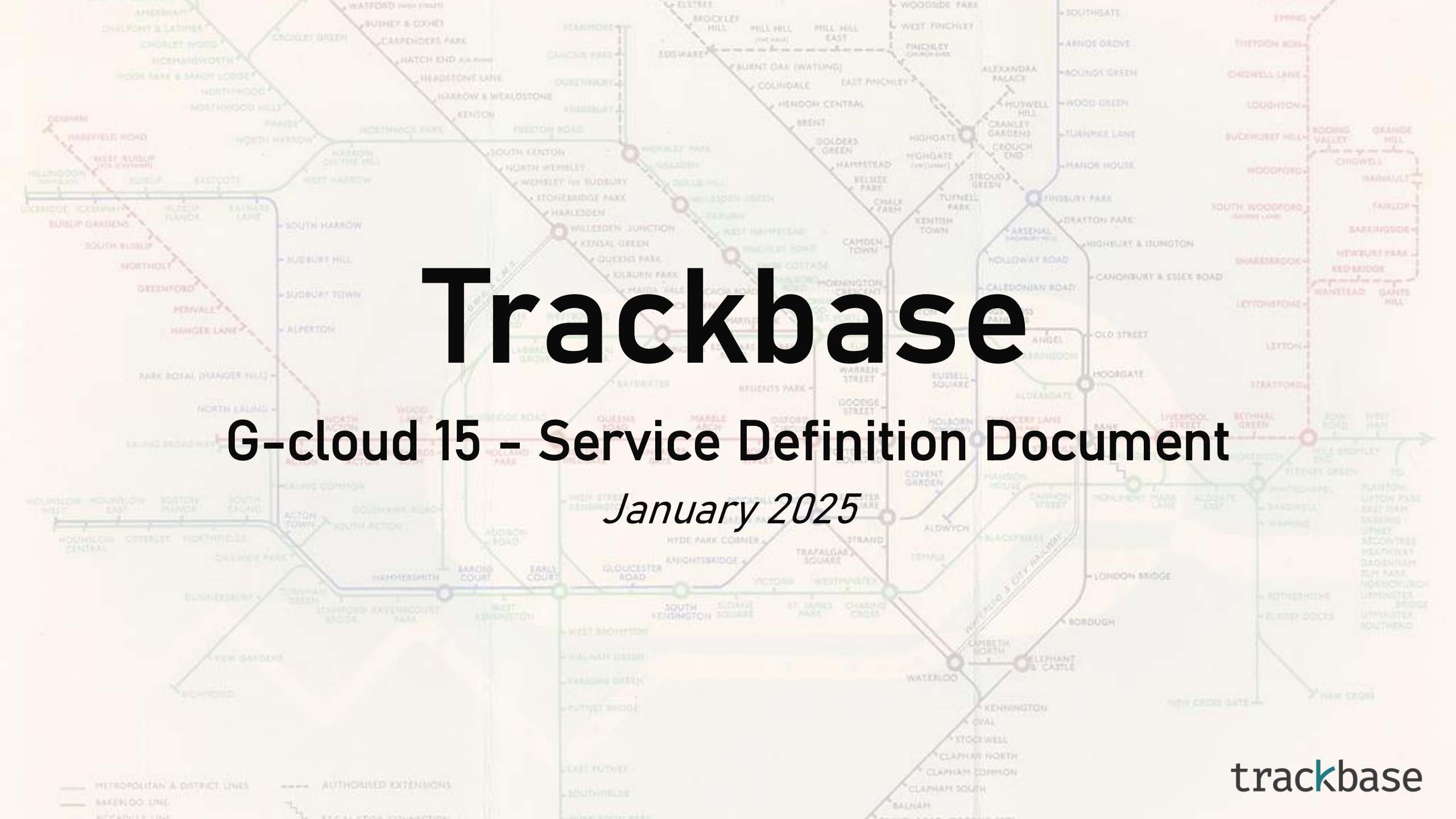


A detailed map of the London Underground network, showing various lines and stations. The map is color-coded by line: Metropolitan & District Lines (green), Bakerloo Line (blue), Circle Line (red), and others. Stations are marked with dots and labels. The map covers a large area of London, from the center to the outskirts.

