Service definition document

Vega IT - Commercially Confidential

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Our approach, solution and partnership

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Global partner, **proven delivery**

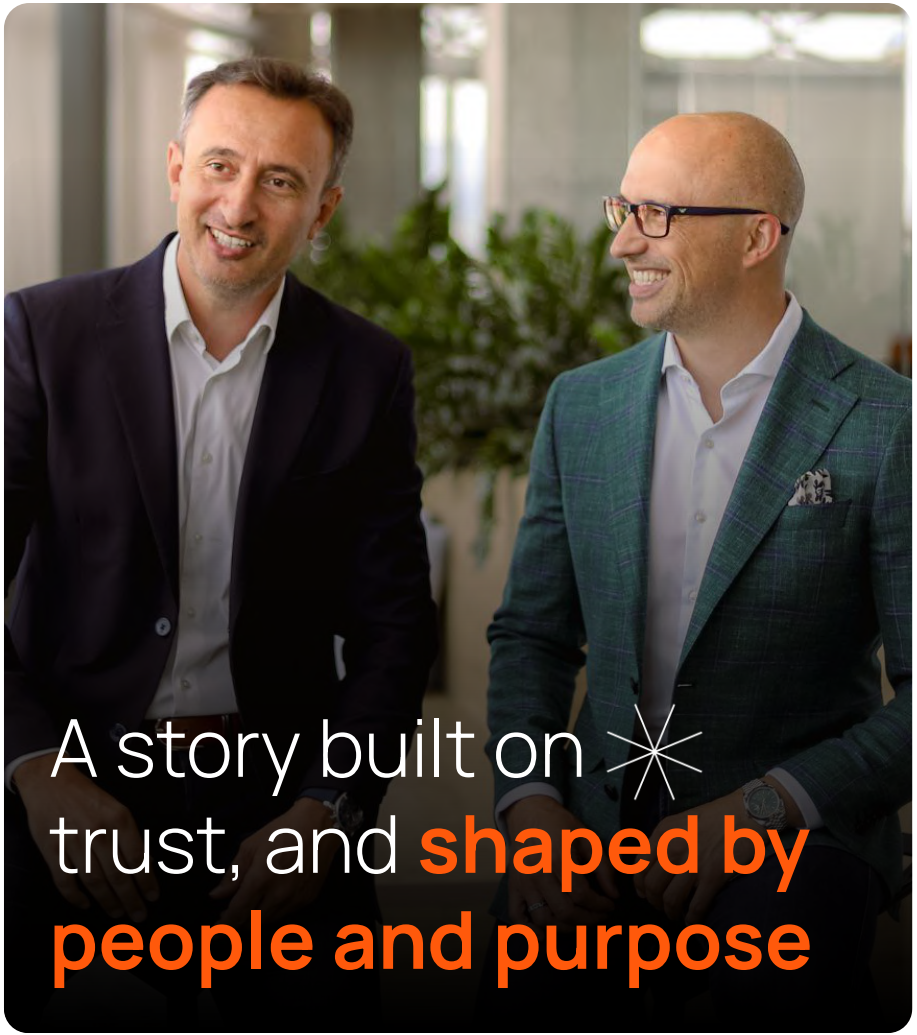
Founded in 2008 by two engineers who believed technology should serve people. Vega IT has grown from a small team in Novi Sad, Serbia, into a **global organisation. With 900+ full-time professionals**, including **780 engineering and IT specialists**.

International reach, local integration

We operate from **London**, **Amsterdam, New York**, and **Riyadh**, with delivery hubs in **Serbia** (Novi Sad, Belgrade, Niš, Zrenjanin), **Montenegro** (Podgorica), **Romania** (Timișoara), and **Nigeria** (Abuja), with expansion plans for **Amsterdam**, **Dubai**, **and beyond**. Some of our first and **longest-standing clients such as Howden, Doctor Care Anywhere and JAAQ are from UK**, and we are proud to continue partnering with them to this day. This footprint gives us the ability to scale quickly and **integrate seamlessly** with client teams across United Kingdom, Europe, the Middle East, and North America, working in time zones that support **full-day collaboration.**

Secure, compliant digital platforms for **government**

We design and deliver **intuitive, secure, and scalable** digital platforms for government and regulated environments. Our work is grounded in **deep domain knowledge** and business stakeholders involvement allowing **robust solution architecture** and **end-to-end digital platforms delivery**, ensuring **compliance, resilience, and long-term sustainability**. We support the launch of new digital services and the modernisation of legacy systems, embedding **security, accessibility, and performance** throughout the full **delivery lifecycle**. Our teams combine strong **technical capability** with relevant **domain expertise** to ensure **confident delivery** in complex public sector contexts.



