

[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	

DIGITAL SERVICE DELIVERY

SERVICE DEFINITION

DIGITAL SERVICE DELIVERY

We help public sector organisations design and deliver GDS-aligned digital services from Discovery through to Live, so they meet user needs and service assurance requirements with confidence. We provide advisory and hands-on delivery support to help teams deliver at pace and transition safely into BAU.

SERVICE FEATURES

- Discovery, Alpha, Beta, Live delivery support
- Prioritised backlog and delivery roadmap
- Service blueprint and journey mapping
- Service assessment readiness support
- Delivery plan with milestones and RAID
- Governance forums, logs and reporting cadence
- Operational readiness outputs (runbooks, SLIs/SLOs)
- Knowledge transfer and handover packs
- Run support options (8x5 / 12x5 / 24x7)
- Transition-in and transition-out support

SERVICE BENEFITS

- Faster progression from Discovery to Live; Reduced delivery risk through staged assurance
- Clear audit trail for governance decisions
- Smoother transition into business-as-usual
- Improved service continuity during change
- Stronger alignment between delivery and outcomes
- Reduced dependency on individual suppliers
- More predictable and transparent delivery cadence
- Improved reliability through operational readiness
- Stronger senior stakeholder confidence

SUMMARY

- We support public sector teams to deliver GDS-aligned digital services from Discovery, through Alpha and Beta, into Live, with a safe transition into business-as-usual (BAU).
- Work may begin with a short Discovery phase to confirm user needs, success measures, delivery options and constraints, unless already established.
- This is followed by iterative Alpha and Beta delivery, where we design, build and test the service with users and prepare for GDS service assessments.
- Where ongoing support is required, we can provide a Run service to support live operation, maintain service performance and manage change after go-live.

APPROACH

- Confirm scope, user needs, constraints and success measures through early discovery and stakeholder alignment
- Establish an outcome-aligned backlog, roadmap and delivery plan to support prioritisation and transparency
- Deliver iteratively through Alpha and Beta, using regular demos, user research and feedback loops to inform decisions
- Maintain readiness for GDS service assessments through continuous evidence capture and gap management
- Plan and deliver transition-to-live activities iteratively, including handover and operational readiness
- Provide optional Run support to optimise live services and support continuous improvement.

GOVERNANCE

- Proportionate governance aligned to agile and GDS delivery, with clear forums, decision points and escalation routes
- Ownership and active management of risks, assumptions, issues and dependencies (RAID)
- Transparent decision-making, with significant technical or design decisions captured using architecture decision records (ADRs)
- Quality and assurance checkpoints aligned to release readiness and GDS service assessment expectations
- Outcome-focused measures and service metrics to monitor progress and performance
- Support for operational readiness through proportionate artefacts such as monitoring, runbooks and service measures, where required
- If Run support is purchased: service governance covering incident, problem and change management, reporting and regular service reviews
- Structured transition-in and transition-out for Run services, including access setup, monitoring baselines, reporting cadence and exit planning

Get in touch



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