

G-Cloud 15

Service Definition Document

Lot 3: Cloud Support

Kubernetes and Container Platform Services (AWS & Azure)

Provider:	Zartis
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1. Executive Summary

Zartis provides Kubernetes and Container Platform Services (AWS & Azure) to public sector organisations through the G-Cloud 15 framework. Our container and Kubernetes expertise enables organisations to modernise their application delivery, improve deployment frequency, and build resilient, scalable platforms. We help teams adopt cloud-native practices while managing the complexity of container orchestration.

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 with regulated industry track record
- Flexible engagement models including Time & Materials and fixed-price options
- Comprehensive knowledge transfer ensuring client self-sufficiency
- ISO 27001 and Cyber Essentials certified delivery

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 Kubernetes and Container Platform Services (AWS & Azure) to public sector organisations seeking to modernise their application delivery through container technologies. Our expertise spans both AWS EKS and Azure AKS, enabling us to implement container platforms on the cloud environment of your choice.

We help organisations adopt Kubernetes and container technologies, from initial containerisation of applications through to production platform operations. Our consultants guide teams through the complexities of container orchestration while establishing sustainable operational practices.

The service is designed for organisations at various stages of container adoption. Whether you're exploring containerisation for the first time or seeking to mature existing Kubernetes deployments, we help teams build the capabilities they need.

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:

Kubernetes platform design and implementation (EKS/AKS)

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.

Container migration assessment and execution

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.

CI/CD pipeline design and implementation

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.

Container security and compliance configuration

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.

Service mesh implementation (Istio, Linkerd)

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.

Monitoring and observability (Prometheus, Grafana)

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.

GitOps workflow implementation (ArgoCD, Flux)

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.

Platform operations training and handover

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:

Faster application deployment cycles

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

Improved resource utilisation and cost efficiency

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

Consistent deployments across environments

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

Enhanced application scalability and resilience

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

Reduced infrastructure management overhead

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

Modern platform for cloud-native development

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 containerisation and platform methodology designed for Kubernetes implementations. This approach ensures consistent quality, appropriate governance, and clear progress visibility throughout the engagement.

We facilitate the modernisation of applications through a structured containerisation process, starting with a technical assessment to identify dependencies. We then refactor or replatform applications into container-ready images, ensuring they are optimised for stateless execution and scalability within an EKS or AKS environment.

3.2 Phase 1: Technical Assessment

The assessment phase evaluates current applications and infrastructure to determine containerisation approach and platform requirements.

Activities

- Application portfolio assessment for containerisation readiness

- Dependency mapping and stateful/stateless classification
- Current CI/CD and deployment practice evaluation
- Security and compliance requirements identification
- Platform architecture requirements definition

Gate Criteria

Phase 1 concludes with a formal gate review where the Assessment Report and recommended approach are presented for approval.

3.3 Phase 2: Design and Planning

The design phase creates the Kubernetes platform architecture and containerisation plans.

Activities

- Kubernetes cluster architecture design (EKS/AKS)
- Namespace strategy and resource organisation
- Networking and service mesh design
- CI/CD pipeline and GitOps workflow design
- Observability stack selection and design

Gate Criteria

Phase 2 concludes with design approval. Platform architecture and containerisation approach require formal sign-off.

3.4 Phase 3: Implementation

The implementation phase builds the Kubernetes platform and migrates applications to containers.

Activities

- Kubernetes cluster provisioning and configuration
- Application containerisation and image optimisation
- CI/CD pipeline implementation with container security scanning
- Service mesh and networking configuration
- Observability stack deployment (Prometheus, Grafana)

Gate Criteria

Implementation milestones have formal go/no-go decisions. Platform deployment requires security validation and acceptance sign-off.

3.5 Phase 4: Validation and Handover

The validation phase ensures stable platform operation and transfers knowledge to client teams.

Activities

- Platform validation and performance testing
- Security validation and compliance verification
- GitOps workflow validation and team onboarding
- Knowledge transfer sessions covering platform operations
- Documentation finalisation and handover

Gate Criteria

Phase 4 concludes with formal handover acceptance. Platform operations handover and documentation sign-off are required for project closure.

3.6 Deliverables

The engagement produces the following tangible deliverables:

Documentation Assets

- **Architecture Diagrams** – High-level system overviews and detailed component-level technical blueprints documenting the "as-built" environment
- **Operational Runbooks** – Comprehensive procedures covering routine operations, troubleshooting, incident response, and system maintenance
- **System Management Procedures** – Step-by-step guides for configuration management, patching, backup/recovery, and change control

Technical Assets

- **Infrastructure as Code (IaC)** – Production-ready templates (Terraform, CloudFormation, or Bicep) enabling repeatable, version-controlled infrastructure deployment
- **CI/CD Pipelines** – Automated deployment workflows with testing gates, approval checkpoints, and rollback capabilities
- **Monitoring Dashboards** – Custom observability solutions tracking system health, performance metrics, and operational KPIs
- **Support Handover Package** – Formal transition documentation, training materials, and operational readiness certification for internal teams

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.