vega IT

Digital product development and system integration partner

Global Reach

- ➔Active client projects in 24 countries
- ➔Offices in London, Riyadh & New York
- ➔Delivery from Serbia and Montenegro primarily, and scaling our capability to Romania, Turkey and Nigeria

This is how our clients rate us:

- ➔72 Net Promoter Score
- ➔4.7 Clutch score from 36 reviews

17+
Years in the market

200+
Active clients

900+
Digital experts

2000+
Projects launched

Service description

AWS FinOps

Our AWS FinOps service helps organisations gain full **visibility, control**, and **optimisation** of cloud spend by combining the AWS **Well-Architected Framework** with **Cloud Financial Management** best practices.

We implement accurate **cost allocation**, t**agging, and governance standards**, build **automated dashboards**, and enable **real-time monitoring**, creating a transparent operating model where engineering, product, and finance teams can make informed, data-driven decisions. We also continuously optimise workloads using AWS-native tools and architecture improvements.

By establishing monthly **optimisation cycles, forecast modelling, commitment strategies**, and **automated guardrails**, we help ensure predictable spend, sustained cost efficiency, and maximum business value from your AWS investment.

Features

- Rightsizing provisioned services
- Automatically removing idle and unused resources
- Reserve instances and use savings plans for commitment based savings
- Storage optimisation
- Container optimisation and autoscaling tuning
- Architecture modernisation
- Automated guardrails
- Budget and alerting configuration

Key activities

- Analyse current cloud accounts, subscriptions, projects, and billing structures
- Define and implement tagging standards
- Build dashboards for cost visibility
- Architectural optimisation review
- Usage review and rightsizing recommendation
- Scaling and auto-scaling policy tuning
- Run cost reviews with engineering teams
- Continuous anomaly management and savings follow-up
- Align budgeting and forecasting with engineering roadmaps

Benefits

- Alignment with regulations **(UK GDPR, DPA, PCI-DSS, MHRA, etc.)**
- Service management processes aligned and certified with **ISO 20000-1**
- Robust information security backed by **ISO 27001** and **Cyber Essentials Plus**
- Quality management excellence under **ISO 9001**
- Following **AWS Well-Architected Framework** and **Cloud Financial Management** practices
- Real-time cost monitoring with **AWS Budgets** and **Cost Anomaly Detection**
- Cost visibility and forecasting with **AWS Cost and Usage Report**
- Continuously optimise workloads with **AWS Compute Optimizer** and **Trusted Advisor**
- **Saving plans** and committed-use discounts
- Aligned with the FinOps Framework

Onboarding and offboarding

We follow a structured onboarding and offboarding approach to ensure every engagement starts with clear alignment and ends with a smooth, controlled transition. This ensures delivery readiness from day one and long-term operational continuity after completion.

Onboarding

Each engagement starts with structured onboarding to ensure alignment and delivery readiness. We run **discovery sessions and workshops** to understand the client's business context and goals, followed by **detailed project discovery**, solution design, and architecture planning.

We then define the **feature breakdown**, **project plan**, **budget and timeline**, **assemble the delivery team** and hold internal mobilisation and a **formal project kick-off**. Delivery is managed through regular **Agile ceremonies** to ensure transparency and adaptability, with **clear acceptance criteria** and **UAT** at the end to validate the solution before completion.

Offboarding

After project completion, we ensure a smooth transition to ongoing support or **full client ownership**. If Vega provides **support and maintenance**, deliverables are transferred seamlessly into the support team under agreed service levels.

If ongoing support is not provided, we conduct a **comprehensive handover**, including **system architecture, infrastructure** and **configuration documentation**, **deployment and Infrastructure-as-Code scripts**, **source code** and operational **runbooks**. A recorded **handover session** is held to explain system setup and operational specifics. A **warranty period** is included to cover any immediate post-delivery issues before full transition.

Operating model

Our ways of working are designed to deliver value early, manage risk, and remain adaptable in complex public sector environments. We combine an Agile, iterative delivery approach with a holistic view of services to ensure solutions are user-centred, sustainable, and aligned with long-term objectives.

Agile approach

Vega delivers services using an **Agile**, **iterative approach** that aligns with UK public sector **delivery standards**. Work is delivered in **short, structured cycles**, with regular **show-and-tells**, **feedback**, and prioritisation based on **user needs** and **required service outcomes**.

This approach provides **clear visibility**, helps **identify risks early**, and allows teams to **adapt** as requirements change without losing momentum. Clients are closely involved throughout delivery, ensuring **solutions remain aligned with policy, operational constraints, and service objectives**.

