



# Managed Infrastructure Service Definition

G-Cloud 15

Work Smarter

Engage Personally

Stay Secure

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# Who We Are

# 01

We are the secure arm, and public sector lead of the Qodea group, a global powerhouse that helps organisations

# thrive through change



“Change will be the only constant  
in the next decade”

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Sir Demis Hassabis  
CEO, Google DeepMind

# tmc3 – A Qodea Company

tmc3 is a key part of the Qodea group, operating as its specialist cyber security arm.

This relationship combines tmc3's deep cyber security and resilience expertise with Qodea's broader cloud & data transformation capabilities, and digital & AI engineering expertise.

This enables us to deliver a wider, more integrated range of services.

# Our Core Capabilities

## Cloud & Data Transformation

**Accelerating growth** with strategic cloud migration, FinOps optimisation, and robust data architecture on Google Cloud and AWS.

- **Cloud Infrastructure:** Google Cloud and AWS Infrastructure & Engineering, Google Cloud Partner-Led Premium Support, and 24/7 Managed Services.
- **Strategic Migration:** Cloud Migration (Legacy apps, VMware, Data Warehouse) to Google Cloud (GCP, BigQuery, Gemini, Workspace).
- **Data & Optimisation:** Data Architecture and Infrastructure Design, Cloud FinOps & GreenOps (Cost Reduction/Sustainability), and BI Dashboard Development.

## Digital & AI Engineering

**Building the future** through custom application development, intelligent AI agents, and exceptional user-centric design.

- **Custom AI & ML:** Custom Vertex AI Agent Development, Gemini Enterprise AI Agents, and Data Science/ML/AI for Healthcare.
- **Digital Product Design:** Service Design, User Experience (UX), Customer Portals, and Mobile/Web Application Design & Build.
- **Platform Development:** Frontend Engineering, Agentic Software, Knowledge Tools, and eCommerce/eLearning Platform Development.

## Cyber Security & Resilience

**Protecting your business** with proactive managed services, expert strategy, and immediate incident response. We embed security across your entire digital footprint.

- **Managed Defense:** Managed Detection and Response (MDR/SOC) and Vulnerability Management as a Service (VMaaS).
- **Security Strategy:** Cyber Security Strategy and Transformation, Cyber Resilience, and Security in Supply Chain.
- **Trust & Compliance:** Data Protection Consultancy (One Trust, Inquiry Support), Cyber Security Frameworks, and Cyber Incident Response.

# We deploy frontier technology to help our customers:

01

Work  
Smarter

02

Engage  
Personally

03

Stay  
Secure

# 01

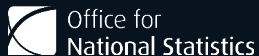
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# Work Smarter

We build the secure, modern, scalable infrastructure, apps and workflows that boost bottom lines.

## Key Outcomes

- Increased profitability
- Scalability, reliability & Uptime
- Resilient, "secure by design" architecture
- Trusted, timely, self-serve insights & analytics
- Predictable, optimised cloud spend
- Collaborative, digital workspaces
- Carbon footprint reduction
- Reduced total cost of ownership



