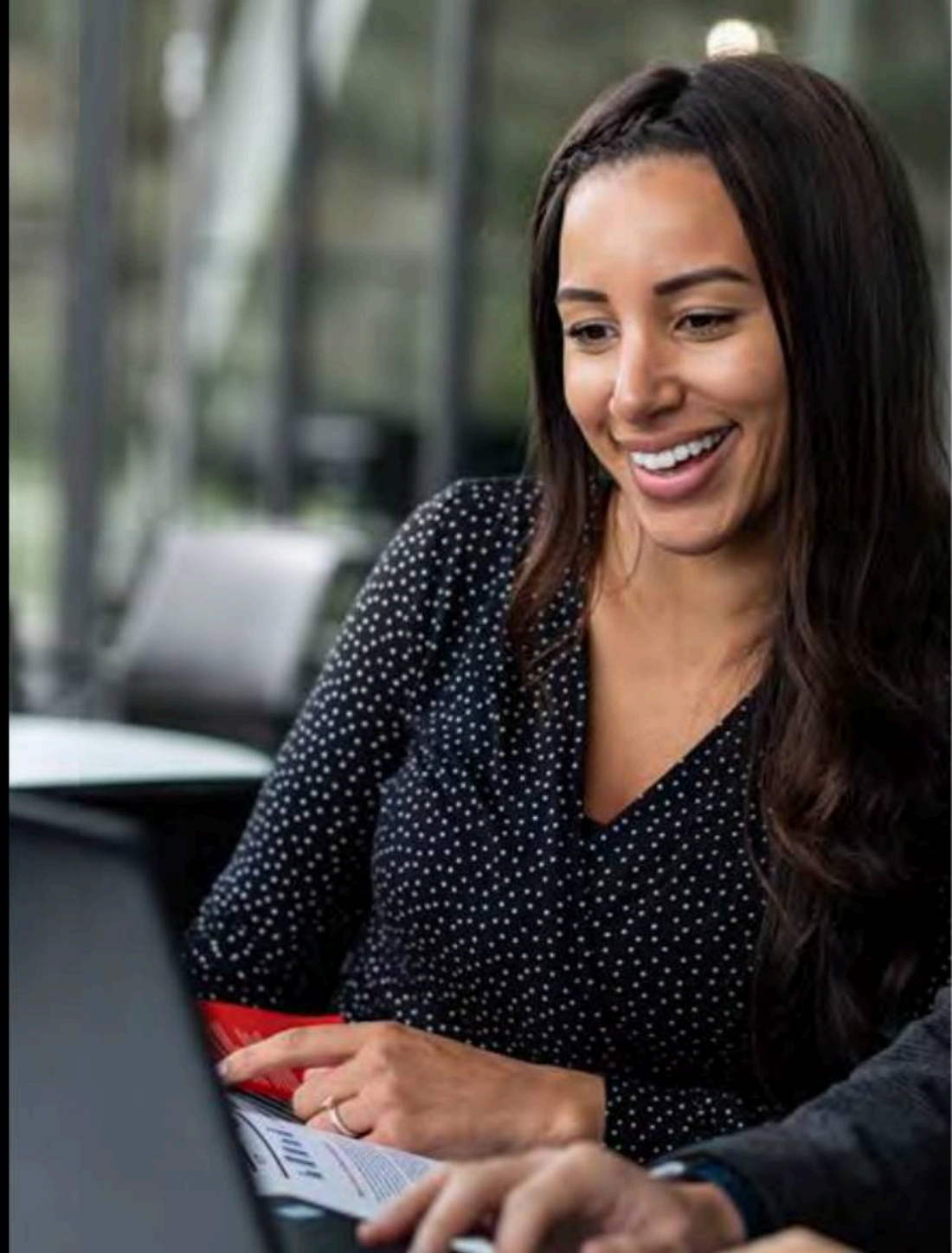
Cloud Platform Engineering as a Service & Infrastructure as Code

AWS & Microsoft



About ROCK
Our Services
Our Approach
Key Features
Key Benefits
Management & Governance
Security & Data Protection
Customer Benefit
Values & Outcomes
Working with Us
Accreditations
How to Buy

About ROCK

ROCK is a technology services group delivering cloud, cybersecurity and managed IT services to public sector, healthcare, education, housing and regulated organisations.

Headquartered in the UK, the ROCK Group supports clients globally across and beyond Europe and North America.

The group is structured for scale and resilience, combining disciplined delivery with deep regulatory understanding. This enables ROCK to operate as a trusted partner in complex, high-assurance environments where reliability and security are critical.

