



G-Cloud 15

Lot 3 – Cloud Support Services (Additional Services)

Avanade Modern Application Transformation for
Azure



Table of Contents

1.	Scope of our services	1
1.1.	Digital Product Design & Development	1
1.2.	Digital Decoupling.....	2
1.2.1.	Our Guiding Principles.....	2
1.3.	Application Modernisation	3
1.3.1.	Our Approach.....	3
1.4.	Modern Engineering	4
1.5.	Digital Software Factory	4
1.6.	DevOps.....	5
1.7.	Azure iPaaS	6
1.7.1.	What might a future platform look like	7
1.8.	Manage and Evolve Application Portfolio	7
1.8.1.	How do we deliver Manage and Evolve?	8
2.	Approach.....	9
3.	Assets and tools.....	10
4.	Pricing.....	11
5.	Contacts.....	12
6.	About Avanade	12

1. Scope of our services

This document describes Avanade's Modern Application Transformation for Azure Services and should be read in conjunction with the associated Government Cloud 15 Services documentation.

Avanade's software engineering group is organised around key pillars of Modern Application Transformation:

- Digital Product Design & Development
- Digital Decoupling
- Application Modernisation
- Modern Engineering
- Digital Software Factory
- Azure iPaaS
- AI/ML
- DevOps
- Manage and Evolve Application Portfolio

Modern Application Transformation (MAT) is about helping our clients accelerate their business outcomes and digital transformations through building better software that takes full advantage of Microsoft Azure, Generative AI and modern, design-led agile development approaches utilising the latest mobile, web, and cloud-native architectures and open-source technologies.

1.1. Digital Product Design & Development

Our Digital Product Design and Development architects and consultants provide a human-centred design approach for getting clients from early product hypothesis articulation to ideation, to testing and proving business value, and finally, to delivery and maintenance. Our process and capability enable clients to quickly migrate from innovative thinking to innovative development. This provides critical speed to market and leverages the time and value of the team.

Approach	Outcomes
• Human Centred Design • User Experience • Rapid Prototyping • Product Engineering • Product Delivery • Innovate with Intelligent Experience	• Accelerate time to market • Delightful customer and employee experience • Increase market share, differentiation, sales, and revenue

1.2. Digital Decoupling

Existing systems have immense value and business logic trapped inside, so you can't simply jettison it, you also can't risk your budget and resources trying to build on it as by the time you finish, your business and customer demands will have moved on. Digital Decoupling transforms legacy drags into accelerators, giving you the agility to move faster to market, learn and adapt, and develop new capabilities

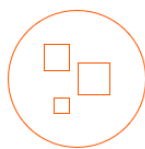
Our Digital Decoupling architects and consultants help clients establish an event-driven architecture that unlocks the value of existing systems while providing a foundation for new cloud-native development of microservices to deliver new features quickly. We address client challenges in their digital transformation journey which often include a barrier of legacy systems containing tremendous value but built on a monolithic architecture and cannot be modified cost-effectively and at the pace of innovation.