Holistic view

Vega's engineers take a **practical, outcomes-focused approach to delivery**. They work closely with stakeholders to understand the real business problem, the needs of service users, and the operational environment before designing solutions.

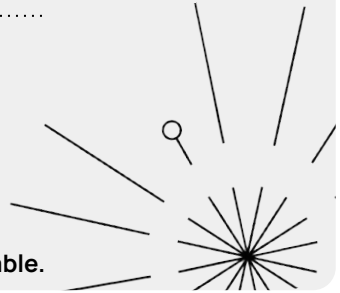
Instead of treating tasks in isolation, Vega's teams look at **the wider service landscape**, including dependencies and long-term goals. This ensures solutions are **proportionate, sustainable**, and provide clear **value for money**. The result is digital services that meet technical requirements while genuinely supporting better public services and measurable outcomes.

AI-augmented SDLC for product and dev teams

We've designed an internal set of **AI workflows**, **agents and commands** that we use across the Software Development Lifecycle to increase the speed and quality of the delivery. We train our colleagues to **use AI responsibly** and to understand all its benefits and pitfalls. Before using AI in projects, we agree with clients in which steps we will use AI augmentation and where we will rely on humans only.

To ensure AI does not sidetrack projects, our workflows are designed with **built-in safeguards**:

- Human-in-the-loop validation at every stage
- Clear ownership and accountability of each team member
- No autonomous deployment or production changes
- Alignment with security, privacy, and regulatory requirements



AI accelerates, humans remain accountable.

Initiation & ideation

AI-driven rapid prototyping for:

- Digital Twin Prototypes
- Short discoveries
- UI component kits
- In-delivery proof of concepts

Product design

AI agents which can do:

- PRD drafting
- Feature breakdown
- Epic-level breakdown
- Story/Task breakdown
- Automated backlog creation & project management tools updates

Development & testing

AI agents for developers:

- Figma to code extraction
- Project onboarding and documentation
- Code generation
- Debugging and troubleshooting
- Code validation and reviews
- Compliance checks (e.g., PCI DSS)
- Test plans, scenarios and case generation
- Automated tests generation
- Traceability matrix generation

Maintenance & optimisation

After going to production, AI continues to bring value with:

- Release notes generation
- Incident analysis and post mortems
- Continuous compliance checks

Cloud excellence

Cloud Architecture & Strategy

Key details

- **Cloud Readiness Assessment:** Evaluate current infrastructure and provide a detailed roadmap for migrations..
- **Cloud Architecture Design:** Design scalable, secure, and cost-effective cloud architectures tailored to specific business needs.
- **Multi-cloud Strategy:** Develop strategies for utilizing multiple cloud providers to enhance resilience and avoid vendor lock-in.

DevOps & Automation

Key details

- **CI/CD Pipelines:** Streamline development and deployment processes by implementing CI/CD pipelines
- **Infrastructure as Code (IaC):**Automate infrastructure provisioning and management
- **Configuration Management:** Ensure consistent and secure configuration of servers and applications.

Cloud Migration & Management

Key details

- **Cloud Migration Services:** Plan and execute the migration of applications and data to the cloud with minimal disruption.
- **Cost Optimisation:** Monitor and optimize cloud resource usage to reduce costs and improve efficiency.
- **Managed Cloud Services:** Provide ongoing management, monitoring, and support for cloud environments.

Networking & Connectivity

Key details

- **Hybrid Cloud Solutions:** Design and implement hybrid cloud architectures that integrate on-premises infrastructure with public cloud environments.
- **VPN & VPC Setup:** Configure secure Virtual Private Networks (VPNs) and Virtual Private Clouds (VPCs) to ensure secure and efficient connectivity.
- **Edge Computing:** Deploy edge computing solutions to bring computation and data storage closer to the location where it is needed, improving response times and saving bandwidth.

Security & Compliance

Key details

- **Security Audits:** Conduct comprehensive security audits to identify and mitigate vulnerabilities in cloud environments.
- **Compliance Management:** Ensure compliance with industry standards and regulations, such as GDPR, HIPAA, PCI DSS and SOC 2.
- **Identity & Access Management (IAM):** Implement robust IAM policies to protect against unauthorized access.

Performance & Reliability

Key details

- **Performance Tuning:** Optimize cloud resources and configurations for better performance and reliability.
- **Monitoring & Alerting:** Set up monitoring and alerting systems to proactively manage and resolve issues.
- **Disaster Recovery:** Design and implement disaster recovery plans to ensure business continuity.

