



G-Cloud 15

Lot 3 – Cloud Support Services (Additional Services)

Avanade Digital & AI Software Factory



Table of Contents

1.	Scope of our services	1
1.1.	AI-Infused Product Design & Development.....	1
1.2.	Digital Decoupling for intelligent platforms	2
1.2.1.	Our Guiding Principles.....	2
1.3.	AI-Driven Engineering Excellence	3
1.4.	Azure Intelligent Integration (iPaaS).....	3
1.4.1.	What might a future platform look like	4
1.5.	Automated DevOps & MLOps.....	4
1.6.	Manage and Evolve Application Portfolio	5
1.6.1.	How do we deliver Manage and Evolve?	5
2.	Pricing.....	6
3.	Contact.....	7
4.	About Avanade	7

1. Scope of our services

This document describes Avanade Digital & AI Software Factory 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 Digital & AI Software Factory:

- AI-Infused Product Design & Development
- Digital Decoupling for Intelligent Platforms
- Cloud-Native & Autonomous Modernisation
- AI-Driven Engineering Excellence
- Digital Software Factory
- Azure Intelligent Integration (iPaaS)
- Generative AI & Machine Learning at Scale
- Automated DevOps & MLOps

Avanade's Digital & AI Software Factory redefines software engineering for the AI era. We go beyond modernisation to create adaptive, intelligent systems that continuously evolve. Our approach integrates Generative AI, advanced automation, and cloud-native architectures to deliver software that learns, predicts, and scales with business ambitions. Through design-led innovation and AI-driven engineering, we help clients unlock new value streams and accelerate transformation.

1.1. AI-Infused Product Design & Development

Our AI-Infused Product Design and Development architects and consultants combine human-centred design principles with advanced AI capabilities and proprietary tools like Avanade.AI and SDLC.AI to accelerate innovation. We guide clients from early product hypothesis articulation through ideation, AI-driven prototyping, intelligent testing, and validation of business value, culminating in delivery and continuous optimisation.

By embedding AI into every stage of the process, we enable organisations to move from innovative thinking to intelligent execution, delivering critical speed to market and maximising team productivity and value.

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 for intelligent platforms

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

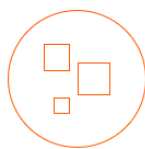
Our Digital Decoupling architects and consultants help clients establish an event-driven architecture that unlocks the value of existing systems while providing a foundation for new cloud-native development of microservices to deliver new features quickly. We address client challenges in their digital 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



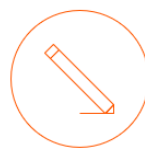
Layering

Isolate parts of your core systems



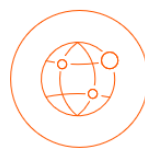
Appropriate fragmentation

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 modernisation - Expose existing systems to drive - Continuous new business value on top of modern cloud-native architecture - Power to deliver new products quickly

1.3. AI-Driven Engineering Excellence

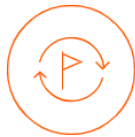
Our Modern Engineering architects and consultants provide advanced in-house developed tooling and approaches to our clients, bringing an industrialised approach to help them on their digital transformation journey.

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



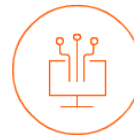
DevOps and Agile

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 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.