1.2.1. Our Guiding Principles



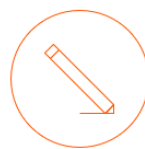
Layering

Isolate parts of your core systems



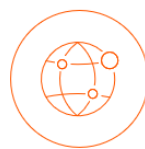
Appropriate fragmentation

Fragment capabilities to remove conflicts and increase agility



Simplification

Streamline systems and separate logic



Differentiated services

Build systems to support reuse, data access and agility



Automation

Automate using intelligent automation



Cloud

Leverage cloud capabilities to quickly build new services



Intelligence built-in

Enable smart interactions



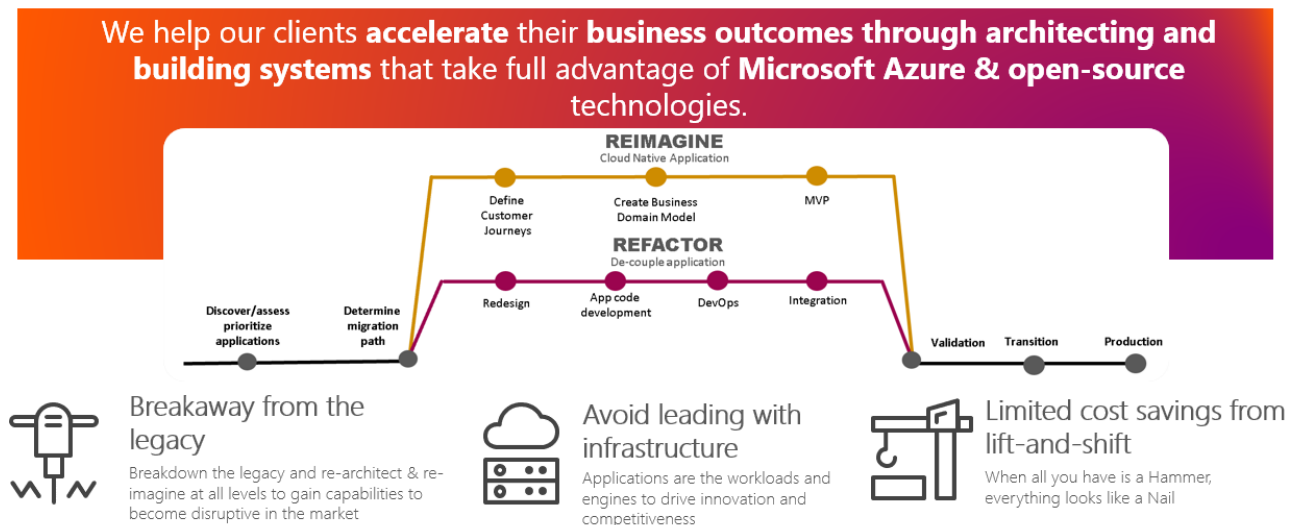
Real-time data

Build real-time eventing capabilities

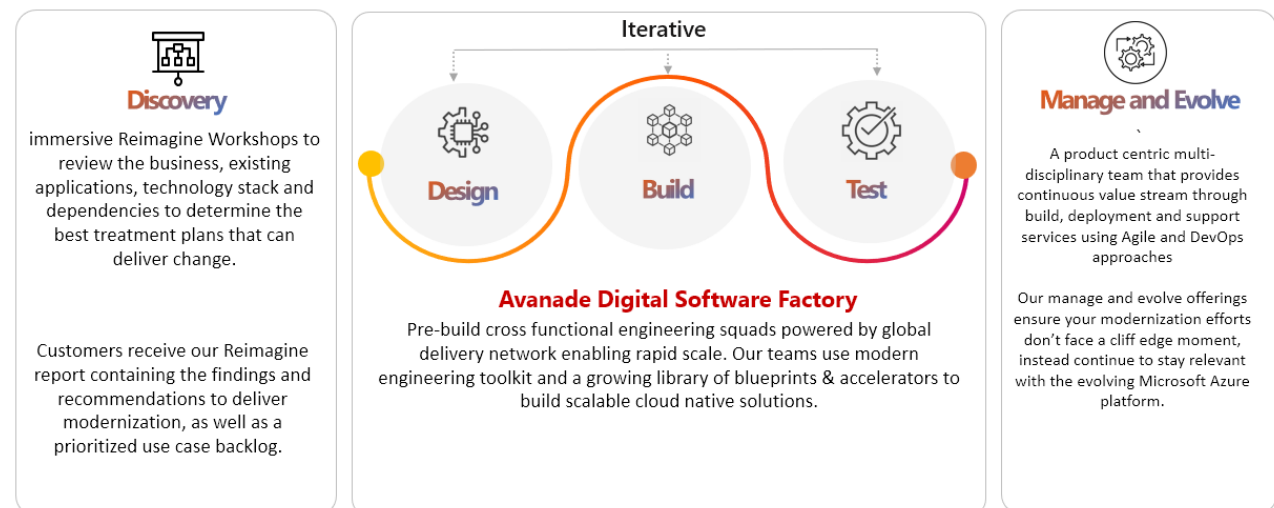
Approach	Outcomes
- Value-driven approach - Discreet, scalable microservices - Cloud-native modernization - API Management - Agile delivery using proven DevOps approaches - Event-driven architecture	- Increase agility & flexibility - Decrease cost and risk of modernization. - Expose existing systems to drive continuous new business value on top of modern cloud-native architecture - Power to deliver new products quickly

1.3. Application Modernisation

Simply rehosting your applications in the cloud will likely cut some costs and solve some technical debt. But how much additional business value will it unleash? To truly maximize the value of the new investments, you must modernize your applications for the cloud.



