

[expleo]

DevOps & Software Development Service Description

G-Cloud 15

January 2026



Meet Expleo Group

As a global consulting, technology and engineering service provider, Expleo is ideally positioned to help you achieve your ambitions and future-proof your business.



€1.4bn
Revenue

29
Global locations

50
Years experience

18k
Innovation-driven experts

With a smart blend of bold thinking and reliable execution, we're able to fast-track innovation through each step of your value chain.



Consulting

Accelerating business agility, performance and digital transformation



Technology

Delivering technological change to successfully embrace innovation



Engineering

Design, development and servicing mission critical and complex applications

What is Expleo DevOps and Software Delivery?

Maximum value with minimum effort delivering early and often

WHAT	Build quality products in short cycles allowing them to be safely released to production at any point in time: • The <u>right people</u> doing the <u>right job</u> at the <u>right time</u> • <u>Continuously</u> building products that are <u>fit for purpose</u> • Measuring, visualising and realising <u>business value</u>
WHY	What difference does it actually make? • Get new products and innovations to market early and in advance of the competition • Reduce cost and effort by eliminating waste, inefficiency and by only building products that meet customer needs • Respond rapidly to customer feedback and market forces by incorporating change into the process
HOW	Continuous Build, Test, Deploy Maximise Collaboration & Communication Regular Operational Feedback Measurement Of Business Value

"It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change"
Charles Darwin

Continuous Build, Test, Deploy

Expleo utilise full end-to-end automated build, test and deploy

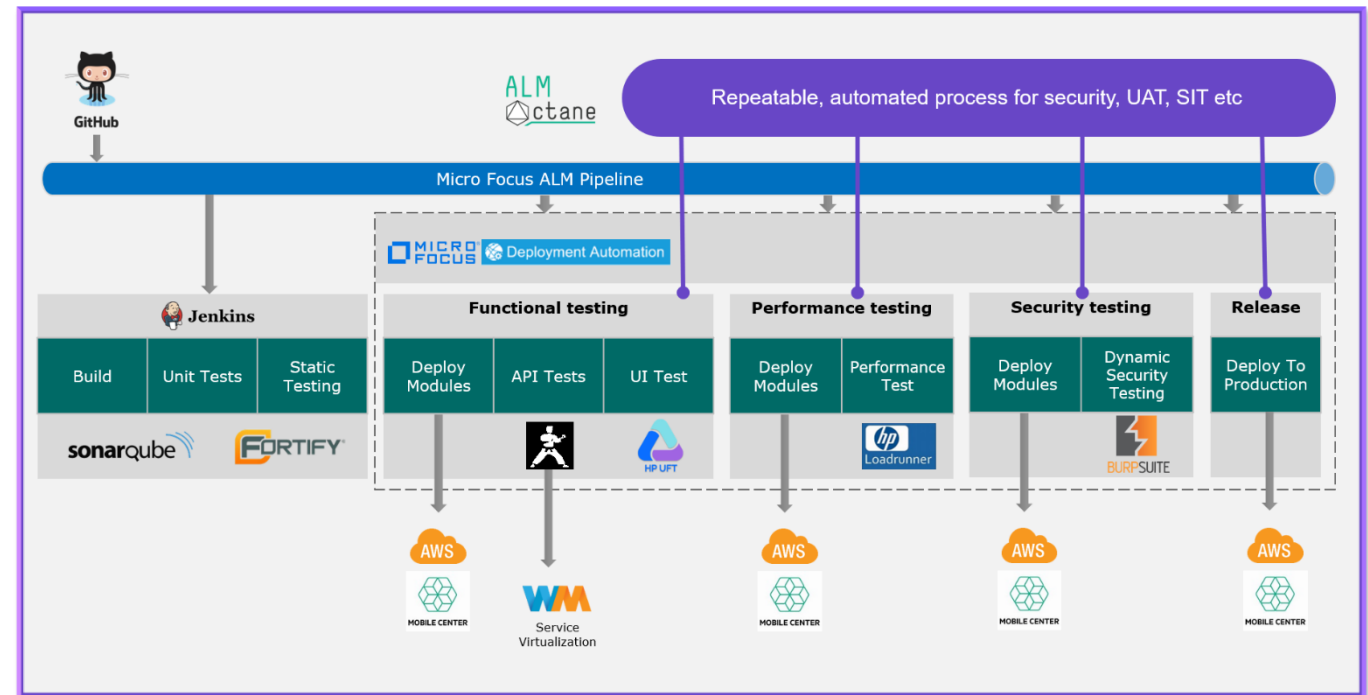
Our automated build, test and deploy pipelines include:

- Code unit tests
- Code quality scanning
- Static and dynamic security testing
- Performance testing
- User interface accessibility tests
- Infrastructure smoke and resilience testing
- Functional user interface and API testing
- End-to-end system testing using BDD

Manual end to end and exploratory testing is also performed.

Infrastructure is provisioned dynamically using containerisation and Infrastructure as Code (IaC) ensuring consistency between all environments and reducing human error.

The complete system is fully built, tested and deployed on every change, significantly reducing manual effort and human error!



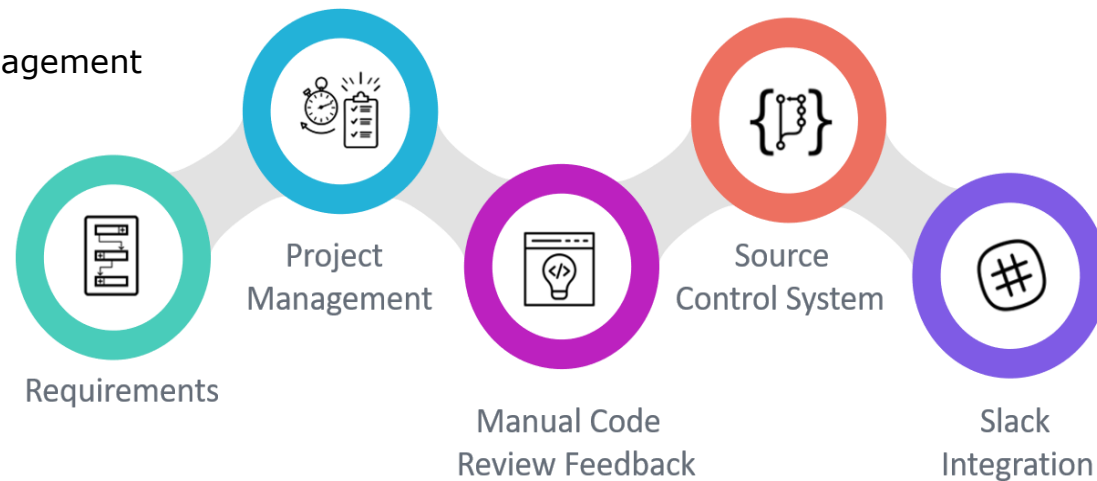
Expleo are technology agnostic and maintain pipelines for multiple technology stacks. This diagram shows a typical example

Maximise Communication and Collaboration

Expleo promote a 'single source of truth' for all assets

Providing capabilities to create and store:

- Documentation
- Requirements - **Epics**, **Features** and **User Stories**
- Tasks
- Bugs
- Source Control Management
- Other assets



Relevant information is all linked together for maximum visibility, traceability and ease of access



Expleo use Microsoft Azure DevOps as our management tool of choice linked with Slack to promote constant collaboration and communication.

Advantages:

- Maximise communication
- Visibility of information
- Single source of truth

Access to Expleo tooling is available to all parties and accounts for client personnel will be created during the setup phase of the project. Where there are constraints on specific tools, Expleo will work to facilitate the use of alternate solutions.

Operational Feedback

Using the software in production is the best way to determine if it is giving the desired value

Feedback is obtained in the forms of user sentiment analysis, usage metrics, issues reported and integration with live systems.

Survey-Q is Expleo an online survey tool for quickly gaining continuous feedback from users on the functionality and value of solutions.

The analysis allows us to measure the responses to the questions and uses machine-based learning techniques to calculate the user sentiment.

Operational Analysis Tools record metrics around usage of the application



ScriptGenie User Experience Survey

Please complete our survey to help us rate your experience of ScriptGenie.