The group operates through two focused service disciplines:

- As a Managed Service Provider (MSP), ROCK runs and optimises cloud platforms, infrastructure and modern workplace environments.
- As a Managed Security Service Provider (MSSP), ROCK delivers continuous cyber defence, risk management and compliance-led security operations.

These services can be consumed independently or combined into a unified operating model.

Clients partner with ROCK for clarity and confidence. From a client standpoint, every partnership is shaped by three principles.

Commitment - Through clear ownership and long-term partnership.
Proof - Through measurable outcomes, service metrics and transparent reporting.
Certainty - Through predictable delivery, resilient design and controlled change.

ROCK supports organisations to modernise securely and operate more effectively. We pair technical depth with practical guidance to support informed decisions and keep technology aligned to business priorities.

The group operates within a mature governance framework aligned to ISO 27001:2022, ISO 9001:2015 and Cyber Essentials Plus.

Engineering and service practices are consistent, repeatable and auditable, enabling scale while managing risk.

Ongoing investment in people, platforms and innovation strengthens capability and keeps services responsive to evolving needs. As a strategic partner, ROCK helps clients improve today while building the foundations for long-term change.

Responsible & Sustainable Delivery

ROCK is committed to delivering Social Value alongside high-quality technology services. Our approach is aligned to the UK Government Social Value Model and focuses on creating good jobs, developing skills, supporting inclusive employment, strengthening supply chains, protecting the environment, and promoting workforce wellbeing.

Social Value is embedded into how we operate as an organisation and how we deliver services, including through fair working practices, skills development and training, responsible supply chain management, environmental sustainability, and community engagement.

For each contract, commitments are tailored to customer needs and local context, and agreed during mobilisation and contract governance.



About ROCK
Our Services
Our Approach
Key Features
Key Benefits
Management & Governance
Security & Data Protection
Customer Benefit
Values & Outcomes
Working with Us
Accreditations
How to Buy

Our Services

Our Cloud DevOps service provides managed or co managed operational support for Azure, Amazon Web Services (AWS) and hybrid cloud environments used by UK public sector organisations.

The service is designed to support live, business critical platforms where reliability, security, cost control and audit readiness are essential, while still enabling frequent and controlled change. It is suitable for organisations operating modern digital services as well as those transitioning from legacy operating models.

Delivery is provided by a cross functional team consisting of Cloud DevOps Engineers, Cloud Architect and optionally Project Manager / Scrum Master support available where required. The squad is full composable according to customer size and requirement. The service can operate as a fully managed service or in a co-managed model where customer application development teams and engineers work alongside us as part of a single delivery team.

This flexible model allows public sector buyers to retain appropriate levels of control and knowledge while benefiting from specialist cloud operations capability.



"Cloud platforms are delivered faster and more reliably through automation, standardisation and repeatable design."

Warren Walker, CTO at ROCK

Our Approach

ROCK operate cloud platforms using a platform engineering led DevOps model aligned to the AWS Well Architected Framework six pillars: Operational Excellence, Security, Reliability, Performance Efficiency, Cost Optimisation and Sustainability.

The service is delivered through three integrated layers:

Architecture & platform direction

The Cloud Architect defines and maintains the target cloud architecture for Azure, AWS and hybrid environments. This includes landing zones, security patterns, networking models and platform standards. Architectural decisions are documented and aligned to organisational policies and risk appetite.

Automated delivery & operations

Cloud DevOps Engineers implement and operate the platform using Infrastructure as Code (IaC), primarily Terraform and native cloud services. CI CD pipelines are used to deliver infrastructure and configuration changes in a controlled, repeatable and auditable way.

Delivery coordination & assurance

Where required, a Project Manager or Scrum Master supports planning, prioritisation, dependency management and reporting. This role ensures delivery aligns with agreed outcomes, governance requirements and stakeholder expectations.

The service can be fully managed, where we take primary responsibility for platform operations, or co managed, where responsibilities are shared with customer teams. In both models, governance controls are embedded into delivery workflows rather than applied retrospectively.

About ROCK
Our Services
Our Approach
→ Key Features
Key Benefits
Management & Governance
Security & Data Protection
Customer Benefit
Values & Outcomes
Working with Us
Accreditations
How to Buy

Key Features

The ROCK Cloud DevOps service provides a comprehensive set of operational and engineering capabilities designed to support the secure, reliable and cost effective operation of Azure, AWS and hybrid cloud platforms.

Features are delivered as part of a managed or co managed service, depending on buyer preference and internal capability.

