

G-Cloud 15

Service Definition Document

Lot 3: Cloud Support

Cloud Training and Adoption Services

Provider:	Zartis
Framework:	G-Cloud 15 – Lot 3: Cloud Support
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1. Executive Summary

Zartis provides Cloud Training and Adoption Services to public sector organisations through the G-Cloud 15 framework. Our cloud training and adoption expertise enables organisations to build internal capabilities and accelerate their cloud journey. We help teams develop the skills and confidence needed to operate effectively in cloud environments, combining formal training with hands-on coaching.

Our service is delivered by experienced consultants who combine deep technical expertise with proven delivery experience across regulated industries. We hold ISO 27001 and Cyber Essentials certifications, and our methodologies align with NCSC Cloud Security Principles.

Key service highlights:

- Proven delivery methodology with defined phases and deliverables
- Experienced team
- Flexible engagement models including Time & Materials and fixed-price options

This document provides a complete description of the service, including our delivery methodology, team structure, case studies demonstrating relevant experience, support arrangements, and governance framework.

2. Service Overview

2.1 Service Description

Zartis provides Cloud Training and Adoption Services to public sector organisations seeking to build internal cloud capabilities. Our service combines formal training with hands-on coaching to help teams develop the skills and confidence needed for effective cloud operations.

We help organisations assess skill gaps, develop training programmes, and support teams through practical application of new capabilities. Our consultants bring experience with cloud platforms and adult learning principles, enabling us to deliver training that translates into improved performance.

The service is designed for organisations investing in their teams' cloud capabilities, whether building foundational skills or developing advanced specialisations.

Our consultants bring experience across multiple sectors including healthcare, financial services, education, utilities, and logistics. This cross-sector experience enables us to apply proven patterns and avoid common pitfalls, while respecting the specific regulatory and operational requirements of each industry.

2.2 Target Audience

This service is designed for:

- Central government departments
- Local authorities and councils
- NHS trusts and healthcare organisations
- Educational institutions
- Arm's length bodies and agencies
- Any public sector organisation seeking cloud capabilities

2.3 Key Features

The service encompasses the following capabilities:

AWS and Azure platform training

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Cloud architecture and design workshops

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

DevOps and CI/CD training

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Cloud security training

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Hands-on labs and practical exercises

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Role-based learning paths

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Certification preparation support (AWS, Azure)

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

Ongoing coaching and mentoring

This capability is delivered by our experienced consultants as part of the overall service engagement. Our approach ensures alignment with industry best practices and client-specific requirements.

2.4 Benefits

Organisations engaging this service can expect:

Upskilled internal teams with cloud capabilities

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

Reduced reliance on external consultants

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

Improved cloud adoption and usage

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

Better security practices across teams

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

Faster delivery through DevOps skills

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

Industry-recognised certification achievements

Organisations engaging this service can expect to realise this benefit through our proven delivery approach and experienced team.

3. Delivery Methodology

3.1 Overview

Our delivery follows a structured training methodology designed for effective cloud skills development and adoption. This approach ensures relevant content, practical application, and measurable outcomes.

3.2 Phase 1: Training Needs Assessment

The assessment phase identifies skill gaps and defines learning objectives.

Activities

- Current skills and competency assessment
- Role-based training needs analysis
- Learning objectives and success criteria definition
- Training audience identification and grouping
- Delivery format and scheduling requirements

Gate Criteria

Phase 1 concludes with the Training Needs Assessment presented for approval.

3.3 Phase 2: Curriculum Design

The design phase creates customised training content and learning paths.

Activities

- Learning path design for each role/audience
- Training content development and customisation
- Hands-on lab and exercise development
- Assessment and certification criteria definition
- Training environment and tooling setup

Gate Criteria

Phase 2 concludes with curriculum approval before training delivery begins.

3.4 Phase 3: Training Delivery

The delivery phase executes the training programme through various formats.

Activities

- Instructor-led training session delivery
- Hands-on labs and practical exercises
- Coaching and mentoring support
- Progress tracking and feedback collection
- Content refinement based on participant feedback

Gate Criteria

Training delivery includes progress assessments. Phase completion requires attendance and participation targets.

3.5 Phase 4: Assessment and Enablement

The final phase validates learning outcomes and establishes ongoing enablement.

Activities

- Knowledge and skills assessment
- Certification examination support
- Training effectiveness evaluation
- Ongoing learning resource handover

- Mentoring and support transition planning

4. Team Structure and Roles

4.1 Engagement Team

Engagements are staffed with experienced consultants in defined roles. Team composition scales based on engagement size and complexity.

Cloud Trainer

Provides expertise and delivery capability for the engagement.

DevOps Consultant

Establishes automation, pipelines, and operational tooling. Implements monitoring, logging, and alerting. Supports ongoing operations capability development.

Security Consultant

Ensures security requirements are met throughout delivery. Configures security controls, conducts security reviews, and validates compliance.

Solution Architect

Leads technical design and ensures architectural decisions align with business requirements and best practices. Responsible for technical quality assurance.

Learning Designer

Provides expertise and delivery capability for the engagement.

