

[amber labs]

Amber Labs

Secure Transformation, Without Compromise

AN INTRODUCTION

INTRODUCTION TO AMBER LABS

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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

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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	

PROCESS AUTOMATION & LOW-CODE DELIVERY

SERVICE DEFINITION

PROCESS AUTOMATION & LOW-CODE DELIVERY

We help public sector organisations automate processes and deliver low-code solutions safely, so teams can reduce manual effort while keeping governance and support clear. We provide advisory, delivery and run support to design, build and operate automations that can be maintained.

SERVICE FEATURES

- Process discovery and automation opportunity assessment.
- Solution design and architecture definition.
- App and workflow build.
- Integration approach with existing systems and data.
- Governance controls and environment management.
- Evidence pack for audit and assurance.
- Handover packs and operational documentation.
- Adoption support and user training.
- Run support options.
- Transition-in and out.

SERVICE BENEFITS

- Reduced manual effort.
- Faster internal delivery.
- Improved service continuity.
- Clear audit decisions.
- Reduced governance risk.
- Reduced builder dependency.
- Improved integration with existing systems.
- Better accountability.
- Better cost predictability.
- Increased stakeholder confidence.

SUMMARY

- We help public sector organisations improve processes through supportable automation and low-code solutions, reducing manual effort and making services easier to run.
- Delivery often starts with a Starter phase to understand processes and constraints, followed by a Scale phase to build and deploy solutions safely.
- Where ongoing support is needed, we can provide a Run service with clear service management and handover.

APPROACH

- Starter process discovery to identify priority opportunities and risks.
- Define solution approach, controls and environment strategy.
- Build low-code apps and workflows with integration where needed.
- Test, deploy and support adoption with guidance and training.
- Produce support model and handover materials for BAU teams.
- Optional Run service for ongoing support, improvements and managed change.

GOVERNANCE

- Governance pack including decision routes, roles and approval steps.
- Controls and evidence pack aligned to organisational standards.
- Decision log for design choices and exceptions.
- Runbooks and support model including transition plan.
- Service reporting pack for usage, issues and improvement actions (where run-enabled).
- Run (if purchased): support tiers 8x5 / 12x5 / 24x7, incident/problem/change, MI reporting and service reviews.
- Transition-in/out (2–6 weeks) for Run including access setup, onboarding, monitoring baselines and exit plan.

Get in touch



020 8106 4747



info@amberlabs.io



9 Appold St, London EC2A 2AP

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