

MINDERA Public Sector

Software Quality and Life Cycle

OVERVIEW OF MINDERA'S SOFTWARE QUALITY AND LIFE CYCLE

Mindera's application platform provides Public Sector organisations with robust software solutions, including content management, product information, marketing, video, and digital adoption systems. The platform supports the full software lifecycle, ensuring high-quality development, deployment, and ongoing maintenance.

We provide end-to-end application platform services for Public Sector organisations, covering the full lifecycle from design to deployment and support, delivering secure, scalable, and high-performing applications.

We build custom, cloud-optimised applications that integrate with existing systems and third-party services, ensuring interoperability, data consistency, and resilience. Ongoing maintenance, incident management, and performance monitoring keep applications secure, reliable, and high-performing.

Our platform enables Public Sector organisations to develop efficient content workflows with clear governance and collaboration. Automated approvals, version control, and audit trails ensure software quality, compliance, and accessibility, while supporting scalable content delivery and rapid response to changing needs.

OUTCOMES

- **Software quality** is improved through structured development processes and thorough testing, reducing defects and ensuring reliable performance.
- **Development cycles** are faster, with streamlined processes and CI/CD practices accelerating time-to-market.
- **Applications are scalable**, capable of handling growth in users, data, and functionality without performance degradation.
- **Cost efficiency** is achieved through optimised development practices and cloud deployment, reducing infrastructure and operational expenses.
- **Enhanced collaboration** and communication across development, testing, and operations teams ensure alignment, faster issue resolution, and better overall software outcomes.
- **Operational efficiency** is increased by automating workflows and repeatable processes, reducing manual effort and human error.
- **Maintainability** is improved through modular code and clear documentation, simplifying updates, bug fixes, and future enhancements.
- **Transparency and visibility** are supported through continuous monitoring, reporting, and analytics, providing insight into software health.
- **Risks are mitigated** by early testing, version control, and continuous integration, reducing the likelihood of errors and downtime.
- **Continuous improvement** is enabled through iterative development, adoption of emerging technologies, and long-term lifecycle planning.

SERVICE LEVELS

Mindera agrees clear Service Levels with Buyers to ensure software quality, reliability, and effective lifecycle management across the design, development, release, and ongoing evolution of software services, aligned with public sector governance, assurance, and value-for-money requirements.

Availability

Development and test environments are available 99.9% of the time, with resilient infrastructure and automated failover to minimise disruption.

Recovery Time Objective (RTO)

Critical development, test, and deployment environments are restored within 15 minutes to 4 hours, depending on priority, to ensure continuity of software quality and lifecycle activities.

Recovery Point Objective (RPO)

Application data, code, and configurations are backed up regularly, with a maximum acceptable data loss of 1–4 hours, ensuring minimal disruption to development and testing activities.

Data Redundancy

All code, configurations, and application data are stored on geo-redundant infrastructure with automated replication and failover, ensuring continuity during site or regional outages.

Backup/Integrity

Code, configurations, and related data are regularly backed up with automated integrity checks to ensure reliable recovery and minimal data loss.

Monitoring

Development, test, and deployment environments are continuously monitored, with automated alerts enabling proactive detection and resolution of issues.

Incident Response

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

Scalability

The platform automatically scales resources to handle increased workloads, user demand, and larger data volumes, to ensure consistent performance.

Performance

Applications and environments are optimised for fast, reliable operation, ensuring efficient development, testing, and deployment.

This service provides disaster recovery, business continuity, automated backups, geo-redundancy, and monitoring to ensure development, test, and deployment environments remain reliable, scalable, and continuously available.



Cloud Hosting and Redundancy

Development, test, and deployment environments are hosted on resilient, geo-redundant cloud infrastructure, with multi-level redundancy across network, storage, and compute to ensure continuous availability.

Automated Backups and Replication

Code, configurations, and application data are automatically backed up and replicated to enable rapid recovery from system failures or data loss.

High Availability Design

The platform is designed for high availability, ensuring development, test, and deployment environments remain operational even if individual components or hosting locations fail.

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:** Software development and quality assurance processes are conducted in line with UK GDPR, public sector security requirements, and recognised best practices.
- **Data protection:** All code, test data, and related artifacts are handled securely, with access controls, encryption, and audit trails to safeguard sensitive information.
- **Responsible lifecycle management:** Software services follow transparent, auditable, and compliant development practices, ensuring quality, traceability, and accountability throughout the software lifecycle 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