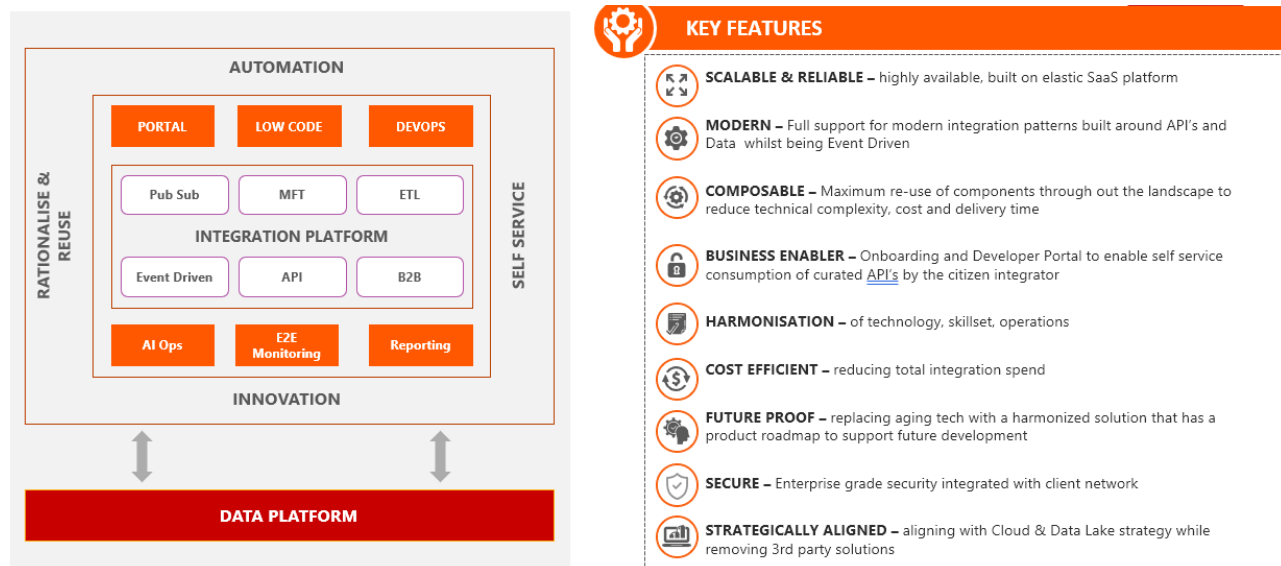
Approach	Outcomes
• Application Architecture and Strategy • Move to Agile • DevOps/DesignOps/DevSecOps • Intelligent Automation • Security • Training and Change Enablement	• Increase velocity, quality, security • Common approach for Transforming and Optimising • Reboot culture for growth

1.4. Azure Intelligent Integration (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.

1.4.1. 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

1.5. Automated DevOps & MLOps

Our DevOps services helps 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.

Nowadays, many organisations are using AI tools and models, Avanade consultants are always in line with the latest trends and are able to bring MLOps experience to help with management data and models, ensuring ML systems remain accurate and operational over time.

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

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



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 & MLOps maturity model • Build, release and model 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 • Reproducibility of experiments • Increase throughput • Lower risk through automated quality • Continuous innovation and business value

1.6. 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

1.6.1. How do we deliver Manage and Evolve?

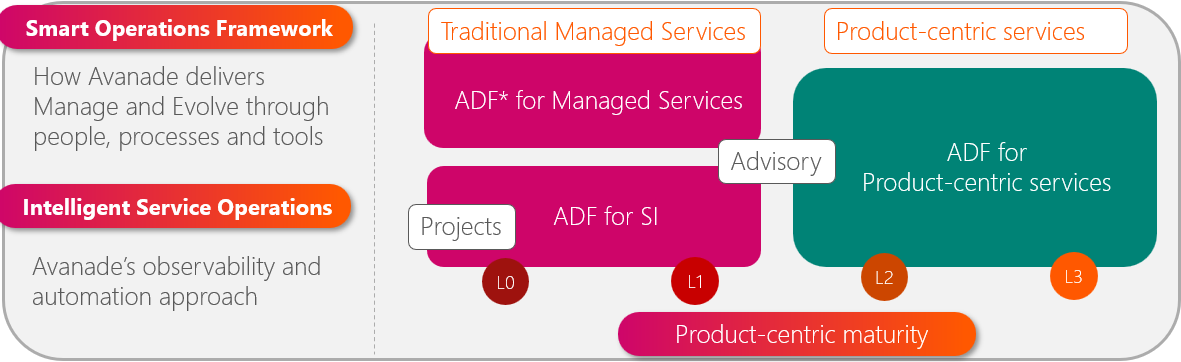
We reduce maintenance and support costs, to free up discretionary spend on areas the business needs. Our cross-functional teams create and support software throughout its full lifecycle. We start with a small initial cost, produce value quickly and accelerate as needed.



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.