1.3.1. Our Approach



Approach	Outcomes
- Discovery - Application assessment and code analysis - Iterative Flexible delivery capacity - Cloud Native - Rollout/Industrialisation	- Increase agility & flexibility - New business opportunities - Revenue growth - Improved security - Reduced operation hosting and run cost - Future Ready

1.4. Modern Engineering

Our Modern Engineering architects and consultants provide advanced in-house developed tooling and approaches to our clients, bringing an industrialised approach to help them on their digital transformation journey.

We provide the foundations of digital transformation by adopting Agile and DevOps practices with cloud-native architecture, while constantly introducing new and improved accelerators to help you excel in the fast-changing IT environment.



Advisory Services

From strategy to execution, an end-to-end approach



DevOps and Agile

Modern practices that transform methods and culture



Cloud Platform and Tools

Enterprise-grade tools and services built for speed



Process and Technology Accelerators

Reusable IP speeds up time to innovation and increases quality



Expert Services

Automation engineering from skilled experts

With the introduction of Copilot and other Microsoft tools, our teams are evolving our delivery model to deliver augmented, improved outcomes using the power of GenAI. We have found that all areas of the SDLC have the potential to be assisted by GenAI and with our experience and expertise we can work with you to help unlock that potential. From process re-orientation to skill change and re-factoring, we help clients navigate this big shift, both as trusted advisors as well as practitioners.

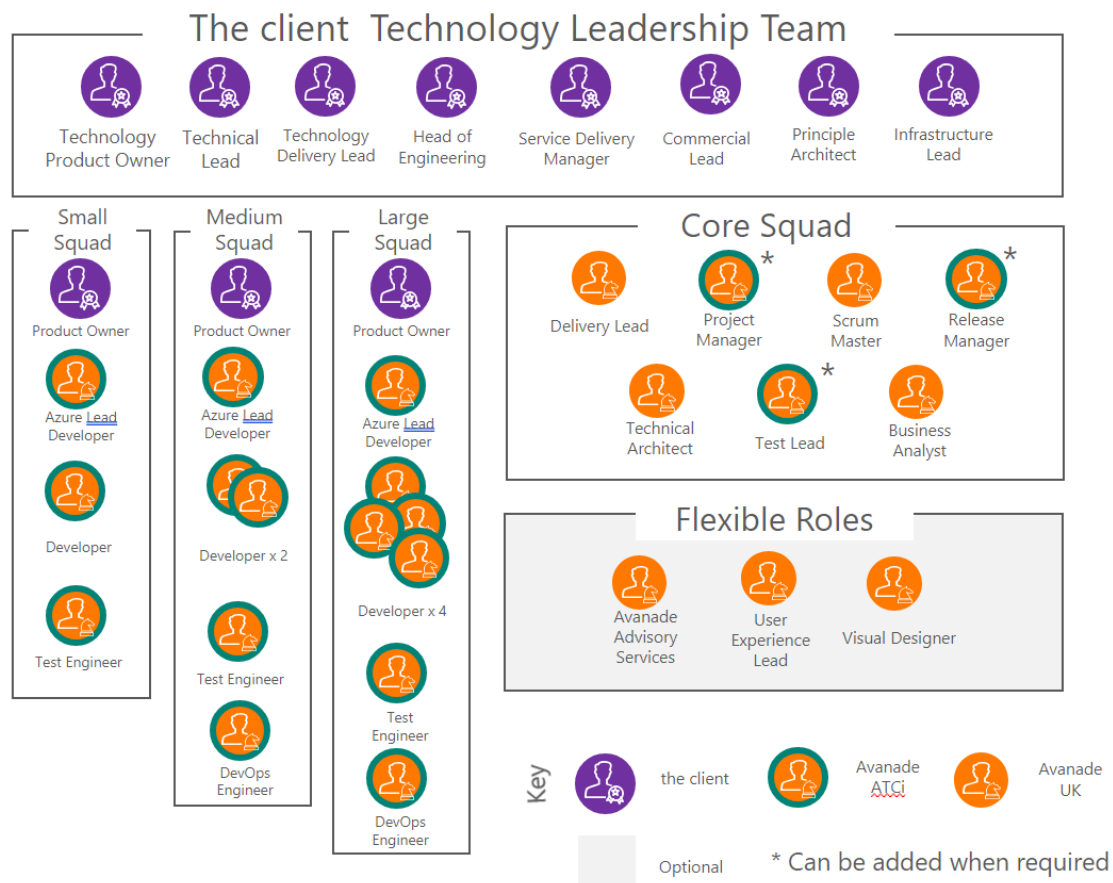
Approach	Outcomes
• Application Architecture and Strategy • Move to Agile • DevOps/DesignOps/DevSecOps • Intelligent Automation • Security • Training and Change Enablement	• Increase velocity, quality, security • Common approach for Transforming and Optimising • Reboot culture for growth