Trackbase

G-cloud 15 - Service Definition Document

January 2025

Digital Consulting

Trackbase deliver technology and data solutions across the **GB rail** industry.



Cloud Hosting

Our systems engineers are experts in the use of AWS and Microsoft Azure, and specialists in providing cloud support to rail organisations.



Cloud Business Transformation

Our consultants are both domain specialists and cloud experts, able to fully understand rail stakeholders' problems and effective solutions.



Cloud Data Science & Analytics

Our data scientists specialise in rail-specific problems, creating new solutions in partnership with stakeholders.

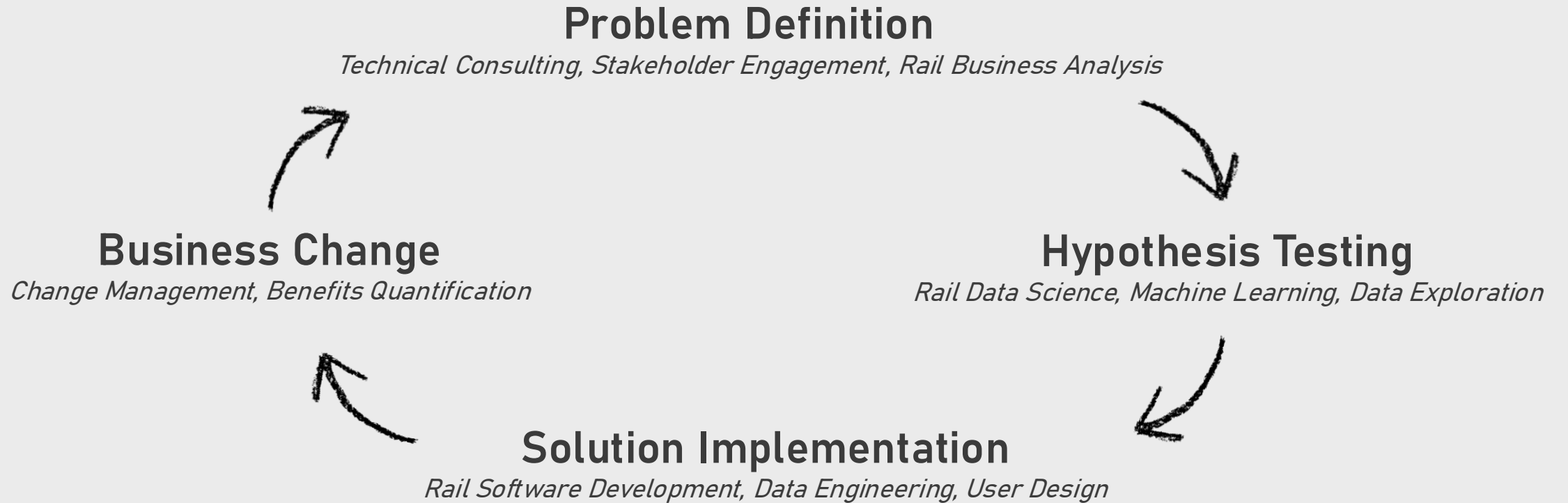


Cloud Software Development

Our software engineers are highly experienced cloud specialists, delivering rail-specific solutions to customers with an Agile approach.

Operating Model

Across these business areas, we deliver a variety of cloud-specific services.



Expertise

At Trackbase we have a unique combination of four, key differentiators:



Cloud-driven Approach

We're experts in providing cloud software, hosting and support across both AWS and Microsoft Azure.



Domain Expertise

We possess a deep understanding of rail data and problems, complimented by close stakeholder relationships.