*Avanade Delivery Framework

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. Pricing

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

3. Contact

Sangeeta Pierce

Head of Avanade UK Health & Public Services

Email: uk.hps.support@avanade.com

Telephone: +44 20 7025 1000

4. 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.

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 INFORMATION
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.

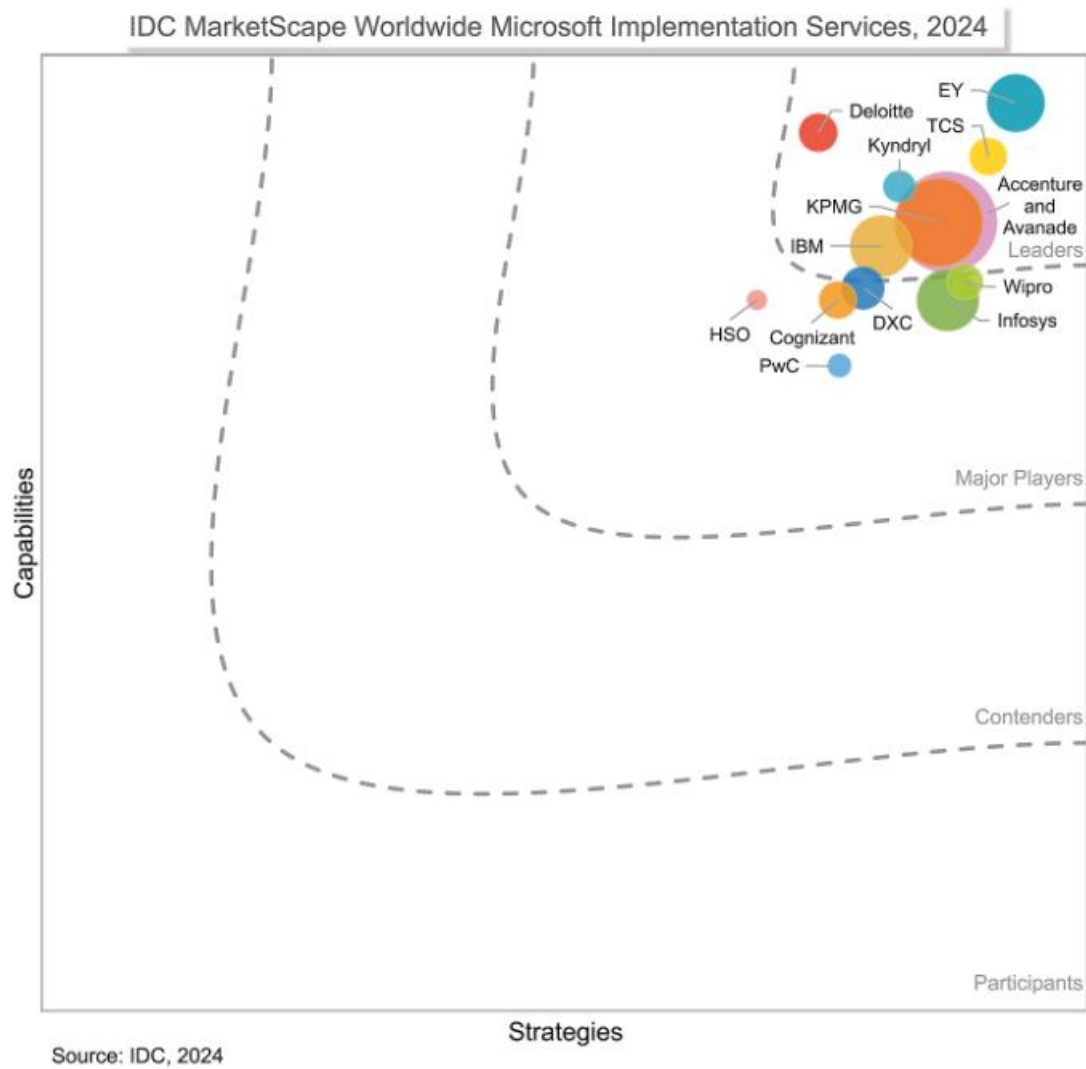


Figure 2

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.”