

MINDERA Public Sector

Ongoing Support

OVERVIEW OF MINDERA'S ONGOING SUPPORT

Mindera provides comprehensive ongoing cloud support services to ensure the continuous reliability, performance, and security of public-sector cloud solutions.

Mindera helps public sector organisations maintain and optimise their cloud environments by providing continuous support, monitoring, and guidance to ensure reliable, secure, and high-performing operations aligned with business objectives.

Our approach blends technical expertise, governance, and proactive engagement to ensure operational continuity, rapid issue resolution, and optimal cloud performance. Continuous monitoring, risk mitigation, and compliance assurance help maintain secure and resilient cloud environments.

By combining reactive and proactive support with user guidance and training, Mindera empowers public sector organisations to operate efficiently, confidently, and effectively, ensuring high-performing, compliant cloud services that meet business objectives.

OUTCOMES

- **Proactive monitoring** and rapid escalation ensure incidents are resolved quickly, minimising downtime and disruption to cloud services.
- **Coordination of technicians**, parts, and vendor support ensures consistent operations by enabling rapid resolution of issues, minimising unplanned downtime, and maintaining continuous access to cloud services. This approach supports reliable performance, keeps systems available for users, and helps public sector organisations deliver uninterrupted, high-quality digital services.
- **Rightsizing, scheduling**, and governance policies optimise cloud resource use, prevent overprovisioning, and reduce unnecessary expenditure, helping public sector organisations lower operational costs while maintaining reliable, high-performing services.
- **Training, guidance**, and intuitive self-service portals empower users to work efficiently, reducing dependency on support teams and enhancing overall productivity within cloud services.
- **Knowledge bases**, runbooks, and automated workflows reduce recurring support requests, lowering ticket volume and enabling support teams to focus on higher-priority issues.
- **Standardised release management** and deployment pipelines streamline processes, accelerating updates and feature releases while maintaining quality and minimizing disruption to cloud services.
- **Continuous tuning**, capacity planning, and optimisation improve system efficiency, enhancing platform performance and ensuring cloud services run smoothly under varying workloads.
- **Auditable processes**, reporting, and governance controls enhance regulatory alignment, strengthen compliance posture, and reduce risk across cloud operation
- **Root-cause analysis** and targeted corrective actions prevent recurring incidents, improving system stability and reducing repeated disruptions to cloud services.
- **Dashboards, KPIs, and trend analysis** provide actionable insights, enhancing visibility into system performance, resource utilisation, and user activity. This enables informed decision-making, supports proactive management, and drives continuous improvement across cloud services.

SERVICE LEVELS

Mindera's Ongoing Cloud Support helps public sector organisations maintain secure, reliable, and high-performing cloud environments through proactive monitoring, rapid issue resolution, and continuous optimisation.

We ensure services remain available, compliant, and efficient, while empowering users to operate confidently and maximising the value of cloud investments.

Availability

We ensure cloud services remain highly available, with support resources and processes in place to maintain continuous operation, minimise downtime, and deliver reliable access for public sector users.

Recovery Time Objective (RTO)

We ensure critical incidents are addressed promptly, with a typical RTO of 1–4 hours depending on severity, minimising downtime and restoring services quickly to maintain operational continuity.

Recovery Point Objective (RPO)

All backups and system states are regularly captured, ensuring a maximum acceptable data loss of 1–4 hours and protecting the continuity and integrity of cloud services.

Data Redundancy

All critical data and system components are stored with geo-redundancy and failover, ensuring continuous access and service continuity even during regional outages or system failures.

Backup/Integrity

All cloud data, configurations, and artefacts are regularly backed up with integrity checks, ensuring minimal loss and reliable recovery.

Monitoring

Continuous monitoring of cloud systems and services detects anomalies and performance issues early, enabling proactive management and reducing the risk of downtime or service disruption.

Incident Response

Critical incidents are addressed promptly, with rapid escalation and resolution processes in place to minimise disruption.

Scalability

Cloud support resources and services scale dynamically to meet varying workloads and project demands, ensuring consistent performance and uninterrupted service during peak periods.

Performance

Continuous optimisation and capacity management ensure cloud services run efficiently, delivering high performance and reliable operations.workloads.

The service includes Disaster Recovery (DR) and Business Continuity (BC) arrangements

to ensure ongoing cloud services remain available and operational during disruptive incidents, protecting data and maintaining continuity of critical operations.



Cloud Hosting and Redundancy

Cloud services and support tools are hosted on resilient, high-availability platforms with built-in redundancy and failover, ensuring continuous access, reliable operations, and uninterrupted service for public sector users.