Managed & co managed delivery models

The service can operate as fully managed, where we take primary responsibility for cloud platform operations, or co managed, where responsibilities are shared with customer teams. This flexibility supports different governance models and risk appetites.

Cloud architecture oversight

A dedicated Cloud Architect provides ongoing architectural direction, ensuring platforms remain aligned to best practice, organisational standards and evolving service needs.

Infrastructure as Code

Infrastructure is provisioned and managed using Terraform and version controlled repositories, enabling consistent environments, peer review and reliable rollback.

CI CD pipeline enablement

Automated pipelines support infrastructure and application changes, incorporating validation, testing and approval stages to reduce delivery risk.

Operational monitoring & incident management

Monitoring, alerting and incident response processes are implemented to support service reliability and timely resolution of issues.

Cloud cost management

Cost allocation, tagging standards and optimisation activities provide transparency and support value for money objectives.

Toolchain integration

Support for GitHub, GitHub Actions, Bitbucket, Azure DevOps and Jira, integrated with customer identity and access controls.

About ROCK
Our Services
Our Approach
Key Features
→ Key Benefits
Management & Governance
Security & Data Protection
Customer Benefit
Values & Outcomes
Working with Us
Accreditations
How to Buy

Key Benefits

Our DevOps and Infrastructure as Code services deliver measurable improvements in speed, reliability and governance by replacing manual deployment processes with automated, controlled workflows.

Repeatable infrastructure deployment
Improved delivery consistency, as infrastructure and environments are deployed using repeatable templates.

Reduced deployment risk
Reduced deployment risk, through automation and elimination of manual configuration errors.

Faster time to implement change
Faster time to deploy change, enabling teams to respond more quickly to organisational needs.

Version controlled audit trail
Improved visibility and auditability, with all changes tracked through version control.

Security embedded by design
Stronger security posture, as security controls are embedded into deployment pipelines.

Lower operational overhead
Reduced operational overhead, by minimising manual build and configuration activities.

Improved cross team collaboration
Improved collaboration between teams, supported by shared tooling and standardised processes.

Consistent environment stability
Greater environment stability, with consistent configuration across all stages.

Scalable environment provisioning
Better scalability, enabling rapid provisioning of new environments when required.

Continuous improvement
A foundation for continuous improvement and modern delivery practices.

Management & Governance

Our DevOps and Infrastructure as Code services are delivered through a structured engagement and governance framework that ensures clarity, accountability and predictable outcomes.

Engagement & Delivery Framework

ROCK provides a named engagement lead responsible for coordinating delivery, communication and quality assurance. Scope, deliverables and timelines are agreed upfront to ensure expectations are clear.

Operational Oversight

We work closely with technical teams to ensure pipelines and templates are implemented correctly and operate reliably. Configuration standards and deployment practices are reviewed to maintain consistency.

Change & Release Management

All changes to pipelines and infrastructure templates follow controlled processes, ensuring updates are tested, reviewed and approved before deployment.

Governance & Reviews

Regular review sessions provide visibility into:

- Deployment success rates and failures
- Pipeline performance and reliability
- Security and compliance alignment
- Opportunities for further automation or optimisation

Reporting & Insight

Reporting provides insight into delivery performance, deployment frequency, failure trends and improvement opportunities.

About ROCK
Our Services
Our Approach
Key Features
Key Benefits
Management & Governance
→ Security & Data Protection
Customer Benefit
Values & Outcomes
Working with Us
Accreditations
How to Buy

Security & Data Protection

Security is embedded into our DevOps services to ensure environments remain protected and compliant.

Security Framework & Best Practice Alignment

DevOps practices are aligned to recognised security and cloud best practices, ensuring infrastructure is deployed securely by default.

Data Handling & Privacy

ROCK processes only the operational data required to deliver the service, such as configuration files and deployment logs.

No customer production data is copied or stored. All handling complies with UK GDPR and Cyber Essentials Plus requirements.

Identity & Access Controls

Access to DevOps tooling and repositories is governed through individual, least-privilege accounts protected by MFA. Access is logged, reviewed and removed promptly when no longer required.

Secure Monitoring & Oversight

Pipelines and infrastructure deployments are monitored for failures, anomalies and policy breaches. Findings are investigated and remediated promptly.

Incident Response & Escalation

Any security or deployment incidents are handled using documented processes with clear escalation and communication pathways.

Data Retention & Secure Disposal

Operational data is retained only for as long as required to deliver the service and is securely deleted at contract end in line with ISO-aligned sanitisation practices.