1.5. Digital Software Factory

Our Digital Software Factory provides a true cloud capability model with a simple commercial model driving to achieve the business outcome. The factory comes with Core and Pre-build cross-functional engineering teams powered by a global delivery network enabling rapid scale, which can be flexed depending on the needs. The engineering teams come with our modern engineering toolkit and growing library of blueprints and accelerators. The Digital Software Factory helps clients to go through the transformation journey from Modernization to Innovation by utilizing principles of modern engineering, digital decoupling, Intelligent apps, and digital product development.

Our typical staffing will augment your delivery teams with digital resources from both on & offshore locations. As an example, we could propose something such as this, but would adjust to suit each product development:

G-Cloud 15: Lot3 Cloud Support Services (Additional Services)



For years we have helped organisations realise results at scale through our Digital Software Factory. Our model is built with flexibility in mind and defines a clear process for managing future demand and backlog to ensure that we can ramp up and down the teams efficiently to meet business demands.

Approach	Outcomes
- Legacy app modernisation - Migration to cloud - Cloud operations & optimisation - Power apps - AI infused smart apps - Security and Cloud native apps - Data and AI	- Faster time to market - Reduced risk of delivery - Evergreen application estate - Continuous innovation and business value

1.6. DevOps

Our DevOps services help the organization to go through the journey of successfully adopting the DevOps based on the organisation's current value stream, business drivers for adoption and capabilities (both human and technology) available in the domain. We are a global partner for Scrum.org and have participated in creating the Nexus framework and related tooling for Azure Plans and Agile boards.

Our approach is technology-agnostic, embracing amongst others Azure Devops, Github Enterprise and Gitlab. We see DevOps as fundamental building blocks for any transformation journey and have created

G-Cloud 15: Lot3 Cloud Support Services (Additional Services)

templates to support managing work planning, prioritization, allocation, tracking & reporting throughout the journey. Our approach has several key areas of focus:



Branching, Build and Release Strategy

Our branching strategy will inform the way in which we can build and release with confidence



Automation Testing Strategy

In order to deploy with confidence we need to have high degree of automated testing



DevSecOps Strategy

Security has to be baked into everything we do, and we will need to identify when and where we will be performing automated security testing



DevOps Tool Chain

When clear on what problems we need to address and when we will need the right tool for the job



Engineering Practices and Principles

Scrum is a prescriptive framework for agile development, but we will need to ensure certain practices around our other strategies and way of working are being adhered to.