Automated Backups and Replication

All critical cloud data, configurations, and artefacts are automatically backed up and replicated across multiple locations, ensuring data integrity, minimal loss, and rapid recovery during incidents.

High Availability Design

Cloud services and support systems are designed with high availability, including redundancy and failover mechanisms, to ensure continuous operation, minimise downtime, and maintain reliable access for users.

Alignment with Industry Standards

The DR and BC arrangements are rigorously aligned with a comprehensive set of recognised national and international public sector standards and guidance.

- o ISO 22301 (Business Continuity Management)
- o ISO 27001 (Information Security Management)
- o NIST SP 800-34 (Contingency Planning)
- o UK Government Business Continuity Guidance
- o NHS Digital DSP Toolkit (for relevant health sector deployments)
- o GDPR Security Requirements
- o G-Cloud Service Continuity Requirements

ACCESSIBILITY, SECURITY, ETHICS, COMPLIANCE AND SOCIAL VALUE

Accessibility

- **Mindera supports accessibility:** Requirements are discussed and agreed with the Buyer, including reasonable adjustments and alternative documentation formats where required. Where applicable, services are designed to align with WCAG 2.2 AA standards, and accessibility considerations are reviewed throughout delivery.

Security, Ethics & Compliance

- **Secure operation:** Ongoing support services are delivered in line with UK GDPR and applicable public sector security requirements.
- **Data protection:** Client and operational data are handled securely and in accordance with agreed policies and governance standards.
- **Responsible Support:** Services are designed to maintain transparency, auditability, and responsible use, ensuring reliable and compliant outcomes for stakeholders.

Social Value

- Mindera has always contributed to our communities regardless of location. Activities include our school (we pay young adults to learn how to code for 10 months) and tech camps (for kids without any parents). We run Mindera Foundations (UK, Portugal and Romania) to channel our charitable activities in these locations, but also work with local communities across all our locations.
- We have measured our carbon emissions since 2021, developing an emissions reduction plan which aims to halve scope 1 & 2 emissions before 2030, reaching net zero before 2050, in line with the Government's 25 Year Environment Plan (25YEP)
- Progress is shared with staff, suppliers, and customers, and annual public communication will highlight achievements. We encourage sustainable practices in the supply chain via bi-annual supplier environmental surveys, and integrating climate-related targets and performance as a purchasing selection criterion.
- Explore more at https://mindera.com/foundation_global

At Mindera, we are more than just a global tech company.

We are a bunch of geeks, all 1,300 of us, who are innovative thinkers, problem solvers and application developers grounded by our sense of community..



Founded in 2014, our roots are deeply embedded in the passion for technology, the belief in the power of collaboration and to give back to society.

Today, we have a global presence in over 10 countries. Some clients like us on site, some want our best people across the world, and others seek the most affordable option. As such a hybrid approach is common, offering a balance of industry expertise, close collaboration and cost efficiency.

Constant technology evolution keeps us busy particularly in the UK Public Sector technology requirements, social value and ethics as we build in stronger security, focus on assurance by design, embed greater accessibility with a significant focus on giving back to the community.

Plus, from a technology perspective, we build more 'outcome driven' solutions maximising public benefit in line with the 2023 Procurement Act.

We stand as a beacon of technical excellence in the technology, software engineering and consultancy landscape.

Our journey began with a simple yet powerful idea: to create a space where collaboration, a people-first approach and self-organisation are not just encouraged but are the very foundations of how we operate.

This ethos has allowed us to not only build a strong internal culture, but also to foster lasting relationships with our clients.

At Mindera, every project is a shared endeavour; where the whole team takes ownership, ensuring that we're not just service providers but true partners in our clients' success.

As a Crown Commercial Services (CCS) approved supplier we extend this expertise and experience to our Public Sector buyers.

This service can be delivered as a standalone engagement or combined with other Mindera services available under G-Cloud Lot 2b and Lot 3.

Associated services support public sector organisations across the full cloud lifecycle, from planning and assurance through to implementation, optimisation, and ongoing operational support, enabling secure, resilient, and high-performing cloud solutions.

Contact us:

Please contact us if you would like to learn more about this service or any of our listings on G-Cloud, Technology Services 4, or Digital Outcomes 7, please email paul.brown@mindera.com

As all enquiries are initially handled through a single point of contact, please include your name, organisation, contact details, and the service you require support with.

Further information about our service capabilities is available on our website at www.mindera.com or on our blog at www.mindera.com/blog