# Enabling the UK's National Data Transformation via Google Cloud (Integrated Data Service)

Secure Data

UK

Government

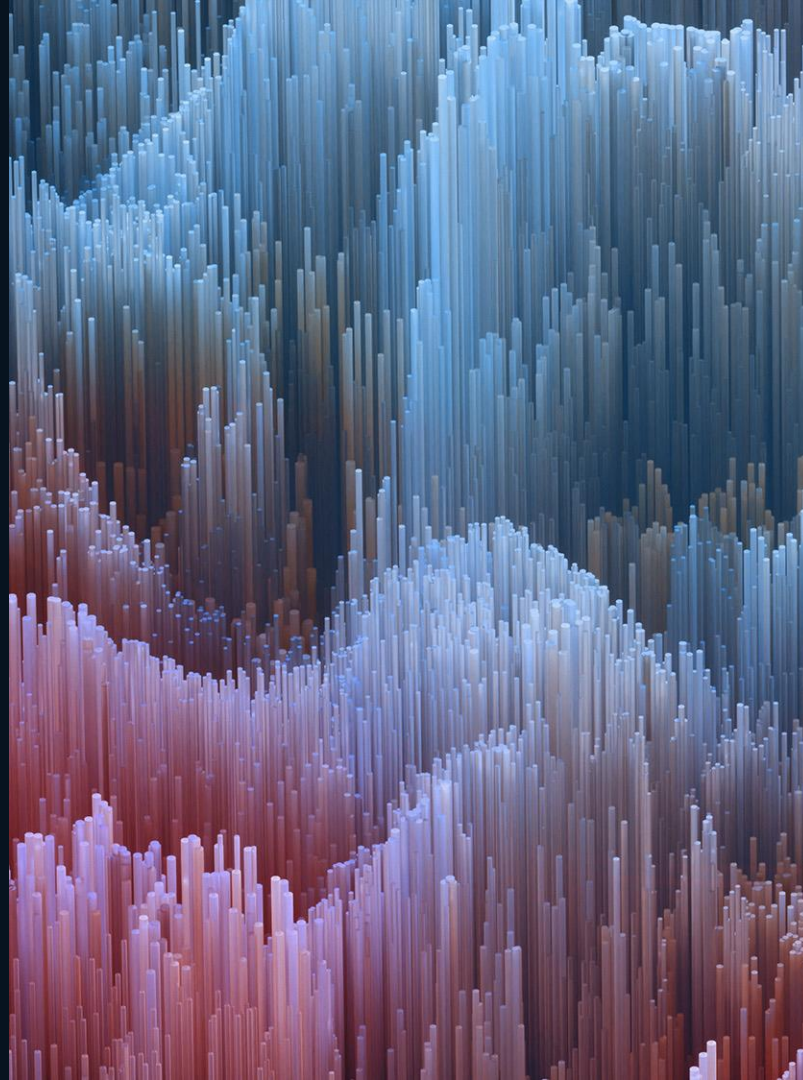
National Data Transformation

Google Cloud

**Challenge** The ONS needed to build the Integrated Data Service (IDS) – a secure, national data platform on Google Cloud. The critical obstacle was the lack of predictable, SC-cleared technical capacity to build, maintain, and scale the complex, secure environment.

**Solution** We provided a dedicated, SC-cleared Google Cloud Managed Support Service (MSP) team. The solution delivered flexible Platform and Application Development engineering capacity, uniquely supporting the rapid, agile needs of the IDS Hub.

**Outcome** Our support ensured the IDS successfully moved through three Public Beta phases and achieved stable operation. The result is transformed analytical use of government data, enabling national policy-makers and decision-makers to make better, faster decisions affecting citizens' lives.



# 02

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# Engage Personally

We create delightful digital touch points that capture attention, convert sales, and keep customers coming back.

## Key Outcomes

- Delightful, intuitive, frictionless digital experiences
- Improved customer experience & intelligence
- Conversion rate optimisation
- Revenue uplift
- Increased loyalty
- Pricing & discount optimisation
- Improved paid media performance

# Google

## Building immersive digital products and experiences for billions of global users.

Engage Personally

Global

Tech

Customer Platforms

Google Cloud

**Challenge** Google wanted to create a platform that would help people learn and adopt the digital skills they needed to find a job and grow in their career, or boost their own business.

**Solution** Since 2017 we've designed, built and maintained three platforms; the Digital Workshop platform, the AI for Business tool, and the Grow with Google marketing site.

**Outcome** The platforms host 153 courses in 53 markets and 31 languages. There are 11 million + users globally and 1 million + have seen a positive impact in the EU.



# 03

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# Stay Secure

We establish and maintain the systems that protect businesses from threats, fines, and downtime.

## Key Outcomes

- Improved cyber resilience
- Proactive threat detection and response
- Threat noise reduction & prioritisation
- Data governance, trust and reportability
- Regulatory compliance

[dstl]

# Secure by Design for Mission-Critical Defence Systems

Defence

Government

Assurance

Cyber Security

Secure by Design

**Challenge** Dstl (part of UK MOD) needed to deploy a new system onto Royal Navy warships. This highly sensitive project required expert support to implement a Secure by Design (SbD) approach, manage high operational risk, and adhere to deep MOD security policy knowledge (JSP 440/453) in a highly classified environment.

**Solution** A multi-disciplinary, security-cleared team was deployed for a two-phase engagement. This included detailed threat modelling, SbD policy alignment, and developing a technical roadmap. The solution focused on the rigorous implementation and testing of robustness controls, including encryption and OS hardening.