Required

1. What is the name of your organisation? *

Enter your answer

2. Overall, how satisfied are you with ScriptGenie? *

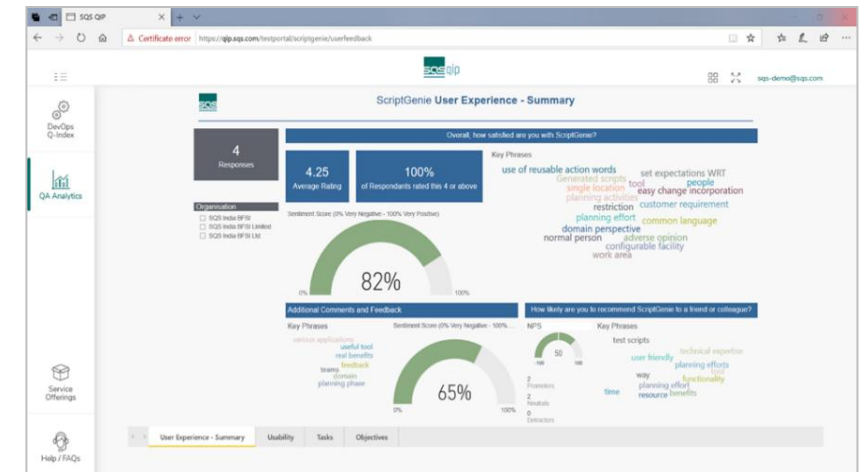
Very dissatisfied ☆☆☆☆ Very satisfied

3. Please explain the reasons for your answer.

Enter your answer

4. How would you rate the look and feel of ScriptGenie? *

Very Poor ☆☆☆☆ Excellent



Examples of typical metrics

Metric	Usage
Interactions per visit	How are users using the site and which controls and pages are most frequented? Where do we need to focus development efforts especially around user experience?
Value per visit	For each visit to the site what value is being created in terms of assets created or logged. Are users being able to do their job using the application or are they quitting out and having to return multiple times?
Average session duration	How long are users spending on the site and how long does it take them to do their jobs. This is important in determining if the new application is saving time and effort

Business Value Measurement

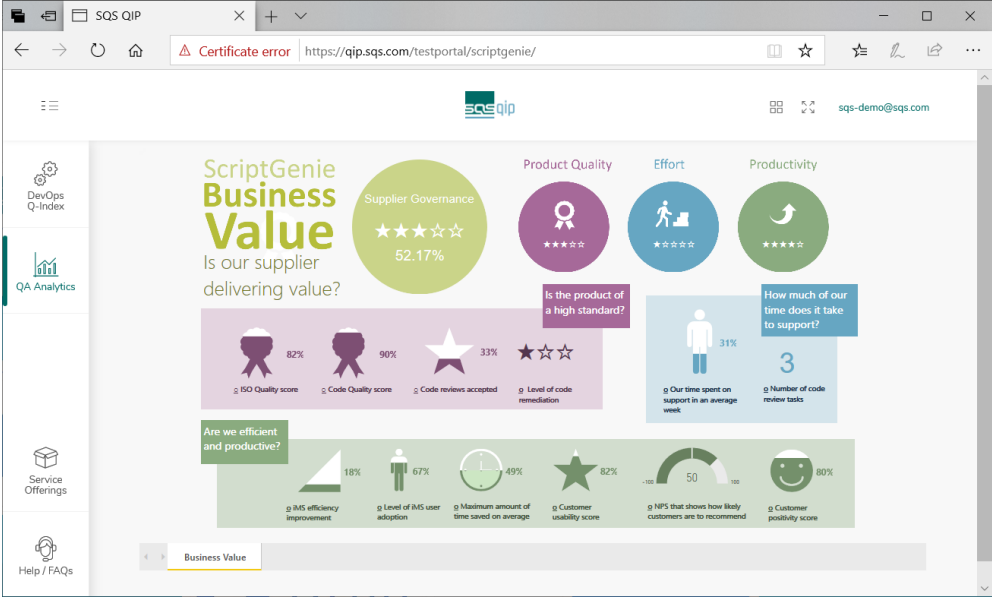
Value measurement and reporting is essential to success and provides essential actionable intelligence

Expleo Quality Intelligence Portal will be deployed to measure quality and business value providing visibility and transparency throughout the engagement.

