

MINDERA Public Sector

Application Development

OVERVIEW OF MINDERAS APPLICATION DEVELOPMENT SERVICES

Our Application Development team, led by our Technical Account Manager, delivers secure, cloud-native SaaS solutions to design, build, deploy, and operate digital applications and AI/ML workloads at scale.

Our service covers the full application lifecycle, from development to live operations, using agile methodologies, modern DevOps, and MLOps practices for projects ranging from bespoke mobile/web apps to global enterprise solutions.

Developers benefit from self-service workspaces, CI/CD pipelines, feature management, blue/green and canary deployments, reusable templates, and policy-as-code guardrails. Security, privacy, and accessibility are built in by design, with SSO, role-based access, private networking, encryption, NCSC Cloud Security Principles, UK GDPR compliance, and WCAG 2.2 AA-compliant interfaces.

Mindera leads in AI-centric software development, integrating AI lifecycle management with search and knowledge discovery to transform data into actionable insights and automate decision-making. Supported AI capabilities include Conversational AI, Computer Vision, Generative AI, Anomaly Detection, Personalisation, and Forecasting.

OUTCOMES

- **End-to-End Application Lifecycle Support:** A single platform supports design, build, deploy, and operate phases, reducing complexity and improving delivery consistency.
- **Buyer Data Ownership and Sovereignty:** All data, models, and artefacts remain within the Buyers own cloud tenancy and chosen region, ensuring control over encryption keys, access, retention, and compliance.
- **Accelerated Delivery and Time-to-Value:** Self-service developer workspaces, CI/CD pipelines, and deployment strategies (blue/green and canary) enable faster, safer releases.
- **Built-in AI and Automation Capabilities:** Integrated AI lifecycle management enables rapid adoption of Conversational, Generative, Computer Vision, Forecasting, and Anomaly Detection services.
- **Security and Compliance by Design:** Embedded security controls, private networking, encryption, and alignment with NCSC Cloud Security Principles and UK GDPR and ISO27001 simplify assurance and risk management.
- **High Availability and Resilience:** Multi-AZ deployments, autoscaling, and optional multi-region disaster recovery support business continuity and mission-critical services.
- **Improved Operational Visibility:** Comprehensive observability with logs, metrics, traces, SLO dashboards, and alerting improves reliability and reduces incident resolution times.
- **Developer Productivity and Governance:** Reusable templates, feature flags, policy-as-code guardrails, and role-based access controls balance innovation with governance.
- **Interoperability with Existing Ecosystems:** Native integration with cloud storage, data platforms, messaging services, and DevOps tooling ensures seamless alignment with existing technology estates.
- **Reduced Supplier Lock-in:** Open standards, containers, APIs, and infrastructure-as-code enable portability across cloud providers and simplify future transitions or service changes.

SERVICE LEVELS

Our Application Development

Platform delivers a secure, resilient, and cloud-native environment to design, build, deploy, and operate digital applications and AI/ML workloads.

The service is engineered for high availability, rapid recovery, and scalable performance, ensuring continuous access to applications and analytics even during periods of high demand or disruptive events.

Availability

Standard SLA of 99.9%–99.99% uptime, with higher levels available per project. High availability is achieved through redundancy, automated failover, and load balancing, ensuring uninterrupted access to applications and services.

Recovery Time Objective (RTO)

Typically 15 minutes to 4 hours, depending on service criticality, defining the maximum allowable downtime to restore application functionality.

Recovery Point Objective (RPO):

Generally 1–4 hours, defining the maximum acceptable data loss. Application data and configurations are backed up frequently, ensuring minimal disruption to development or live operations.

Data Redundancy

Geo-redundant storage with automated replication and failover across multiple regions ensures business continuity during site or regional outages.

Backup & Integrity

Application code, datasets, and configurations are backed up regularly with automated integrity checks, enabling reliable restoration.

Monitoring

Continuous, real-time monitoring of platform components, pipelines, and workloads with automated anomaly detection to proactively identify and mitigate potential issues.

Incident Response:

Critical incidents are addressed within 30 minutes, non-critical within 1 hour, ensuring rapid mitigation and minimal service disruption.

Scalability & Performance

Resources automatically scale to meet peak loads, maintaining responsive performance and smooth operations even during high-demand periods or recovery scenarios.

Our Application Development

platform includes comprehensive Disaster Recovery (DR) and Business Continuity (BC) arrangements to ensure service continuity during disruptive incidents. The platform is hosted on highly resilient, geo-redundant cloud infrastructure with multi-level redundancy across network, storage, and compute resources.

Cloud Hosting & Redundancy

Secure, highly resilient, geo-redundant cloud infrastructure with multi-level redundancy ensures continuous access to dashboards, reports, and datasets.

Automated Backups & Replication

Application code, configuration, and data are backed up frequently and replicated across regions to enable rapid restoration in the event of system failure, site outage, or data corruption.

High Availability Design

The platform is designed to continue operating seamlessly despite component or site failures, minimising downtime and maintaining access to development environments, CI/CD pipelines, and live applications.

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:** Application development services are delivered in line with UK GDPR, public sector security requirements, and recognised best practices.
- **Data protection:** All code, application data, and related assets are managed securely, with access controls, encryption, and audit trails to safeguard sensitive information.
- **Responsible development:** Applications are designed and built to ensure transparency, auditability, and compliance, supporting ethical, secure, and accountable software delivery in line with Buyer policies and regulatory obligations.

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