**Outcome** Dstl received a robustly secured system component and a compelling Security Assurance Report, providing clear evidence for accreditation support. This successful, risk-managed delivery enabled the client to securely proceed with deploying the critical naval capability.



# Public Sector Focus 02

We provide the creative approaches and specialist knowledge needed to build a cyber resilient public sector and transform services from end-to-end

| Core Public Sector Challenge           | The Qodea's GroupMulti-Disciplinary Focus                                                                                                            | Supporting Capabilities                                                                                                                                                         |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maximising Public Value and Efficiency | Delivering accessible and efficient services that secure citizen trust and deliver better value for public money.                                    | Digital & Application Services (UX/CX, Web/App Development), Cloud & Infrastructure Engineering (Cost Reduction, Optimisation), Data, AI & Analytics (BI, Prediction Modeling). |
| Strategic Resilience and Compliance    | Operating securely and compliantly amid global uncertainty and changing regulations. Aligning with the Government Cyber Security Strategy 2022-2030. | Cyber Security & Governance (DSPT, NCSC CAF, Supply Chain Assurance), Cloud & Infrastructure Engineering (Security, Support), Data, AI & Analytics (AI Security/Governance).    |
| Data-Driven Policy and Service Design  | Leveraging data, ML, and AI to improve citizen outcomes and policy effectiveness through innovation at scale.                                        | Data, AI & Analytics (Custom AI, Data Science, Data Architecture), Digital & Application Services (Service Design, Knowledge Tools).                                            |

# Service Definition

03

# Managed Infrastructure: Definition

## Delivering Value to the Public Sector

Public sector organisations face the dual challenge of maintaining rigorous security standards while driving digital transformation on constrained budgets. Our Managed Infrastructure for Google Cloud is designed to alleviate this operational burden, allowing internal IT teams to focus on frontline service delivery rather than routine maintenance. By providing proactive monitoring, automated patching, and cost-optimisation strategies, we ensure your cloud environment remains secure, compliant, and cost-effective. Our service aligns with the Government's "Cloud First" policy and "Technology Code of Practice," offering the high-availability support necessary for critical citizen services. With dedicated Customer Success Management and a deep understanding of public sector procurement requirements, we provide the stability and scalability needed to modernise legacy systems and manage complex workloads with total confidence in your infrastructure's integrity.

## Service Overview

We provide a comprehensive managed service that ensures your Google Cloud environment is robust, secure, and performing at its peak.

Our approach combines deep technical expertise with a highly collaborative ethos; we don't just act as a third-party provider, but as an extension of your internal team. From managing Kubernetes (GKE) and networking to maintaining complex Terraform modules and CI/CD pipelines, we handle the technical heavy lifting.

Our specialists leverage proactive monitoring and automated vulnerability management to identify and resolve issues before they impact your operations, while our dedicated Customer Success Managers ensure that your cloud strategy evolves in line with your organisational goals.

# Service Benefits and Features

# 04

## Service

# Benefits

- 01 Maximised Service Uptime: 24/7 support for critical outages ensures citizen services remain available.
- 02 Enhanced Security & Compliance: Regular patching and configuration management mitigate cyber risks.
- 03 Reduced Operational Expenditure: Dedicated cost-optimisation identifies and eliminates cloud waste.
- 04 Reliable Data Integrity: Verified backup processes ensure your data is recoverable when needed.
- 05 Increased Agility: Automated CI/CD pipelines accelerate the release of new features and updates.
- 06 Improved Infrastructure Visibility: Proactive alerts provide early warning of potential system anomalies.
- 07 Streamlined Governance: A dedicated CSM provides clear accountability and service transparency.
- 08 Long-term Stability: Expert management of platform deprecations prevents technical debt.
- 09 Contractual Certainty: Defined Service Level Agreements guarantee performance and response times.
- 10 Focus on Core Missions: Offloads infrastructure maintenance so your staff can focus on high-value tasks.

