Set-Up – Cloud, AI & Data Platforms

Service overview

We set up cloud, data and AI foundations for public sector teams. We build AWS and Azure environments and landing zones with Terraform and CloudFormation, set up data platforms and data engineering pipelines using Glue, Athena and Lake Formation, and add dashboards, AI services and hosting for web applications and Wagtail or WordPress sites. Everything is built as code, documented and handed over.

What is included

- AWS and Azure account and landing zone set-up
- Infrastructure as code with Terraform and CloudFormation
- Data platform set-up (Lake Formation, Glue, Athena)
- Data engineering and data cleaning pipelines
- AI service set-up, including generative AI and machine learning
- Dashboards and data visualisation (QuickSight, Tableau, Power BI)
- Web application hosting and CI/CD pipelines
- Wagtail and WordPress CMS set-up
- Identity, access and security baseline configuration
- Property and estates data platform set-up

How we work

Stage	What happens
Design	We agree requirements, security needs and the target architecture.
Build	We create environments, pipelines and services as code, with security built in.
Test	We check security, performance and running costs before go-live.
Hand over	We provide documentation, training and an agreed route for ongoing support.

What you get

- Architecture design
- Environments and landing zones built as code
- Data platform and data engineering pipelines

- Automated deployment pipelines
- Security baseline
- Documentation and handover training

What is not included

- Cloud running costs, which are billed to you directly
- Ongoing operations after handover, available under our Managed Services
- Third-party software licences

Examples of our work

Cabinet Office Digital – GRID. We designed and built GRID, a secure cross-government data platform, from Alpha and Beta to live service. It includes scalable data ingestion pipelines, schema mapping for data from many departments, an analytics layer, and integrations with Salesforce and GOV.UK Notify. GRID now handles millions of records a day, powers more than 100 live dashboards, and won a Cabinet Office award for the most impactful evaluation and analysis project.

About Four Seals Digital

Four Seals Digital Limited is a UK digital agency that works with the public sector. Our team of around 25 people includes solution architects, engineers, data analysts, AI engineers, business analysts, and product and delivery managers.

We have long experience of working with UK central government. We build and support web applications, data platforms and AI services on AWS and Azure.

We are certified to ISO 27001. All our staff and operations are in the UK, and we have staff with Security Check (SC) clearance.

Standards we follow

- GDS Service Standard and Technology Code of Practice
- NCSC Cloud Security Principles and Cyber Assessment Framework
- ISO 27001 information security management
- UK GDPR and the Data Protection Act 2018
- WCAG 2.2 AA for anything users see

Security and your data

We work inside your own cloud accounts wherever possible, and ask for the least access we need (read-only where that is enough). Your data stays in the UK and is handled only by UK-based staff. We do not share your data with anyone else, and we return or securely delete it when the work ends.

Starting the service

- Kick-off meeting to confirm goals, scope, contacts and ways of working
- Agree access, security clearance needs and any data sharing terms
- Agree service levels, reporting and how we raise and escalate issues
- Short discovery to confirm the plan before main delivery starts

Ending the service

- Hand over all code, documents, dashboards and configuration
- Knowledge transfer sessions with your team or new supplier
- Return or securely delete your data, and confirm this in writing
- Remove our access to your systems and accounts

Support and service levels

We offer working-hours support (9am to 5pm), extended support on working days, or 24 hours a day, 7 days a week. We agree the right level with you. Typical response times are below; resolution targets are agreed in the order.

Severity	What it means	We respond
Service down	A core service is unavailable	Immediately
Critical	Business outage or major impact on users	Within 1 hour
Urgent	Service works but is badly affected, or a time-sensitive issue	Within 2 hours
Important	Issue with little current impact on users	Within 4 hours
Monitor	No action needed beyond monitoring	Within 1 working day
Information	Request for information only	Within 1 working day

Who does what

You will:

- Give us access to the systems, data and people we need
- Name the people who can raise and approve requests
- Raise issues through the agreed route and set their priority

We will:

- Deliver the agreed work to the agreed standards

- Track every issue through to resolution and keep you updated
- Escalate problems early, through the agreed route

Contact us

Four Seals Digital Limited, Office 2, Tweed House, Park Lane, Swanley, BR8 8DT. Contact us through the Digital Marketplace to discuss your needs.