User-focussed Solutions

We work closely with end-users when building technical solutions, ensuring high usability and value of the end-product.



Proven Track Record

Our team all have years of experience in the rail industry delivering technical solutions to a high standard.

Service and Capability List

Trackbase offer the following cloud-specific services via G-Cloud 14:

- Data Migration
- Data Science & Analytics
- User Interface Design
- Software Development
- Technical Project Management
- Amazon Web Services
- Microsoft Azure

Data Migration

Trackbase's Computer Scientists and Data Engineers support rail organisations complete major data migration projects using their domain-driven expertise. Our team works across multiple systems, with a focus on Cloud-based outputs, using an Agile delivery methodology to complete data migration projects on-time and in-budget.

Features

- Migrate large, complex datasets to new systems.
- Combines real-time and historical data.
- Specialised data migration for rail databases.
- Reproducible data cleansing for rail data.
- Expertise in ETL tools (informatica).
- Expertise in on-prem solutions (Oracle).
- Expertise in cloud-based solutions (AWS/Azure).
- Expertise in database technology (SQL Server/PostgreSQL).

Benefits

- Increased understanding of legacy datasets.
- Reduced risk of project delays.
- Reduced risk of project over-spend.
- Agile delivery approach to data migration.
- Cloud system agnostic (AWS/Azure/etc.).
- Rail data knowledge reduces upskilling time required.

Data Science & Analytics

Trackbase's industry leading Data Scientists specialize in rail-specific data and problem sets. We provide expertise to rail organisations aiming to gain value from their under-utilised data. We explore a variety of data science techniques to understand the primary causes of industry problems. We implement highly-usable solutions deployed on cloud-based technologies.

Features

- Domain expertise in rail data science.
- Data collection specific to GB rail data sets.
- Use of advanced analytics techniques, specific to rail.
- Usable web-based solutions built in Python or R.
- Includes rapid visualisation and reporting.
- Use of machine learning and AI.
- Continuous learning and innovation.
- Collaboration between our data scientists and the clients team.
- Focus on measuring the impact of data-led actions.

Benefits

- Enhances rail operations with domain-specific insights.
- Enables teams with tailored GB rail analytics.
- Streamline processes with Python/R web solutions.
- Accelerates insights with rapid visualization.
- Promotes innovation for continuous improvement.
- Facilitates collaboration for customized solutions.
- Empowers decision-making with intervention impact measurement.
- Provides tailored reporting solutions.

User Interface Design

Trackbase's Designers and User Experience Specialists are experts in producing tailored, web-based solutions for rail-specific clients. Their problem-driven approach, combined with expertise in cloud-based solutions, enables Trackbase to develop highly intuitive user interface designs rapidly with a high degree of collaboration with end users.

Features

- Designs based on robust user research and needs analysis.
- Rail-specific domain knowledge.
- User motivations and expectations understood before building.
- Sketching, wireframes and prototypes to progress designs.
- Use of various tools (Sketch, Axure, Figma).
- Interactive prototypes to increase user input.
- Regular deliverables (personas, journey maps, prototypes).
- Agile process utilised for faster, more efficient delivery.

Benefits

- Collaborative approach increases usability of end-product.
- Encourages the adoption of user-centric design approach.
- User interface and user experience expertise.
- Flexible, fully configurable service models which drive value for money.
- Ability to rapidly scale teams to meet requirements.
- Rail-specific service range to satisfy any type of functional requirement.
- Increased in-house knowledge reduces dependence on suppliers.

Software Development

Trackbase's Software Developers are experienced in delivering cloud-based solutions to clients within GB rail. Our team offer a best practice approach to software engineering, based on an Agile delivery methodology. We focus on delivering maintainable, secure and highly-performant code with a continuous improvement approach.

