G-CLOUD 15 SERVICE DEFINITION

Cloud Infrastructure Strategy & Design

A clear strategy, target architecture and roadmap for secure, resilient cloud infrastructure.

Cloud Support Service | Lot 3 | Service ID 391623280479152

Scout Consultancy Ltd (trading as Scout AI) | v1.0 | 13 November 2026 | Classification: Public

01 WHO WE ARE

Senior people, hands-on delivery.

LED BY

Stuart Arthur

Co-founder and Chief Executive

20+ years of government transformation

Head of Digital and Data, UK Civil Service

CTO or CIO in financial services, utilities, civil service

Group CTO at TPXimpact. CTO at Pivotl

Interim CTO, Monmouthshire Council

Co-author, Government Service Standards and Technology Code of Practice

Lead author, Common Technologies Strategy

Adviser to the UN and the Cabinet Office

CIO 100, BCS Top 5 CIO, BIMA Hot 100

What the team brings

Data and integration	Azure, Synapse, Power BI, Dataverse
AI in regulated settings	Claude and Microsoft AI inside client controls
Cloud engineering	Azure, .NET, TypeScript, React
Service design to GDS	UX, accessibility, design systems
Content-managed web	CMS with custom block libraries
Power Platform	Dynamics 365 and Dataverse builds

Live Scout contracts

A Welsh social housing provider	28 systems, one Azure platform
A national charity regulator	Managed data platform
A Welsh national transport body	AI in its own tenant
A UK research funding body	National research assessment platform
A Welsh environmental charity	Bilingual awards and schools programme platforms
A private sector social media business	Fully managed service and CTO service

The team's wider track record

In earlier roles, our senior team has delivered government transformation for NHS Jobs, ONS, the Ministry of Justice, UKRI, Ofgem, the Royal Mint, DLUHC, the Food Standards Agency, the Planning Inspectorate, UK IPO, Digital Health and Care Wales and Wales & West Utilities. That includes GDS assessments: ONS passed Alpha and Beta at first attempt, and NHS Jobs passed Alpha, Beta and Live.

02 THE SERVICE IN BRIEF

What this service is.

Scout AI provides Cloud Infrastructure Strategy and Design services to help organisations plan and design secure, scalable cloud infrastructure.

We assess existing estates, define target-state infrastructure architectures, and develop practical roadmaps that support reliable cloud adoption aligned to performance, resilience, and cost requirements.

Service at a glance

Service name	Cloud Infrastructure Strategy & Design
Service ID	391623280479152
Framework and lot	G-Cloud 15 (RM1557.15), Lot 3 Cloud Support Service
Format	Primarily remote. On-site infrastructure workshops by agreement.
Audience	Technology leaders, infrastructure and enterprise architects
Scope	Advisory and design focused. Implementing or operating live infrastructure is excluded unless explicitly agreed.
Outputs	Current-state assessment, target-state architecture, options analysis, network design, roadmap, documentation
Sector focus	UK public sector and regulated organisations
Supplier	Scout Consultancy Ltd (trading as Scout AI), company number 16168386
Registered office	4 Usk Vale Court, Pontypool, Torfaen, Wales, NP4 8AS
Website	wearescout.ai

03 WHO IT IS FOR

Is this you?

The service is for teams who recognise one or more of these situations:

- Infrastructure has grown without a plan.
- A cloud platform choice needs independent analysis.
- Network and connectivity design is holding up cloud adoption.
- Cost, resilience and security need to be designed in together.
- There is no sequenced plan to get from today to the target.

The service is for public sector and regulated organisations. Education pricing is available.

04 FEATURES AND BENEFITS

What you get.

FEATURE	WHAT IT MEANS FOR YOU
Cloud infrastructure strategy development	A direction tied to what the organisation needs.
Current-state infrastructure assessment	A fact-based picture of your estate.
Target-state infrastructure architecture design	A defined destination.
Cloud platform options analysis	Options compared on fit, risk and cost.
Network and connectivity architecture planning	Connectivity designed deliberately.
Resilience and availability design guidance	Resilience designed in.
Cost-aware infrastructure planning	Cost considered in every design choice.
Security and compliance considerations	Security and compliance designed in.
Infrastructure roadmap and sequencing	A practical order of work.
Architecture documentation and artefacts	Documentation your team can keep using.

Benefits

- Clarifies cloud infrastructure direction
- Reduces risk in cloud infrastructure adoption
- Supports scalable and resilient infrastructure
- Aligns infrastructure with business requirements
- Improves cost control through informed design
- Reduces future rework and redesign
- Improves reliability of cloud platforms
- Supports secure infrastructure adoption
- Enables informed technology decisions
- Accelerates infrastructure delivery planning
- Education pricing available

05 HOW WE DELIVER

Five steps, agreed with you.

Every engagement follows the same shape. Scope and duration are set with you in the Call-Off.

STEP	WHAT HAPPENS	WHAT YOU RECEIVE
1 Understand	We gather documentation and interview stakeholders, and agree scope and acceptance criteria.	Agreed scope and acceptance criteria
2 Assess	We assess your current estate, constraints and platform options.	Current-state findings
3 Define	We define the target-state architecture, network design and roadmap with your team.	Draft design and recommendations
4 Validate	We test the design and roadmap with your stakeholders. Your named approver records acceptance.	Validated findings and recorded acceptance
5 Hand over	We deliver the final documentation and walk your team through it.	Documentation and a team able to act on it

Acceptance

Acceptance criteria are agreed at the start of each phase and written so they can be demonstrated. A named client approver records acceptance.