This is a secure cloud-hosted dashboard, which can be customised for each client, is capable of collecting, reporting and analysing data from any tool or system across the software development lifecycle.

Value measurements use metrics drawn from tooling

- Continuous build, test, deploy tool chain
- Agile project management system and collaboration platforms
- Operational feedback mechanisms

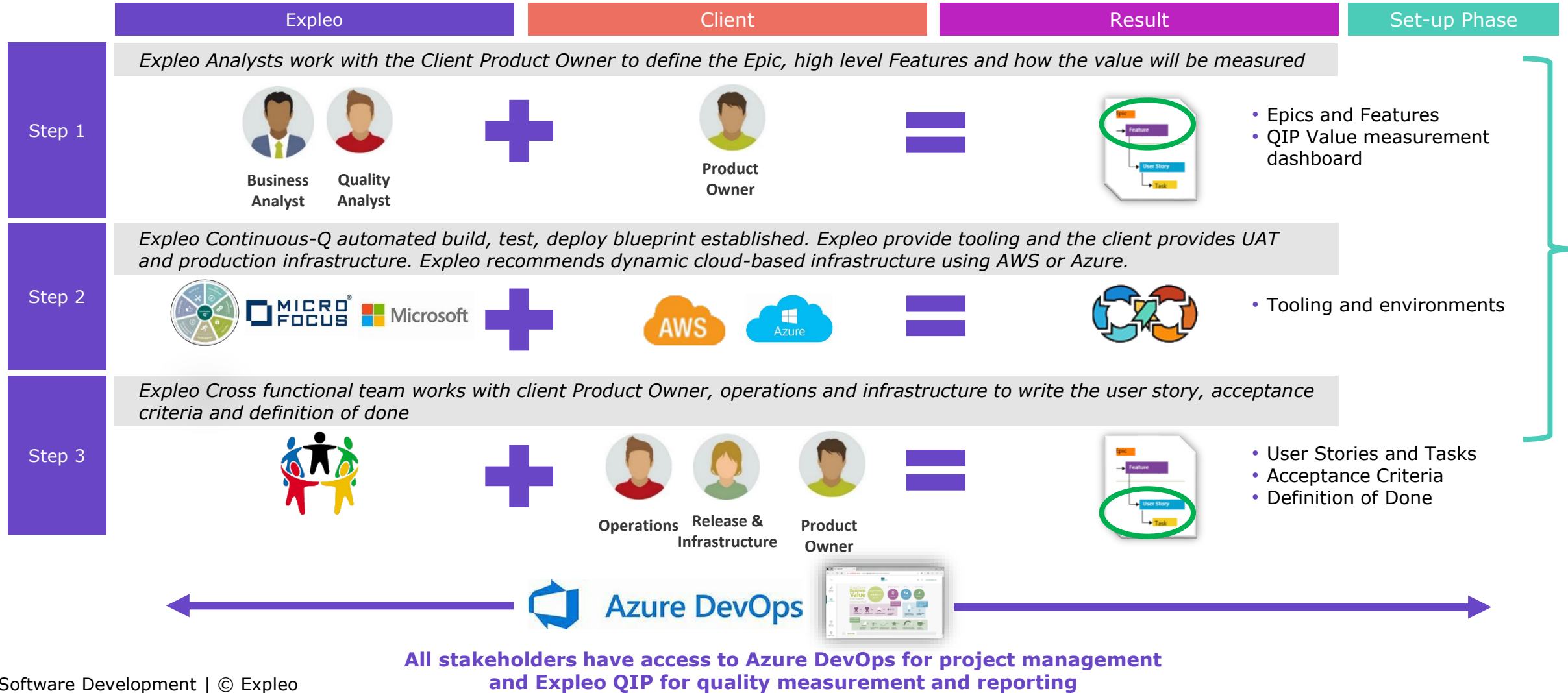


Sample metrics that could be used in value measurement

Metric	Usage
Accessibility & user experience rating	From tools such as Asqatasun as well as ongoing feedback gathered using Survey-Q.
Reduction in duplication of effort	Using on-going feedback gathered from Survey-Q
Reducing human error	Measured using a combination of: • Automated test outputAudit activity (highlighting items with a high numbers of edits/corrections) • On-going feedback using Survey-Q • Automated selection of items for a verification check.