Application Modernisation

Key details

- **Containerisation:** Migrate applications to containers using Docker and manage them with Kubernetes or cloud-native container services.
- **Serverless Architectures:** Build and deploy applications using serverless computing services like AWS Lambda, Azure Functions, and Google Cloud Functions.
- **Microservices Architecture:** Refactor monolithic applications into microservices to enhance scalability and maintainability.


Heads in the world.
Hearts in the code.

Complete project lifecycle support

With the **end-to-end capability** to meet your needs, today and tomorrow

Delivery Leadership & Management

→ Agile Product & Project Management → Programme & Project Management → Business Change & Adoption Engineering

Digital Advisory

→ Digital Discovery
→ Product Discovery
→ Experience Assessments
→ Options Assessment
→ Technology Architecture
→ Security Advisory
→ Business Case & Roadmap

Product Engineering

Experience Design

→ Market & User Research
→ Service Design
→ UX & UI Design
→ Content Design
→ Business Analysis

Applications

→ Front-End Dev & SEO
→ Back-End Dev
→ Mobile Dev
→ Business Apps
→ IoT & Embedded Apps
→ App Optimisation

Data & AI

→ Data Engineering
→ Data Analytics & BI
→ Data Science & AI
→ Conversational AI
→ Gen AI & LLMs

Platforms

→ Content
→ Sales & CRM
→ Commerce
→ Services
→ Industries
→ Low / No-code

System Integration

→ Integration Architecture
→ Microservices & APIs
→ Legacy Modernisation
→ Data Platform & Integration
→ Cloud & Infrastructure
→ Payment Integration

Quality Assurance & Automation

→ Testing Strategy & Execution → Tooling & Optimisation

Product Operations & Managed Services

→ Support & Maintenance → Continuous Improvement → DevOps

Post-launch support that keeps you running

Why support matters
After go-live, you need stability, fast issue resolution, and ongoing peace of mind. That's why we offer flexible support options tailored to your platform and users.

Included warranty
Every project includes 1 month of post-launch support to catch and resolve any delivery-related issues, ensuring a smooth transition into live use.

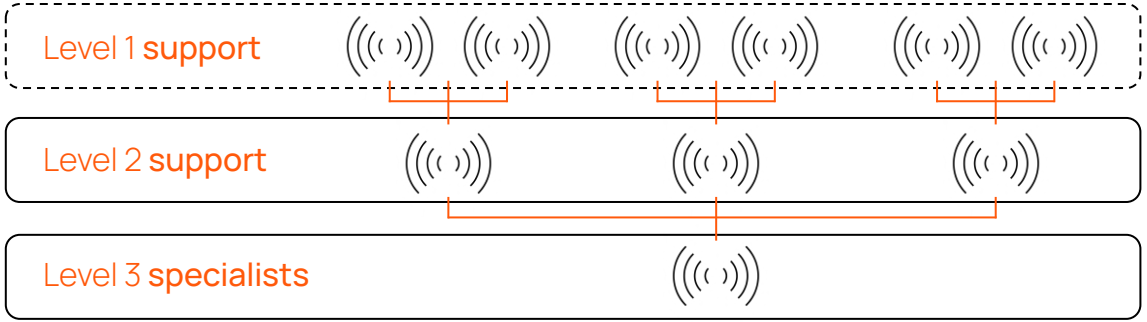
Flexible support packages
Choose from guaranteed support hours during business time:

- **5 hours per week**
- **10 hours per week**
- **20 hours per week**

All packages require a 12-week minimum commitment, with the option to extend into a longer-term contract.

What you get
- Access to Level 2 and Level 3 specialists
- SLA-backed weekly support hours
- Single-channel issue reporting and communication

Support and maintenance levels



Support & maintenance tailored for you

Tailored support, built to flex with you
Our SLA-backed support adjusts with your evolving needs. We review every 12 weeks to ensure the right level of coverage and guaranteed hours as your platform grows.

Need more than support?
We also offer fixed-price feature add-ons outside your support hours. These are ideal for enhancements that don't affect your SLA.

Want even less friction?
Our Managed Services can take over hosting and infrastructure too. This streamlines your support into one channel, with no need to classify every issue up front.

Our partnerships

With leading partnerships and certifications

Google Cloud Partner

Microsoft Solutions Partner

aws PARTNER Select Tier Services

umbraco

Optimizely

Acquia

contentful

salesforce

WHITESPACE

SEND

EBIX

fluentcommerce

Quality standards

Environmental Management Systems

Quality Management Systems

Security Management Systems

IT Service Management Systems

Occupational Health and Safety Management Systems

System and Organization Controls 2

CYBER ESSENTIALS PLUS

Your success starts here. Let's talk.

vega IT

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We look forward to working with you.

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