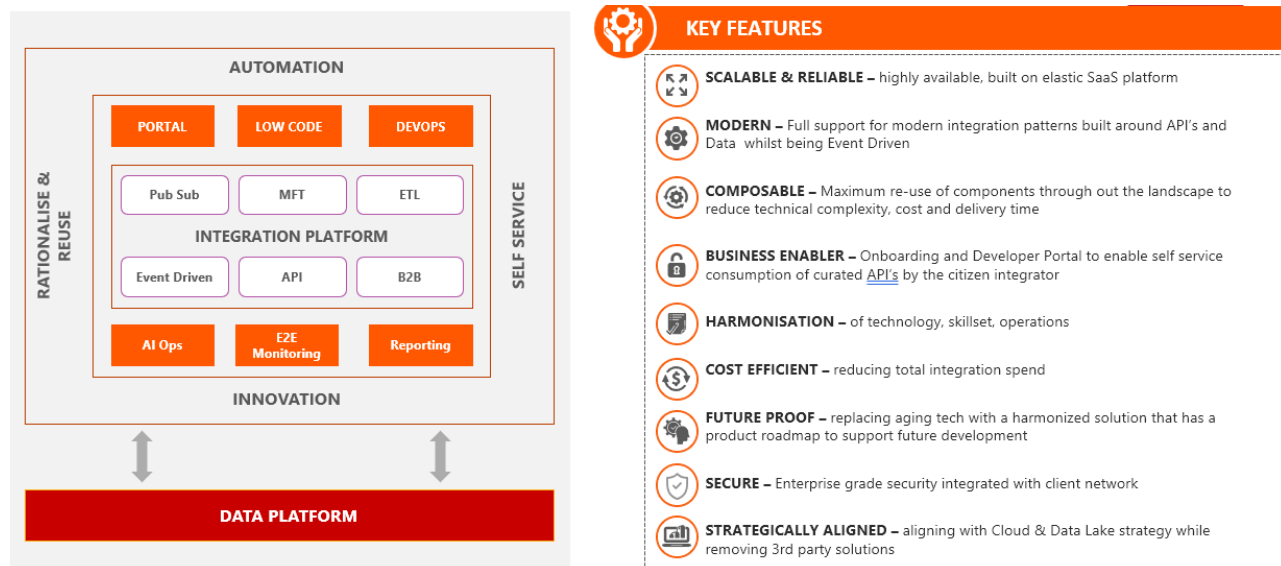
Approach	Outcomes
• DevOps maturity model • Build and release management • Secure & No downtime deployments • Automation test strategy • Security Strategy • Tool Chain • Modern engineering delivery studios • Operations and monitoring	• Ability to make frequent, predictable and low risk releases • Increase throughput • Lower risk through automated quality • Continuous innovation and business value

1.7. Azure iPaaS

As we consider the emerging future of integration, its impact across the enterprise estate will become more important. As companies are dealing with everything from rapidly changing customer demands to increasing supply chain disruptions, economic uncertainty and the implications of geopolitical unrest more frequently than in the past. These complex business challenges mean they need to be more agile and resilient than ever before.

Our iPaaS services provide essential integration service delivery ability enabling a connection between various on-premises and cloud-native applications, services, data and processes to deliver the desired business outcome. Our approach helps build a modern platform which supplies modern API and event-driven architecture, cloud-native computing, empowering your citizen developers to build low code applications against pro code backends and simplifying the adoption of API first, event-driven architectures which are secure by design.

1.7.1. What might a future platform look like



Approach	Outcomes
- Integration maturity assessment - Integration platform assessment - Use Case Selection - Technology roadmap and blueprint - Pilot rollout - iPaaS rollout/industrialisation	- Faster time to value - Less specialised skills - Scale on demand - Reduced operation costs - Estate simplification - Return on investment on key platforms and products

1.8. Manage and Evolve Application Portfolio

Avanade's Cloud Managed Services manages traditional on-premises, private cloud, public cloud, or hybrid Microsoft solutions. The market is changing, traditional service provider business models are losing relevance so Avanade is pivoting from traditional Managed Services to Manage and Evolve. Manage and Evolve is:

