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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

Home Office

NetworkRail

Department for Work & Pensions

BAE SYSTEMS

Department for Environment Food & Rural Affairs

Sage

TECHNOLOGY

Azure

kubernetes

databricks

aws

snowflake

APACHE Spark

GOVERNMENT ALIGNMENT

Government Digital Service

Our work follows Government Service Standards

CYBER ESSENTIALS PLUS

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	

ML OPS & MODEL OPERATIONS

SERVICE DEFINITION

ML OPS & MODEL OPERATIONS

We help public sector organisations operationalise machine learning across production environments, enabling models to be deployed, monitored, governed, and retired safely over time. We provide engineering, MLOps, and run support to embed lifecycle controls, monitoring, and change management into delivery pipelines and live operations.

SERVICE FEATURES

- Model pipeline design.
- Registry and versioning.
- Monitoring and drift detection.
- Release and rollback patterns.
- Inference patterns.
- CI/CD integration.
- Evidence artefacts.
- Operational readiness.
- Handover packs.
- Run support options.

SERVICE BENEFITS

- Improved model reliability across production and operational environments.
- Reduced unnoticed model drift through continuous monitoring and alerts.
- Clear audit decisions supported by traceable lifecycle controls.
- Faster iteration through automated deployment and testing pipelines.
- Reduced operational disruption through controlled model releases.
- Reduced specialist dependency through standardised MLOps patterns.
- Improved service continuity through resilient model operations.
- Better governance control across model lifecycle stages.
- Better cost predictability through monitored resource usage.
- Increased confidence in outcomes through controlled model performance.

SERVICE DELIVERY

SUMMARY

- We help public sector organisations operationalise machine learning so models can be deployed, monitored and managed safely over time.
- Work is typically delivered through a Scale phase to implement model lifecycle controls and monitoring, with an optional Run service to support ongoing operations and improvement.
- The focus is on traceability, controlled change and operational readiness.

APPROACH

- Define model lifecycle requirements including deployment, approvals and rollback
- Build delivery pipelines for training, deployment and release management
- Implement model versioning and registry approach for traceability
- Set up monitoring for drift, performance and data quality signals
- Produce operational handover materials including runbooks and incident playbooks
- Optional Run service to operate, monitor and improve model performance

GOVERNANCE

- Model documentation pack and evidence for governance
- Decision log and ADRs for lifecycle and monitoring trade-offs
- Model SLOs/SLIs where measurable targets are needed
- Monitoring and alerting dashboard requirements for drift and performance
- Runbooks and incident playbooks for model failures
- Service reporting pack for model performance and operational trends
- 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 onboarding, baseline setup and exit plan

Get in touch

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