Frontier

Operate predictably. Innovate safely.

Deployment automation framework

G-Cloud 15 Lot 3 (Cloud Support)



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Service Overview

- We provide deployment automation framework support services to help organisations standardise and automate the delivery of applications and services across cloud and platform environments.

- The service covers the design, implementation, and configuration of automated deployment workflows, including standardised configuration, secrets management, and CI/CD integration. We support common CI/CD platforms such as Jenkins, GitHub Actions, GitLab CI/CD, and Azure DevOps, delivering repeatable, secure-by-default automation aligned to vendor best practices, alongside hands-on engineering support and knowledge transfer.

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Key Features & Benefits

Key features

- Accelerated delivery of applications and services.
- Standardised deployment workflow for any workload and technology type.
- Standardised single source of truth configuration and secrets management.
- Support for integration with external secret management systems.
- Scaffolding, service catalogue and user self-service mechanisms.
- Integration support for all common CI/CD systems.
- Designed, deployed, and configured following vendor best practices.
- End-to-end automation and re-use as standard.

Key benefits

- Delivered by an accredited team of UK-based experts.
- Built secure by default, cost-effective and ready to scale.
- Automated following best practices to be predictable, repeatable, and maintainable.
- Provisioned and documented to enable you to operate successfully.
- Supported by a team when and where you need them.

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Methodology

Discover

\Review current deployment processes, CI/CD tooling, and automation maturity

Design

\Define standardised deployment workflows, configuration patterns, and integration approach

Implement

\Implement automated deployment pipelines, templates, and reusable automation components

Transition

\Validate pipelines, document standards, and enable teams to adopt the framework

Operate

\Provide ongoing support, optimisation, and incremental improvements to deployment automation

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Delivery Format

Delivery format:

- **Format:** Remote delivery (Teams/Zoom) as standard, with on-site support available by agreement.
- **Engagement model:** Delivered on either a time-and-materials (T&M) basis or as a fixed-price engagement, depending on scope and requirements.
- **Duration:** Delivered as a fixed-duration implementation and standardisation activity with optional follow-on support, optimisation, or managed service engagements.
- **Capacity:** Delivered by Frontier cloud and platform engineers working with customer delivery, platform, and operational teams.
- **Materials:** Architecture documentation, pipeline templates, configuration artefacts, automation assets, and recommendations provided where applicable.

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Prerequisites (onboarding)

- **Access:** Appropriate access to the customer's cloud environments, CI/CD platforms, source code repositories, and relevant automation tooling, as agreed.
- **Permissions:** Administrative or delegated permissions required to design, configure, and integrate deployment automation workflows.
- **Documentation:** Existing application architecture, deployment processes, CI/CD pipelines, and security or governance requirements where available.
- **Skill level:** Customer technical contacts with working knowledge of application delivery, CI/CD practices, and cloud platforms.

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Service Constraints

- **Scope:** Services are delivered within the agreed scope of deployment automation design, implementation, and support defined at engagement start.
- **Access:** Delivery is dependent on timely access to customer cloud environments, CI/CD platforms, repositories, and supporting systems.
- **Platforms:** Support is limited to the deployment tools, CI/CD platforms, and cloud services agreed as part of the engagement.
- **Language:** Services are delivered in English.

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Service Levels

- **Support hours:** Support provided during standard business hours, with optional enhanced or premium support offering extended availability.
- **Response times:** Initial response times depend on the agreed support level and incident priority, with faster response for enhanced and premium support.
- **Escalation:** Issues are escalated to senior engineers where required, in line with the agreed support model.
- **Scheduling:** Planned support activities are scheduled by mutual agreement.
- **Hyper-care support:** Where applicable, up to five (5) business days post-implementation, onboarding, or migration.

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Security & Accreditations

- **Security posture:** We are committed to meeting the highest standards of security for public sector engagements.
- **Vetting:** All consultants are UK-based and hold BPSS clearance as a minimum, with SC-cleared consultants available where required.
- **Data handling:** Services are delivered within the customer's secure environment. We do not host or remove customer data unless explicitly agreed.
- **Certifications:** We hold Cyber Essentials Plus and ISO/IEC 27001 certification.