- A client engagement approach focused on delivering continuous value for meaningful client business outcomes
- A delivery approach built around product-thinking / product-centric services
- Led by business outcomes
- Evolving IT services leveraging pods
- Delivering new functionality at speed
- User/app support is part of the solution
- Leverage Advisory and Transformation
- Variable cost with agreed service levels
- Continuously refreshed skills

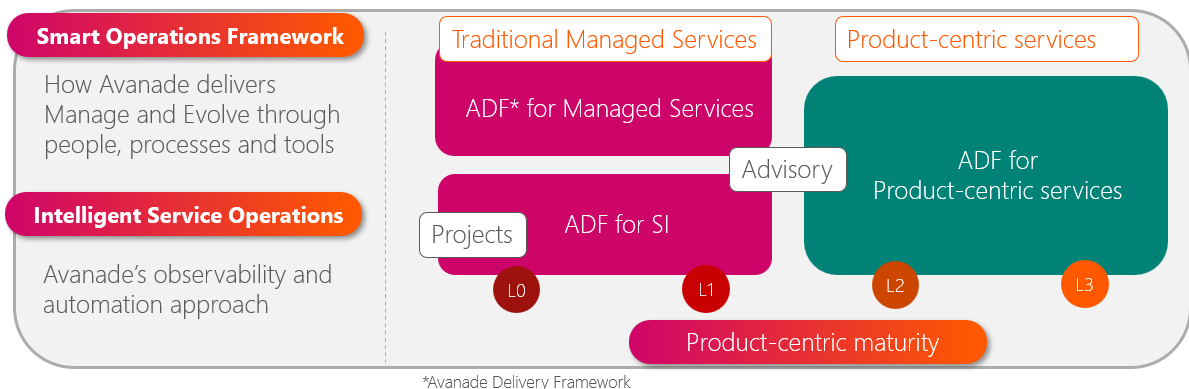
1.8.1. How do we deliver Manage and Evolve?

We reduce maintenance and support costs, to free up discretionary spend on areas the business needs. Our cross-functional teams create and support software throughout its full lifecycle. We start with a small initial cost, produce value quickly and accelerate as needed.

Manage and Evolve: definitions

Manage and Evolve

Avanade's market offering that combines advisory, development work and managed support to deliver optimal client business value using a product-centric approach.



As a service we can cover a wide range of services including Azure Platform, Modern Workplace, Data & AI, Security, digital marketing and of course **Modern applications**. For application management we continuously enhance the value of your custom application portfolio throughout its lifecycle to maximize your investment and reduce the burden on internal resources.

Approach	Outcomes
Manage: - Supporting the day-to-day operational stability and performance of the applications - We provide global operational support for your custom applications portfolio - We maintain your applications proactively thanks to continuously monitoring, predicting and correcting system issues Evolve: - Continuously modernize and future-proof the application portfolio - We provide advisory services to implement innovative new ways of working and enhance user experience without disruption - We continuously develop new features, enhancements and services to adapt to business changes	- Faster response to changing needs of the business and the market - Innovation with purpose to drive evergreen software portfolio - Realised value of AI and Analytics

2. Approach

Our focus on human-centred design and evolutionary architecture means our approach to software engineering is focused on business value and driving outcomes. We believe we would be able to bring significant value by exploring our key areas of focus:

- Digital Product Design & Development
- Digital Decoupling
- Application Modernisation
- Modern Engineering
- Digital Software Factory
- Azure iPaaS
- DevOps
- Manage and Evolve Application Portfolio

Below are some snapshot results from a few of our Avanade customers who have agreed to serve as public references for our work. We have a long experience in delivering successful application development programs with our clients, from helping launch new digital products, to getting legacy under control to implementing modern agile development practices and bringing innovative thinking to application outsourcing arrangements.

 COMMERZBANK	 centrica	 Landmark
Fully automated DevOps Pipeline	358% ROI	60% cost savings by reducing need for continuous upgrade and licencing
Weekly Deployments	50% Trading Increase	Increased scalability without overspending
Zero Downtime	9 month payback	Ability to personalize features
Continuous Testing, Monitoring and Integration	90% cut in Deployment Cycles	Reduced data retrieval time to 300 to 500 milliseconds
Leveraged Service Fabric Innovations	25% Reduction in Service Costs	Ability to accommodate high traffic periods without incidents

Figure 1

The IDC MarketScape report “Worldwide Microsoft Implementation Services 2024 Vendor Assessment” identified us as leaders in the SI space for the implementation of Microsoft technologies.