About ROCK

Our Services

Our Approach

Key Features

Key Benefits

Management & Governance

Security & Data Protection

Customer Benefit

→ Values & Outcomes

Working with Us

Accreditations

How to Buy

Values & Outcomes

Our DevOps and Infrastructure as Code services deliver value across operational, financial and strategic dimensions by modernising delivery practices.

Operational Value

More reliable and predictable infrastructure deployments.

Reduced dependency on manual processes and individual knowledge.

Faster recovery and rebuild of environments when required.

Financial Value

Reduced rework and remediation costs caused by configuration errors.

Improved efficiency through automation and standardisation.

Better use of cloud resources through controlled, repeatable deployments.

Security & Compliance Value

Improved auditability through version-controlled deployments.

Stronger security posture with controls embedded into pipelines.

Reduced risk of misconfiguration and policy drift.

Strategic Value

A scalable delivery model that supports growth and change.

Improved collaboration between development, operations and security teams.

A strong foundation for cloud-native and modern application delivery.

Accreditations & Certifications

ROCK maintains a proven, independently assessed way of working that underpins every service, helping us provide the best IT solutions to our clients. Our certifications and partnerships show that we take security, governance and quality seriously, strengthening our credibility through best-practice services, recognised standards, and ongoing accreditation.

Security Clearances

BS7858:2019 Screening
All staff undergo background screening aligned to BS7858:2019 for roles with access to client systems or sensitive information.

Security Check
Staff can hold UK Government Security Check clearance where required by the service scope, buyer requirements or contractual obligations.

Enhanced DBS Checks
Enhanced DBS checks are performed for staff supporting regulated or sensitive environments where required by client contracts or service scope.

Strategic Partnerships

ROCK works with a range of leading cloud and technology providers to deliver secure, resilient and well-governed services.

Microsoft Partner
Cloud, identity, security and productivity services across Azure, Microsoft 365, Microsoft Entra ID and Microsoft Defender.

AWS Partner
Infrastructure and platform services including compute, storage, networking and security.

Cisco and Meraki
Cloud-managed networking, SD-WAN and secure connectivity solutions.

Cloud Security & SASE
Secure access, firewalling, SD-WAN and ZTNA capabilities, including cloud security.

Backup & Recovery | N-Able & Cove
Cloud-based backup, replication and disaster recovery solutions supporting cloud, hybrid and endpoint environments.

Endpoint & Device Management
Endpoint security, configuration, monitoring and lifecycle management tooling across user devices and servers.

SonicWall
Network security, firewalling, secure remote access and SD-WAN capabilities for on-premise and cloud-connected environments.

Certifications & Compliance

ISO 27001:2022
Certified information security management system demonstrating effective controls for data protection, access management and operational security.

ISO 9001:2015
Certified quality management system supporting consistent service delivery, continuous improvement and effective governance.

Cyber Essentials Plus
Independently verified assurance of strong baseline cybersecurity controls across all operational systems.

ICO registration
Fully registered with the Information Commissioner's Office for data processing compliance.

How To Buy

This service can be procured quickly and compliantly through the Crown Commercial Service (CCS) G-Cloud 15 Framework under the Cloud Support lot.

This provides a streamlined route for public-sector organisations to access high-quality managed support without needing to run a full tender.

What Buyers Can Expect

→ Fast mobilisation, with service commencement scheduled quickly after award.

→ No contract negotiation, as all terms follow the standard G-Cloud framework.

→ Transparent pricing, published and fixed in accordance with the G-Cloud catalogue.

→ Clear onboarding processes, including asset discovery, documentation intake and communication setup.

Purchasing Steps

1. Search for ROCK on the Digital Marketplace under: Managed IT Services - Cloud Support
2. Review the Service Definition, pricing document and terms.
3. Shortlist ROCK based on your technical, operational and commercial criteria.
4. Evaluate shortlisted suppliers following CCS guidance.
5. Award a Call-Off Contract directly to ROCK through G-Cloud 15.
6. Agree service scope and onboarding timelines with our mobilisation team.

Support with Procurement

ROCK can support buyers with:

- Responding to clarification questions
- Helping shape scope within the boundaries of G-Cloud
- Providing guidance on service levels, onboarding and shared responsibilities
- Supporting internal approvals or business case preparation

We remain fully compliant with CCS rules - no pre-award customisation of terms.

HM Government
G-Cloud
Supplier

ROCK

Your Cloud and AI provider to accelerate business transformation.

rock.co.uk

V1.0 | 2026