4.2 Client Team Requirements

Successful delivery requires client participation. We typically request:

- Executive Sponsor with authority to make decisions and remove blockers
- Technical Lead with knowledge of current systems
- Subject Matter Experts for relevant business areas
- Operations representatives who will support systems post-implementation
- Security and compliance representatives for reviews and approvals

5. Case Studies

5.1 Energy Technology: Knowledge Transfer Programme

Client Context

A US-based energy technology company undergoing AWS infrastructure modernisation required comprehensive knowledge transfer to enable their team to operate and evolve the platform independently.

Challenge

The client needed their team to understand and operate the new multi-account AWS architecture, Terraform-based Infrastructure as Code, and modern CI/CD practices following the modernisation programme.

Our Approach

Zartis consultants developed and delivered a structured knowledge transfer programme covering AWS Organizations and multi-account management, Terraform best practices, and CI/CD pipeline operation. We provided hands-on training sessions, documentation, and shadowing opportunities.

Outcomes

- Client team enabled to operate multi-account architecture
- IaC skills transferred with practical Terraform training
- CI/CD practices embedded within client team
- Documentation supporting ongoing self-sufficiency

5.2 Insurance Technology: Team Enablement

Client Context

An insurance technology company required training and enablement services to ensure their team could operate and evolve their newly implemented AWS infrastructure independently.

Challenge

The client team needed to understand AWS CDK-based infrastructure, operational procedures, and best practices to maintain and extend the platform without ongoing external support.

Our Approach

Zartis delivered comprehensive training covering AWS CDK concepts and patterns, operational runbooks, and troubleshooting procedures. We conducted hands-on workshops, created reference documentation, and provided mentoring during the transition period.

Outcomes

- Client team confident in AWS CDK and infrastructure management
- Operational knowledge transferred through runbooks and training
- Team independently operating infrastructure post-handover
- Foundation established for continued platform evolution

6. Tools and Technologies

We utilize industry-standard tools and services appropriate to cloud training and adoption. Specific tooling is determined during the discovery phase based on client requirements and existing technology landscape.

7. Service Capabilities

This section provides detailed answers to common questions about our service capabilities, technical approach, and delivery practices.

Are your trainers certified? (AWS, Azure, other)

Yes, all our trainers are practicing senior engineers who hold professional-level certifications in AWS, Azure and GCloud

Do you offer certification preparation?

No

What is your training delivery format? (classroom, virtual, self-paced)

Our primary delivery format is Instructor-Led Training (ILT), provided virtually via interactive platforms

Do you provide hands-on labs?

No

Can you customize training to client needs?

Yes, we specialize in tailoring our curriculum to align with your organization's specific technology stack and project requirements. Rather than a "one-size-fits-all" approach, we can integrate your internal architectural standards, preferred tooling (such as specific CI/CD providers), and security policies into the training examples and lab exercises.

Do you offer ongoing coaching/mentoring?

Yes, we provide long-term coaching and "elbow-to-elbow" mentorship programs. In these engagements, our senior architects work alongside your internal leads to apply training concepts to live project challenges. This ensures that the skills learned in the classroom are successfully embedded into daily engineering workflows and that the organization develops a sustainable "Cloud Center of Excellence" (CCoE).

8. Pricing

Services are priced on a Time and Materials basis using SFIA-aligned day rates. Fixed-price engagements are available for well-defined projects with clear scope and acceptance criteria. All rates are quoted in GBP excluding VAT.

Please refer to the separate Pricing Document for the full rate card and engagement pricing details.

9. Support Arrangements

9.1 Delivery Model

Services are delivered remotely by UK and EU based teams. Our consultants follow ISO 27001 standards and connect to client environments via secure VPN with multi-factor authentication.

9.2 Working Hours

Standard delivery is conducted during UK business hours: 09:00 to 17:30 GMT/BST, Monday to Friday, excluding UK public holidays. Extended support including 24/7 coverage is available by prior agreement subject to commercial terms.

9.3 Support Channels

Channel	Availability	Use Case
Email	Yes – included	General queries, non-urgent issues, documentation requests
Ticketing System	Yes – included	Issue tracking, change requests, formal support requests
Phone	No	–
Web Chat	No	–

9.4 Support Levels

Standard support includes Priority 1–5 incident management with response times from 1 business hour (P1 Critical) to 5 business days (P5 Service Requests). Enhanced support with accelerated response times and dedicated resources available at additional cost. Support operates via monthly retainer; unused hours roll over monthly but forfeit at engagement end.

9.5 Hypercare

Following go-live, we provide a standard hypercare period. During hypercare, the delivery team remains engaged to monitor systems, resolve issues, optimize performance, complete knowledge transfer, and support transition to client operations.