## Service

# Features

- 01 Reactive Support with Strict SLAs: Guaranteed 30-minute response times for P1 production outages.
- 02 Proactive Infrastructure Monitoring: 24/7 oversight of Compute Engine, GKE, and networking components.
- 03 Automated Patching: Regular OS-level patching and proactive vulnerability management.
- 04 Comprehensive Backup Management: Verification, failure alerting, and full restoration support.
- 05 Continuous Cost Optimisation: Ongoing resizing and redeployment recommendations to maximise ROI.
- 06 Infrastructure as Code (IaC) Maintenance: Management of Terraform modules and Ansible playbooks.
- 07 CI/CD Pipeline Automation: Support and maintenance of automated deployment workflows.
- 08 Dedicated Customer Success Manager: Regular service delivery reviews and strategic alignment.
- 09 Configuration Management: Expert management of GKE environments and Golden Images.
- 10 Platform Maintenance: Proactive management of infrastructure deprecations and version updates.

# Qualifications and Certifications

05

# Qualifications and Certifications



Note on the ERS Gold Award: The Gold Award under the Armed Forces Covenant Employer Recognition Scheme (ERS) is held by tmc3.

# Our Google Experience: Accreditations and Certifications

## Data modernisation



Generative AI  
Modern data platform  
Data analytics & Machine learning

## Cloud training



Google Cloud and AWS  
Training – for engineers by  
engineers.

## Cloud security



Chronicle and Mandiant  
Consulting  
Managed security services

## Google Workspace



Migration and deployment  
Complex change management  
Insights as a service  
Training and Managed Services

## Infrastructure modernisation



VM migration  
High performance  
Compute

## Managed services



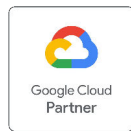
Value-Add operational  
Services

## Cloud foundations



Cloud centre of excellence  
Secure Landing Zones  
Cloud Assure/Finops

## Application modernisation



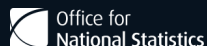
App modernisation  
Apigee  
Anthos

# Our Customers

06

Entrusted by Government  
to Deliver Compliant,  
Citizen-Centric Change,  
and Solve Complex  
Challenges

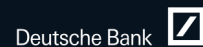
[dstl]



nationalgrid



The world's biggest brands  
trust us with their biggest  
problems



# Why They Keep Coming Back

# 07

# Partnership Focus

01

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## People Centric

We embed with your team, acting as an organic extension. Your success is our sole measure of achievement.

02

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## In Your Language

We translate technical complexity into clear business terms, ensuring alignment and informed decision-making across all levels.

03

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## Laser-Focused

Every solution is custom-designed based on your unique context, needs, and strategic objectives. No 'one-size-fits-all' templates.

# Drive and Excellence

01

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## Relentless Drive

We challenge the status quo and push boundaries, ensuring the best possible, highest-value outcomes are achieved, every time.

02

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## Adaptive Expertise

Our consultants maintain an unwavering commitment to continuous learning, keeping you at the forefront of emerging technologies and best practices.

03

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## Total Accountability

We own our decisions and commitments. The buck stops with Qodea – we deliver on our promises, and we learn from every experience.

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# Outcomes at pace

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We fill the void between niche boutiques and bloated GSIs.

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We're agile experts with the scale to deliver full-stack solutions on enterprise-grade infrastructure.

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We're called in when competitors say it's impossible, or have already failed.

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We ship tangible outcomes into production, fast.



# Social Value

08

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# Environment

The Qodea Group is deeply committed to achieving Net Zero emissions by 2030 , well ahead of the UK Government's 2050 target. Since our 2022 baseline , we have achieved a reduction equivalent to 51% of our total emissions (487.7 tCO2e reduction). Our Carbon Reduction Plan is completed in accordance with PPN 06/21 guidance and has been formally reviewed and signed off by a Director. Our commitment is integrated into our strategic plans to deliver long-term, verifiable sustainability.

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# Wellbeing

As a modern business, which operates in complex environments, we know the importance of health and wellbeing. We provide an Employee assistance Programme including access to an online platform and 24hr confidential helpline. This provides counselling support and a library of wellbeing information, ensuring all staff have practical support for all aspects of physical and mental wellbeing.

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# Economic Inequality

Qodea is committed to addressing economic inequality through community support and skills transfer. Our employees are entitled to paid time off to engage in volunteering activities, supporting both company-endorsed initiatives and charities of their personal choosing. This flexibility ensures maximum social impact while being managed via robust internal governance to maintain service delivery standards.