How we build Software Delivered for our clients

Roles and responsibilities



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Roles and responsibilities

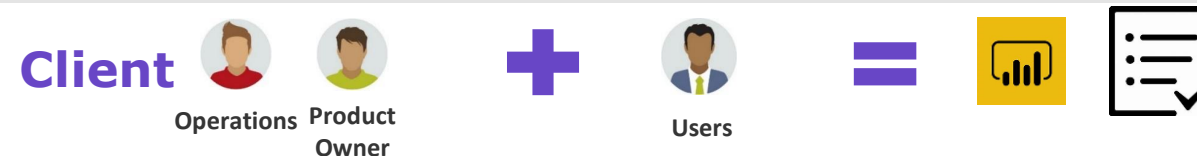
Step 4

The team collaborate on system design and end to end test creation using UML and BDD. The User Story is built leveraging automated code, DB and test generation as well as Service Virtualization. Activities include code, unit test, functional UI and API tests, non-functional security, performance and UX tests as well as end to end manual exploratory testing. Operational feedback mechanisms including value dashboards linked to the Epic and Definition of Done are created as well as user surveys and google analytics.



Step 5

Software is operated in production with target user group. Value measurements and operational feedback tracked over time to ensure value is delivered. Team retrospective takes into account all aspects of delivery. Client Product Owner decides whether to develop another story or if sufficient Return on Investment has been achieved and the project should stop.



Overall delivery cycle is a maximum of 2 weeks

Return to step 3 to write and develop the next user story

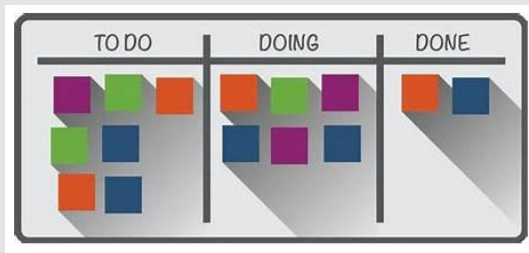


Setting the Vision

Expleo express the customer vision in terms of an agile Epic



Kanban



Setting the vision

This Epic is then broken down into **Features** which provide a high-level roadmap for this project. The first Feature is our proposed MVP which is broken into **User Stories**. This is open to further discussion once the project starts.

What are Epics, Features and User Stories?

- Plain language
- Describes the business value of what we want to achieve.
- Who, what and why.

Delivery method

- Kanban agile methodology used to continually deliver software
- Each User Story delivered separately to pause for **operational feedback** which will allow us to measure the **business value** of the deliverable
- We expect after delivery of each User Story and Feature to accept change.
- Subsequent Features set a vision of the project and provide a high-level roadmap rather than being guaranteed deliverables

Testing

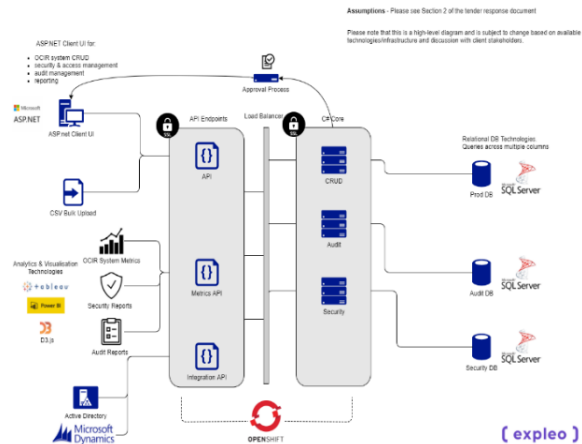
- Functional and non-functional testing will be conducted throughout delivery, encompassing unit and system testing.
- Additional tests will be carried out on code quality, security and performance.