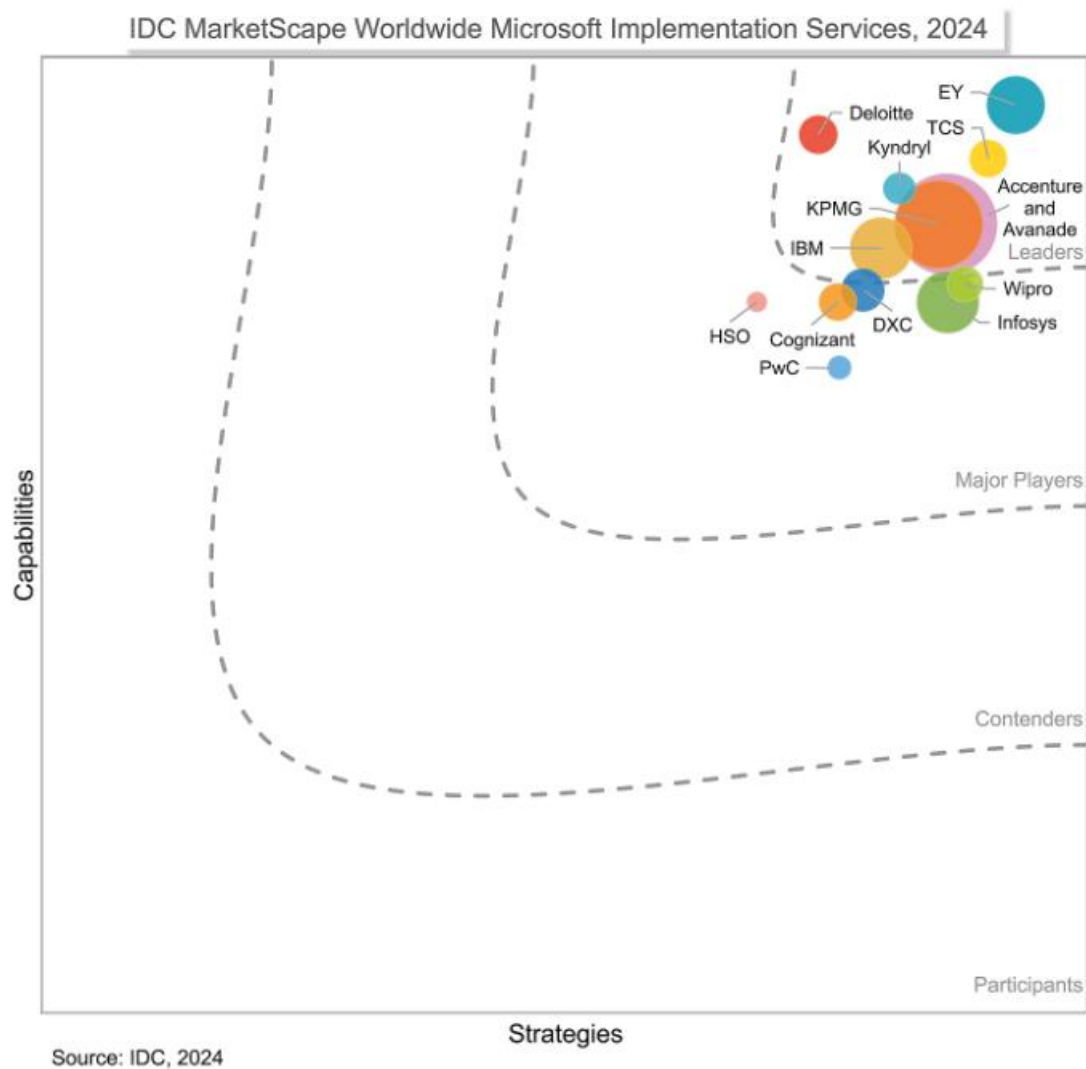


Figure 2

The recommendation from the IDC MarketScape report was that “Organisations should consider us when they are looking for a wider range of consulting and implementation services, with an emphasis on the business change as well as technology change. We should also be on the shortlist when users are for looking for innovative solutions for their business, and IT needs.”