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Why Frontier?

- **Cloud and platform engineering specialists:** We provide hands-on support and consultancy across cloud and platform services.
- **Trusted partnerships:** We work with leading cloud and technology partners to support customer environments using industry-recognised platforms and tools.
- **Public sector ready:** Experienced in secure and regulated environments, with a strong understanding of public sector delivery and procurement.
- **Practical delivery:** We work alongside customer teams to bridge strategy and day-to-day operational needs.
- **Flexible engagement:** Our engineers integrate with existing teams and delivery models, including Agile ways of working.

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Ordering & Pricing

- **Ordering:** Services are ordered via the G-Cloud Digital Marketplace in line with framework rules.
- **Pricing:** Priced using SFIA-aligned day rates (see attached Pricing document).
- **Invoicing:** Invoiced monthly in arrears based on days delivered.
- **Contact:** hello@frontierhq.com for service enquiries.

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Who we are

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Who we are
Engineering philosophy

Operate predictably. Innovate safely.

It's not just a tagline, it's our engineering philosophy.
It influences everything we do.

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Solid foundations

At the core of our engineering philosophy lies a commitment to building solid foundations.

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Operate predictably

Operate predictably, as an integral facet, represents our pursuit to enable trust and confidence in technology.



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Innovate safely

Innovate safely, as a leading edge, represents our resolve to ensure safe exploration and advancement.

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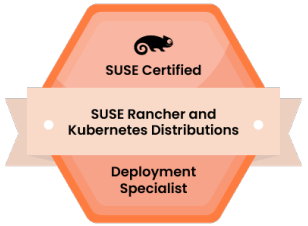
Who we are
Certifications

We know our stuff

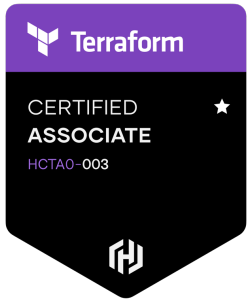
Here's just some of the certifications our engineers hold.

















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Our customers

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Who we've helped before



Finance, energy, travel & more

We get it right, again and again.

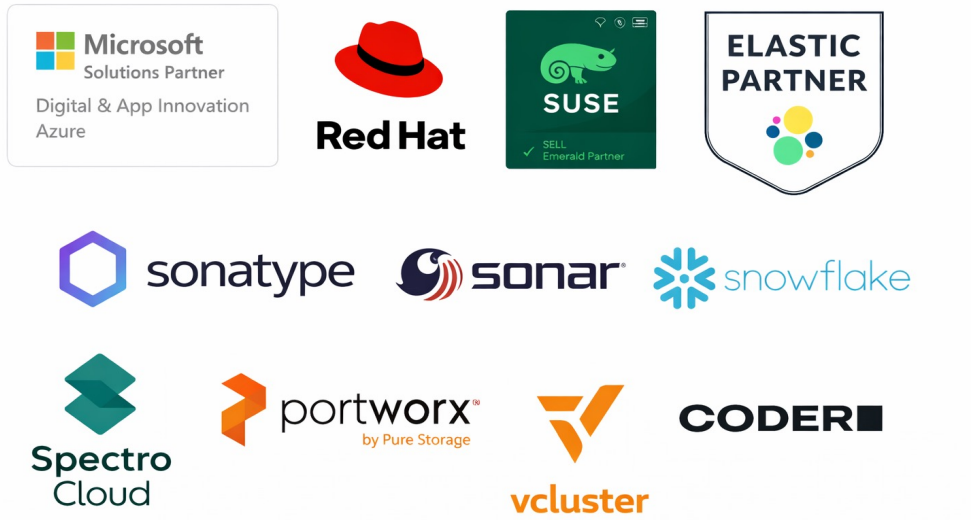
We're passionate about helping organisations to use technology in a way that enables long term success. And we've done that with some names you might recognise.

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Our partners

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Partners



Partners that share our values

Operate predictably. Innovate safely.

We partner with companies that value the same things we do. That's good for us, and great for our customers.

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Operate predictably. Innovate safely.

Thank you



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