Setting the Vision

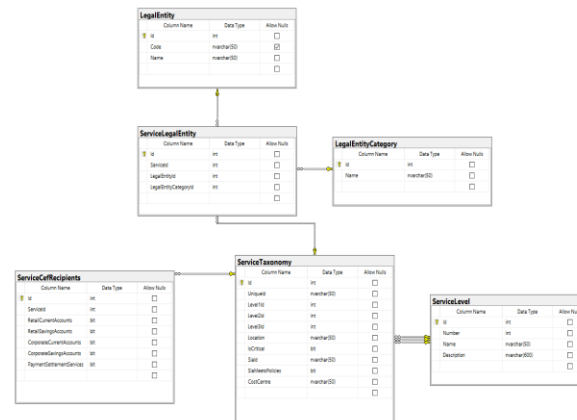
High level system design

Based on the epic sufficient high-level design is done to establish a basis for estimation of the first feature. Illustrated below are some examples:

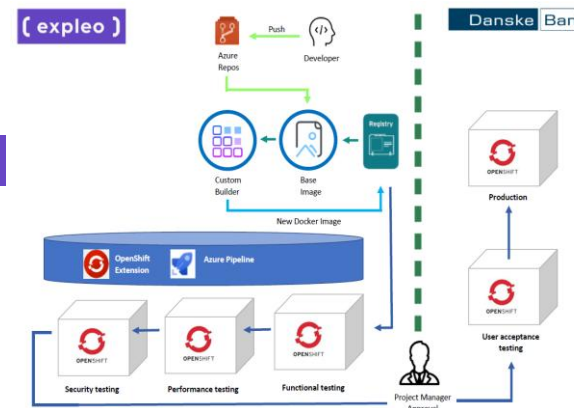
System Architecture



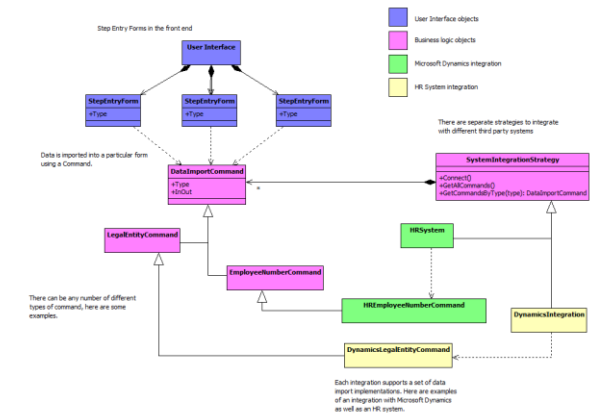
Database Design



Deployment & Release Process



Third-party systems integration



Cost Estimations and Development Timescale

How our pricing model works

Expleo deliver a single User Story at a time and allow a period of Operation and Feedback to assess the value of the deliverable.

The Expleo Business Value Measurement solution is provided as a value add to facilitate this decision.

Features and Metrics

Product Quality of software delivered by Expleo

Effort spent across all disciplines

Operational Feedback and value attributed to Expleo software

Retrospectives after each Operation and Feedback decide whether to stop the project or to proceed with the next User Story

Expleo provide estimations and a fixed price for each individual User Story.

- Maximises the ability to change and ensures that the maximum business value and ROI is achieved.
- Setup Phase establishes necessary tooling, environments agrees the contents of the MVP
- The duration of the Operational Feedback periods to be agreed with the client and depend on availability of the necessary client staff.

Price calculations use a blended rate covering all members of the cross functional team and system testing.