Features

- Agile delivery methodology with regular, usable releases.
- Technology agnostic, experienced across multiple stacks.
- Support for entire software lifecycle.
- Rail expertise across all developers for tailored development.
- Cloud development, including APIs in all solutions.
- Cloud agnostic (AWS/Azure/Google Cloud/etc.).
- Full documentation including user guides and architecture.

Benefits

- Enhanced security measures ensure data integrity and user confidentiality.
- Scalable infrastructure adapts to fluctuating user demands.
- Cost-effective solutions optimize budget allocation for maximum efficiency.
- Agile development methodologies for rapid iterations and improvement.
- Compliance with industry standards ensures regulatory requirements met.
- Dedicated support teams for troubleshooting and maintenance.
- Integrate with existing rail systems seamlessly.
- Robust backup and disaster recovery safeguard against data loss.
- Rail-tailored solutions for specific business needs and optimal performance.

Technical Project Management

Trackbase offers Technical Project Management across all levels, from support to lead. Our project managers specialise in delivering technical projects for rail-specific clients, using their unique skillset of both technical understanding and domain knowledge. Our experience has been demonstrated by delivering projects across a variety of rail clients.

Features

- Technical Project Management and leadership using agile methodologies.
- Investment appraisals, business cases, and business planning.
- Scheduling and cost analysis.
- Requirements gathering and stakeholder management.
- Manage risks, assumptions, PCs and health checks.
- Transformation and change management control.
- Benefits management and realisation.
- Reporting, dashboards, metrics and strategic insight.
- Project handover management, mentoring and coaching.

Benefits

- Business analysis to realise benefits and reduce costs.
- Reduce effort required in project planning.
- Provide informed decision-making capabilities.
- PMO delivers efficient execution metrics and scale.
- Change managers deliver rail specific change programmes.
- Programme managers integrate multiple projects.

Amazon Web Services

Trackbase provides organisational and architecture design, system migration, software development, and operations services, optimised for AWS. We support GB rail clients develop and maintain a cloud-first approach, navigating from Cloud strategy through to Agile AI/ML led cloud-native operations to drive significant business transformation.

Features

- Rail-specific AWS experienced consultants.
- Use of AWS-specific and open-source components.
- Resilient and secure AWS infrastructure by default.
- Full design, configuration and implementation of AWS instances.
- Defined architecture of AWS packages.
- Migration to AWS support.
- Continued support and management of AWS services.
- Disaster recovery in-built across AWS availability zones.

Benefits

- Advice on your rail industry's complex technology initiatives.
- Provide recommendations for developing/executing technology roadmap.
- Support for defining the architecture for AWS delivery
- Best practices, architectural patterns, and operational guidance.
- Training, coaching, and mentoring to build AWS skills and competencies.
- Optimised delivery processes to increase productivity and reduce costs.
- Accelerate cloud adoption within rail.
- AWS or open-source component agnostic.

Microsoft Azure

Trackbase provides organisational and architecture design, system migration, software development, and operations services, optimised for MS Azure. We support GB rail clients develop and maintain a cloud-first approach, navigating from Cloud strategy through to Agile AI/ML led cloud-native operations to drive significant business transformation.

Features

- Rail-specific MS Azure experienced consultants.
- Use of Azure-specific and open-source components.
- Resilient and secure Azure infrastructure by default.
- Full design, configuration and implementation of Azure instances.
- Defined architecture of MS Azure packages.
- Migration to MS Azure support.
- Continued support and management of MS Azure services.
- Disaster recovery in-built across MS Azure availability zones.

Benefits

- Advice on your rail industry's complex technology initiatives.
- Provide recommendations for developing/executing technology roadmap.
- Support for defining the architecture for MS Azure delivery
- Best practices, architectural patterns, and operational guidance.
- Training, coaching, and mentoring to build Azure skills and competencies.
- Optimised delivery processes to increase productivity and reduce costs.
- Accelerate cloud adoption within rail.
- MS Azure or open-source component agnostic.



Any Questions please contact Daniel Bell at
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