree success criteria
- 3. **Remediation delivery**
 - Implement remediation changes
 - Update build and deployment processes
- 4. **Validation and readiness**
 - Validate remediation outcomes
 - Confirm readiness for migration

Engagements typically run from **4 to 12 weeks**, depending on scope and complexity.

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SERVICE LEVELS AND SUPPORT OPTIONS

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

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

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SECURITY, COMPLIANCE AND ASSURANCE

Security and compliance considerations are maintained throughout remediation activities, including:

- ensuring changes do not weaken security controls
- alignment with organisational security policies and standards
- validation of changes through controlled processes

Assurance is supported through documented remediation actions, validation evidence, and structured review of outcomes.

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ONBOARDING AND EXIT

Onboarding

At the start of the engagement:

- applications and remediation scope are confirmed
- dependencies and constraints are identified
- a delivery plan and timetable are established

Exit and handover

At completion:

- remediated applications are handed over
- documentation and configuration artefacts are provided
- guidance is given for subsequent migration steps

This ensures remediation outcomes can be taken forward effectively.

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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 technical barriers to cloud migration
- lower risk during migration execution
- targeted remediation aligned to migration objectives
- clearer understanding of legacy application constraints

The focus is on enabling safe and achievable cloud migration.

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NEXT STEPS

This service provides:

- reduced technical barriers to cloud migration
- lower risk during migration execution
- targeted remediation aligned to migration objectives
- clearer understanding of legacy application constraints

The focus is on enabling safe and achievable cloud migration