Defect correction

Every work package carries a 90 day defect correction period from acceptance, running beyond contract end where needed. A defect is anything that fails the agreed acceptance criteria. We correct defects at no cost: within one working day where a defect blocks a release or a user task, and within five working days otherwise. A change is estimated and agreed separately.

Accessibility

Where we build user interfaces, we work to WCAG 2.2 AA. Our online ticketing and web chat interfaces are tested with assistive technologies such as screen readers and keyboard-only navigation, and reasonable adjustments are agreed with you in advance.

06 SCOPE

What is and is not included.

INCLUDED	NOT INCLUDED
Current-state infrastructure assessment	Implementing or operating live infrastructure, unless explicitly agreed
Target-state architecture and options analysis	Software licences and cloud consumption charges
Network and connectivity planning	Material changes to agreed scope without a change agreed in writing
Resilience, cost, security and compliance considerations	Support beyond the agreed engagement unless a support level is ordered
Roadmap and sequencing	
Stakeholder workshops	
Documentation and Standard Support for the duration of the engagement	

07 WHAT YOU RECEIVE

Outputs, and who owns them.

OUTPUT	WHAT IT IS
Estate assessment	What you have today, with risks and constraints.
Target-state architecture	The agreed design for your infrastructure.
Options analysis	Platform options compared, with a recommendation.
Roadmap	A sequenced plan to reach the target.
Documentation	What your team needs to take the design forward.

All outputs belong to your organisation once delivered. There is no ongoing commitment and no dependency on Scout to use them.

08 BUYER RESPONSIBILITIES AND DELIVERY CONSTRAINTS

What we need from you.

- A named sponsor who receives progress reports and removes blockers.
- A named contact for access and information requests.
- Timely access to stakeholders, infrastructure documentation and existing environment information.
- Review and approval of deliverables within the timescales agreed in the Call-Off.

The service is delivered primarily remotely. On-site infrastructure workshops are provided by agreement. The service is advisory and design focused and does not include responsibility for implementing or operating live infrastructure unless explicitly agreed.

09 GOVERNANCE AND REPORTING

Named people, regular reporting.

Each engagement has a named Scout lead and a named buyer sponsor. Scout reports progress at the end of each phase, covering work completed, issues raised and next steps. Reporting format and cadence are confirmed at the start of the engagement.

10 SUPPORT

Support during the service.

Standard Support is included. It gives email and online ticketing support during UK business hours, with an initial response typically within one working day, covering advisory queries, clarification requests and scheduled check-ins aligned to agreed delivery activities. Requests outside business hours are acknowledged on the next working day. Phone support is available 9 to 5 (UK time), 7 days a week. Web chat is available at extra cost. Enhanced Support, with extended availability, faster response or increased engagement, is agreed during onboarding and priced transparently. Where appropriate, a named cloud architect or senior support engineer is assigned, and larger engagements have a dedicated point of contact.

11 SECURITY AND DATA PROTECTION

Security built into the work.

AREA	POSITION
Certification	Cyber Essentials Plus, whole organisation scope, certified February 2026.

Secure development	Aligned to OWASP ASVS Level 2, as a practice. Every change is peer reviewed. Dependencies are scanned automatically, and known vulnerabilities are triaged on severity and patched before merge, or escalated to you where the fix is outside our scope.
Test and development data	We do not use production data in development or test. Where realistic data is needed, it is masked at the point of extract.
Access to your data	We access only the data and environments needed for the agreed work, under your identity and controls. Information you share is used only to deliver your service.
Data protection	UK GDPR compliant. Registered with the Information Commissioner's Office (ZC079576). A named Data Protection Officer owns our policies. We notify personal data breaches within 72 hours.
Encryption and location	Scout systems encrypt data at rest with AES-256 and in transit with TLS 1.3, and use UK data centres only.
Policies	Scout maintains an information security policy, a data protection and UK GDPR policy, and a business continuity and disaster recovery plan, reviewed at least annually. They are available to you on request.
Vetting	BPSS standard. Security-cleared specialists can be supplied where a Call-Off requires them, with clearance confirmed for each engagement.

12 DELIVERY AND EXPERIENCE

Who delivers, and what it draws on.

Delivery for this service

A senior cloud architect leads delivery. Scout holds the contract directly and uses associates engaged directly by Scout. We do not subcontract.

Work this service draws on

- A Welsh social housing provider: we consolidated 28 legacy systems into one governed Azure platform. Parallel runs with reconciliation before each cutover meant no service interruption. Twenty five legacy reports became three governed Power BI dashboards. We also established the Azure landing zone that other suppliers' workloads deploy into.
- A national charity regulator: we run an ITIL-aligned managed data platform service on Azure and Dynamics 365, in a blended team with the client's own data function, with severity-based incident handling and a regular governance cadence.

13 ORDERING, PRICING AND EXIT

Working with Scout AI.

TOPIC	DETAIL
Ordering	Ordered through the Digital Marketplace under a G-Cloud 15 Call-Off Contract (RM1557.15).
Pricing	Pricing is published with this service on the Digital Marketplace. A discount is available for educational organisations. The price for a Call-Off is agreed with you, based on the published rates.
Onboarding	A scoping conversation, a Call-Off agreed with you, access arranged under your identity and controls, and a kick-off with your team.
Exit	Documentation and knowledge transfer are part of the service. All outputs belong to you, with no dependency on Scout.
About Scout AI	A digital delivery and AI consultancy based in Torfaen, South Wales. Appointed to Digital Outcomes and Specialists 7, G-Cloud 15 and the Artificial Intelligence DPS (RM6200).