

[amber labs]

Amber Labs

Secure Transformation, Without Compromise

AN INTRODUCTION

INTRODUCTION TO AMBER LABS

SME Digital Transformation Consultancy - Amber Labs are a specialist consultancy helping Public Sector deliver technology change at a pace

Robust and Transparent Delivery & Governance - our processes align to the Service Manual and Technology Code of Practice

Rapid Consultant Deployment Framework - our deployment framework ensures we provide value in weeks rather than months

Diverse Presence & Capability - we have 100+ Consultants deployed across a range of Government departments, with over 80% of our staff living outside of London

CLIENTS



TECHNOLOGY



GOVERNMENT ALIGNMENT



Our work follows
Government Service
Standards



Cyber Essentials Plus
Certified



100% of staff are BPSS
& majority Security
Cleared

OUR CAPABILITIES

[al]

DATA ENGINEERING	AI & ANALYTICS	CLOUD ENGINEERING	DIGITAL TRANSFORMATION	DELIVERY
Data Quality	Business Intelligence	DevOps	Front End Development	Testing
Data Architecture	Generative AI	Cloud Provisioning	Back End Development	Business Analysis
Data Governance	Data Mining	Cloud Security	Full Stack Development	PMO
Data Integration	RPA	Deployment Automation	Enterprise Architecture	Resource and Budget Management
MDM	Predictive Analytics	Cloud Monitoring	UI/UX Design	Agile/Scrum Delivery
Data Lake & Warehouse	Machine Learning	Cloud Architecture	Solution Architecture	
	Data Science		Business Architecture	
			Software Engineering	

DATA PLATFORM OPERATIONS & OPTIMISATION

SERVICE DEFINITION

DATA PLATFORM OPERATIONS & OPTIMISATION

We help public sector organisations operate data platforms reliably, so data services remain available, performant and cost controlled. We provide run support with structured service management, reporting and continuous improvement.

SERVICE FEATURES

- Transition-in and transition-out
- Monitoring and alerting
- Incident, problem and change management
- Performance tuning
- Cost optimisation backlog
- Upgrade planning
- Runbooks
- Service reporting
- Reviews and improvement cadence
- Tiered support options

SERVICE BENEFITS

- Improved service continuity
- Faster incident response
- Improved performance
- Better cost predictability
- Clear accountability
- Reduced operational risk
- Improved auditability
- Reduced specialist dependency
- Better supplier coordination
- Increased reliability confidence

SUMMARY

- We provide ongoing operational support for public sector data platforms so reporting and data products remain available, performant and cost controlled.
- Delivery starts with a structured transition-in to agree service acceptance, access, runbooks and monitoring, followed by a Run service with the right support tier.
- The service focuses on reliability, controlled change and continuous optimisation.

APPROACH

- Transition-in (2–6 weeks) to establish access, runbooks, monitoring and reporting
- Agree support tier (8x5, 12x5 or 24x7) based on service criticality
- Operate incident, problem and change processes for data platform services
- Monitor platform performance and drive prioritised optimisation actions
- Provide MI reporting and service review cadence for stakeholders
- Transition-out (2–6 weeks) with documentation, knowledge transfer and exit plan

GOVERNANCE

- Runbooks and operational readiness pack agreed during transition-in
- Monitoring and alerting dashboards with agreed thresholds
- Service reporting pack including incidents, trends, risks and improvement actions
- Change and release governance evidence for platform upgrades
- Continuous improvement backlog with prioritisation and tracking
- Multi-supplier coordination and escalation routes
- Run model governance including monthly service reviews (or agreed cadence)
- On-call arrangements where required and agreed

Get in touch



020 8106 4747



info@amberlabs.io



9 Appold St, London EC2A 2AP

[amber labs]