Developer



Business Analyst



Data & BI Analyst



Performance Engineer



Security Engineer



Test Automator

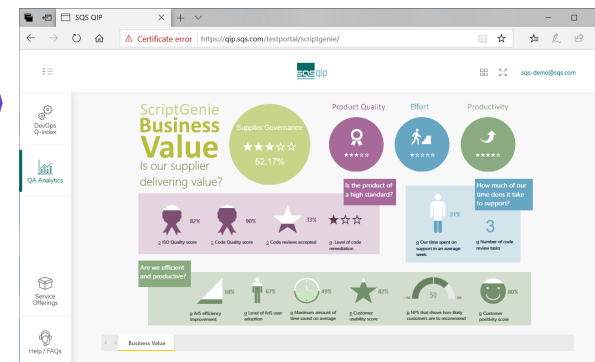


Manual Tester



Systems Operator

Vendor Governance metrics are drawn into overarching business value dashboard

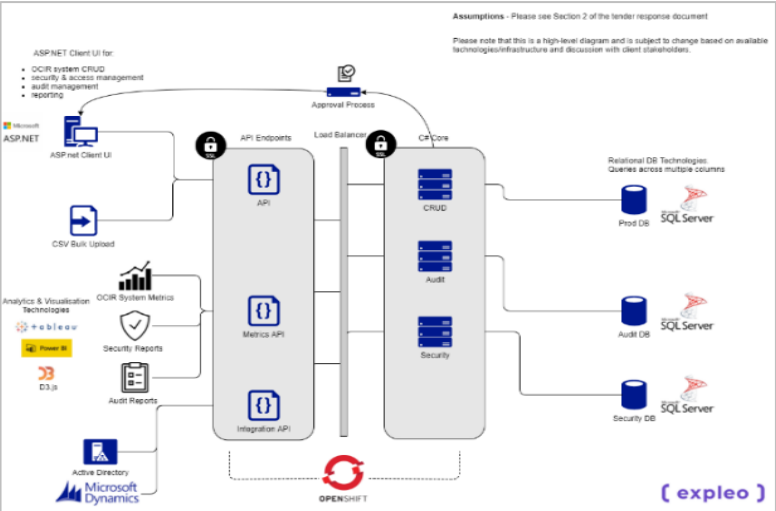


Effort and Cost Estimations



Expleo provide a detailed breakdown of the tasks and effort estimations for both the Setup phase and the proposed first User Stories using the high-level system design as reference.

Estimations for the User Stories in the subsequent Features aren't provided as we can't say with certainty what will be contained within them.



Phase	Set Up	1	2	1	2	1	2	Feature Completion & Retrospective
		User Story 1	Operational & Feedback	User Story 2	Operational & Feedback	User Story	Operational & Feedback	
Duration (weeks)	1	1	2	1	2	1	2	n/a
Target Start Date	Week 1	Week 3	Week 4	Week 6	Week 7	Week 9	Week 10	Week 12
Effort (person days)			n/a		n/a		n/a	n/a
Price Estimate (£)			n/a		n/a		n/a	n/a

Using the blended rate

Client Support Commitment

Effort and support required by the client throughout the engagement

Item	Description	Client Personnel	Expected Effort
Release Management	Support for deployment to client UAT and production environments	IT and operations	To be agreed at the start of each User Story
Access to Expleo tools	IT support for opening firewalls, access to Expleo systems	IT and operations	Maximum of 3 hours at set up time
User Story Handover	Training for client staff on new application, support for UAT	Product Owner and representative user group	Maximum of 3 hours per User Story
Operation and Feedback	Client staff will be required to run the application and feedback via surveys and issue reports	Representative user group Support from Product Owner	To be agreed at the start of each User Story
User Story and Feature Retrospectives	Review meetings to be held after each operational feedback stage	All personnel involved with the User Story including the Product Owner, user base and operational support staff	Maximum of 2 hours per User story.
Product Owner	A Product Owner will need to be identified and available for questions throughout all phases of the project. The Product Owner will be involved in all discovery, retrospective and planning meetings	We request that an overall Product Owner be assigned	20% capacity throughout the project with 50% capacity required for the Set-up Phase

Expleo Maintenance and Support

Handling bugs and issues in production

Expleo provides support in an on-demand basis.

Support days can be purchased as required or in buckets with a reduced rate.

Support provided by the same cross-functional DevOps team that develop the solution (charged at the blended rate)

New support issues are triaged and categorised as illustrated.

Type	Description	Resolution Time
Blocker	A software issue that prevents the system as a whole or mission critical area of functionality from being used.	2 working days
Critical	A software issue that renders the system unsafe including loss or corruption of data.	3 working days (delivered with the current User Story if work is in progress)
Major	A software issue likely to create failure of the application however a work around is available or the area of application is non-mission critical	5 working days
Minor	A minor software issue which does not affect the usability of the application.	10 working days

Unresolved issues can be escalated using the following governance model.