3. Assets and tools

We have delivered a number of transformation projects on Azure using modern architectures, digital decoupling, and modern engineering with real-time insights.

Avanade has used a combination of Azure technology components effectively to deliver business outcomes:

G-Cloud 15: Lot3 Cloud Support Services (Additional Services)



Figure 3

We support the client's transformation journey by using various solutions according to client needs. If the client does not have matured DevOps tools and embarks on a transformation journey using Agile methodology, then we bring in a combination of the below tools to our solution to deliver the outcome.

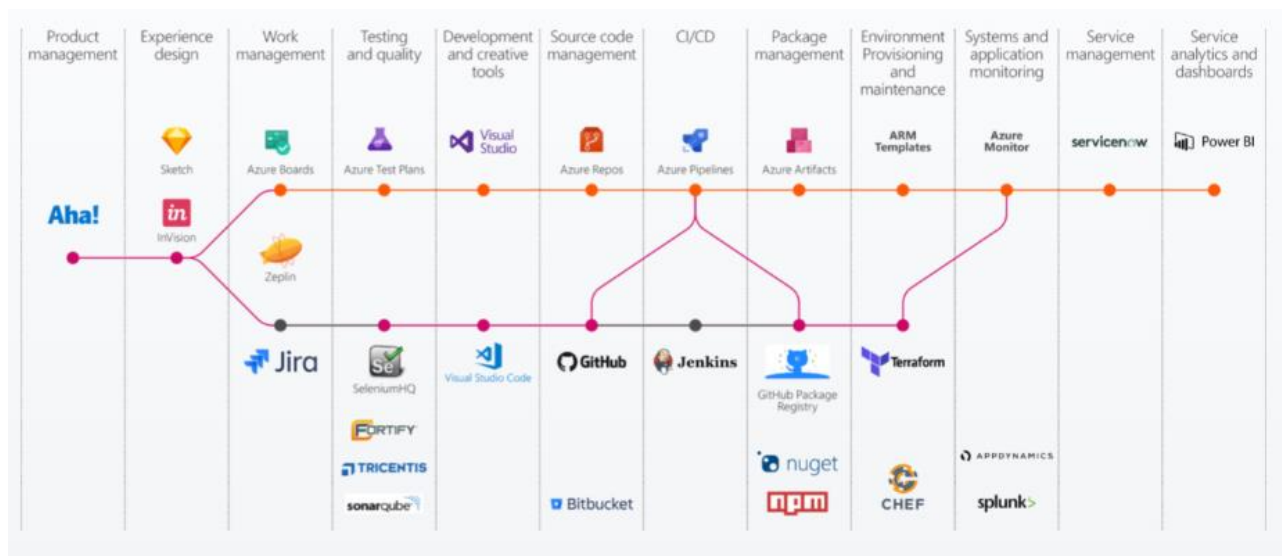


Figure 4

We also support and use a number of other tools depending on the client's DevOps tools' licence arrangement.

4. Pricing

Please refer to the associated Pricing Document relevant to this Service.

5. Contacts

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6. About Avanade

Avanade, a joint venture between Accenture and Microsoft, is a privately held company was founded in 2000 with the goal of delivering innovative services and solutions to enterprises worldwide using the Microsoft platform. Avanade's main business focus is to purely deliver innovative services and solutions to enterprises worldwide on Microsoft technology. Avanade is a global organisation with over 56,000+ professionals worldwide, serving our clients in major geographic business areas in 26 countries.

This vast network of highly skilled resources is further complemented by our network of delivery centres that we refer to as Advanced Technology Centres (ATCs). This complementary capability provides the agility, cost efficiency and diversity of skills that today's businesses demand. This construct underpins the results we generate for our clients and forms the foundation for our long-term relationships with them.