10. Security and Compliance

10.1 Our Certifications

Zartis maintains the following certifications relevant to secure service delivery:

Certification	Status	Reference
ISO 27001:2013	Certified	34/5700/19/10070
Cyber Essentials	Certified	7f243da7-4b18-402f-973d-90fe65086dc2
Microsoft Solutions Partner	Active	Data & AI, Infrastructure, Digital & App Innovation

10.2 Compliance Frameworks

Our delivery approach aligns with:

- NCSC Cloud Security Principles
- ISO 27001 Information Security Management
- Cyber Essentials
- UK GDPR and Data Protection Act 2018

10.3 Data Handling

During delivery:

- All client data remains within client-controlled environments
- We do not extract or retain client data beyond engagement requirements
- Any data used for testing is anonymised or synthetic
- Data handling procedures are documented and agreed at engagement start
- Data is encrypted in transit and at rest

10.4 Insurance

Zartis maintains appropriate insurance coverage:

Insurance Type	Cover Level	Provider
Professional Indemnity	£10,000,000	Hiscox SA
Public Liability	£10,000,000	Hiscox SA

Employer's Liability	£13,000,000	Hiscox SA
Cyber Insurance	£5,000,000	Hiscox SA

11. Engagement Governance

11.1 Onboarding

New engagements begin with a structured onboarding process:

- Kick-off meeting to confirm scope, objectives, and ways of working
- Access provisioning for required systems and environments
- Introduction to key stakeholders on both sides
- Communication channels and meeting cadence established
- Project governance framework agreed

11.2 Governance and Reporting

Throughout delivery, we maintain governance through:

Weekly Status Reporting

Written status reports covering progress against plan, risks and issues, upcoming activities, and decisions required.

Steering Committee

Regular steering meetings with senior stakeholders to review progress, address escalated issues, and make strategic decisions.

Risk Management

RAID (Risks, Assumptions, Issues, Dependencies) log maintained throughout delivery. Risks are assessed for probability and impact, with mitigation actions tracked.

11.3 Change Control

Changes to agreed scope are managed through a formal Change Request process:

- Change Requests documented with description, rationale, and impact
- Impact assessment covering timeline, cost, risk, and dependencies
- Client approval required before change implementation
- Changes tracked and reflected in project documentation

11.4 Acceptance and Sign-Off

Deliverables are accepted through formal sign-off at defined milestones:

- Phase gate reviews with documented acceptance criteria
- Technical deliverables validated against requirements
- Sign-off required before proceeding to next phase
- Final acceptance upon successful hypercare completion

11.5 Exit and Termination

Engagement conclusion includes:

- Knowledge transfer to client teams or successor provider
- Documentation handover
- Access revocation and security credential rotation
- Project closure meeting and lessons learned

12. Social Value

Zartis is committed to delivering social value through our G-Cloud engagements. Our approach addresses the five social value themes defined in the Social Value Model.

12.1 Tackling Climate Change and Reducing Waste

Cloud adoption inherently supports environmental sustainability by enabling organisations to leverage hyperscale providers with strong renewable energy commitments.

Our delivery model further reduces environmental impact through:

- Remote-first delivery reducing travel-related emissions
- Digital-first documentation and collaboration eliminating paper waste
- Optimisation services reducing compute resource consumption
- Guidance on sustainable architecture patterns that minimise energy usage

12.2 Creating Jobs, Skills and Growth

We contribute to skills development and employment through:

- Knowledge transfer programmes that build client team capabilities

- Training and coaching as part of engagement delivery

12.3 Tackling Economic Inequality

As an SME ourselves, we understand the importance of supporting smaller businesses:

- We actively engage SME and VCSE subcontractors where appropriate
- We support local economies through distributed team employment across UK and Europe
- Our services help public sector organisations deliver more efficient services to citizens

12.4 Equal Opportunity

Zartis is committed to diversity and inclusion:

- We maintain inclusive hiring practices and actively work to increase diversity in technology roles
- Our remote-first model enables participation from individuals who may face barriers to traditional office-based work
- We provide equal opportunities regardless of background, disability, or personal circumstances

12.5 Wellbeing

We prioritise wellbeing:

- Flexible working arrangements supporting work-life balance
- Mental health support and employee assistance programmes
- Public sector digital transformation enables better citizen access to essential services

13. About Zartis

13.1 Company Overview

Zartis is a technology consultancy established in 2009, with over 280 professionals delivering cloud transformation, software development, and digital services to organisations across Europe and North America. We combine deep technical expertise with practical delivery experience to help organisations achieve their technology objectives.

Zartis UK Limited is our UK-registered entity (Company Number: 11207666), through which we deliver services to UK clients.

13.2 Our Expertise

We have particular depth in:

- Cloud platforms: AWS, Microsoft Azure
- Cloud-native development: Kubernetes, containers, microservices
- Data platforms: Data engineering, analytics, machine learning
- DevOps and platform engineering: CI/CD, Infrastructure as Code, SRE
- Application development: Full-stack, mobile, API development

13.3 UK Client Experience

We serve a range of UK-based clients including:

- Kaluza (OVO Group) – Energy technology platform development
- Kooth – NHS-partnered digital mental health services
- SMS Group – Smart metering and energy services
- EcoOnline – Environmental health and safety software
- Nourish Care – Digital care planning software
- EML Payments – Payments technology platform

13.4 Contact Information

Legal Entity	Zartis UK Limited
Company Number	11207666
Registered Address	128 City Road, London, EC1V 2NX
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We welcome the opportunity to discuss how Zartis can support your requirements. Please contact us to arrange an initial consultation.