Why Expleo



**Sector
Expertise**



**Insight Driven
Service**



**Scalable
Models**



**Built-in
Enablement**

Think bold, act reliable.

Introducing Expleo Technology

(expleo)



Design

Designing and implementing new functions, capabilities and technology solutions ensuring long term transformation, success and sustainability.



Deliver

Driving quality, assuring change and embedding technology, innovation and new ways of working for operational excellence.



Optimise

Optimising performance, extending technology and data reuse and ensuring reliable service delivery across your organisation.



Protect

Securing systems data and assets end to end; underpinning compliance, safety and operational robustness.

Our Technology Services

Expleo is a trusted partner for technology innovation and delivery. We specialise in digital services and programmes that help businesses harness change with quality built in.



Consulting

Strategy

- Digital Strategy
- Operating Model
- Business Agility
- Enterprise Design



Digital & Transformation

Business Change & Transformation

- Change Management
- Programme & Project Management
- Business Architecture
- Data Strategy
- Product Management
- Hypercare

Tech Enabled Transformation

- Solution Architecture
- Requirements Engineering
- Process Engineering
- Data Governance & Management
- Integration & Migration

Software Delivery

- Software Development & Cloud Services
- DevOps
- Hyper Automation
- Cyber Security
- Data Analytics & AI



Quality

Quality & Testing

- Quality Engineering
- Quality Assurance
- Test Data and Environments
- Test Automation
- Performance & Non Functional Testing

Supporting you with a deep range of services

(expleo)

Business Transformation			Operational Excellence			Support
Innovation Management & Solutions	Transformation Consultancy	Digital Transformation	Product Engineering	Manufacturing & Supply Chain	Quality & Testing	Customer Support & Maintenance
Design thinking & lean startup	Business agility & lean	Business analysis & transformation	Model-based systems engineering	Industry 4.0 implementation	Quality management systems	Omnichannel customer data analysis
Innovation lab	Strategic consultancy & CX	Big data, analytics, AI & advanced algorithms	Advanced materials & processes	Data-driven manufacturing	Programme & project quality	Predictive maintenance
Sustainable design & life cycle assessment	Digital portfolio management	Hyperautomation	Mechanical product design & engineering	Manufacturing engineering	Product testing & validation	Customer support & serial life engineering
Go-to-market strategies	New business model & digital services	Digital twin & digital thread	Embedded systems & software	Mechanical tooling solutions	Manufacturing quality	Lifecycle cost optimisation
Hydrogen & energy solutions	Climate & environmental strategy	Cloud-based Dev	FPGA & electronics	Supply chain excellence	Software quality assurance	Software monitoring & maintenance
Autonomous mobility	People & change management	DevSecOps-as-a-service	RAMS & ILS engineering	Supply chain predictive analytics	Software quality engineering	
E-mobility	Project management office	IoT & edge computing	Product & OT cybersecurity	Environment, health & safety operations		
	Training & upskilling	Advanced UI & user experience	Product & process life cycle management			

Holistic Knowledge Management

We provide structured knowledge management to ensure continuity, accelerate onboarding, and retain critical expertise.

Through clear handovers, detailed documentation, and collaborative shadowing, we capture and transfer essential knowledge. Procode teams have ongoing access to core processes and service insights via our Digital Portal - ensuring consistent delivery and rapid mobilisation.



Define Objectives

Working with you to set clear goals identifying knowledge gaps, priorities, and success measures.



Tailor the Plan

Building a tailored knowledge transfer plan combining training, documentation, shadowing, and workshops to suit your delivery environment.



Enable Joint Delivery

Blending Expleo-Procode teams deliver real-time knowledge sharing through hands-on collaboration, mentoring, and digital learning, adapted to support learning styles.



Track and Improve

A feedback loop tracks progress, ensures learning outcomes are met, and continuously refines the approach to embed long-term capability.

(expleo)

Think bold, act reliable

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