Platform Engineer

Implements technical solutions and activities. Expertise in relevant platforms and tooling. Executes implementation plans and resolves technical issues.

DevOps Engineer

Implements technical solutions and activities. Expertise in relevant platforms and tooling. Executes implementation plans and resolves technical issues.

Solution Architect

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

Security Engineer

Implements technical solutions and activities. Expertise in relevant platforms and tooling. Executes implementation plans and resolves technical issues.

Site Reliability Engineer

Implements technical solutions and activities. Expertise in relevant platforms and tooling. Executes implementation plans and resolves technical issues.

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: Production Kubernetes Platform

Client Context

A UK energy technology company, part of one of the largest UK energy providers, required development support for their intelligent energy platform powering smart EV charging solutions.

Challenge

The client needed to build and operate a production Kubernetes platform supporting real-time monitoring and control of smart EV chargers, with microservices architecture capable of handling integrations with energy retailers and charger manufacturers at scale.

Our Approach

Zartis engineers implemented a microservices architecture using Kubernetes with Helm for deployment management. We adopted an event sourcing approach with Kafka for reliable message streaming, and established comprehensive observability using Prometheus and Grafana. The team developed a Progressive Web App enabling real-time smart charger monitoring and control.

Outcomes

- Production Kubernetes platform deployed and operating at scale
- Microservices architecture with event sourcing successfully implemented
- Real-time monitoring and control capabilities delivered
- Third-party integration APIs enabling ecosystem partnerships

5.2 Regulatory Technology: Monolith to Microservices

Client Context

A regulatory compliance software company serving global enterprises required modernisation of their core platform to improve scalability and development velocity.

Challenge

The client's monolithic application needed transformation to a microservices architecture to support growing customer demands, enable faster feature delivery, and improve system resilience for their critical compliance services.

Our Approach

Zartis engineers worked alongside the client team to incrementally decompose the monolith into containerised microservices. We implemented an event-driven architecture to decouple components, established container orchestration patterns, and maintained integration with existing functionality during transition.

Outcomes

- Successful transition from monolithic to microservices architecture
- Event-driven architecture implemented enabling loose coupling
- Improved deployment frequency through independent service releases
- Foundation established for continued platform evolution

6. Tools and Technologies

We utilise industry-standard tools and container orchestration platforms native services:

Our standard container delivery pipelines utilize GitHub Actions, GitLab CI, or Azure DevOps for automated building and testing.

7. Service Capabilities

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

What CI/CD tools do you implement? (GitHub Actions, GitLab CI, Azure DevOps, Jenkins)

Our standard container delivery pipelines utilize GitHub Actions, GitLab CI, or Azure DevOps for automated building and testing.

What container security tools do you use? (Trivy, Aqua, Prisma Cloud)

We adopt a "security-left" approach, integrating image vulnerability scanning using tools like Trivy or Snyk directly into the CI/CD pipeline. Production clusters are hardened using Kubernetes Network Policies, RBAC, and runtime protection tools like Prisma Cloud or Aqua Security to monitor for suspicious activity and maintain compliance with GDS standards.

Do you implement service mesh? Which ones?

For microservices architectures, we implement service meshes such as Istio or Linkerd to provide advanced traffic management, mutual TLS (mTLS) for secure communication, and deep observability. Our monitoring stack is built on Prometheus and Grafana for metrics, combined with Fluentd and CloudWatch/Azure Monitor for centralized log management and alerting.

What GitOps tools do you use? (ArgoCD, Flux)

We emphasize a GitOps operational model using ArgoCD or Flux to ensure the cluster state is always synchronized with the version-controlled configuration, providing a clear audit trail and simplified disaster recovery.

What observability stack do you deploy?

For microservices architectures, we implement service meshes such as Istio or Linkerd to provide advanced traffic management, mutual TLS (mTLS) for secure communication, and deep observability. Our monitoring stack is built on Prometheus and Grafana for metrics, combined with Fluentd and CloudWatch/Azure Monitor for centralized log management and alerting.

Can you containerise legacy applications? What's your approach?

We facilitate the modernization of legacy applications through a structured containerization process, starting with a 10-day technical assessment to identify dependencies. We then refactor or replatform applications into Docker-compatible images, ensuring they are optimized for stateless execution and scalability within an EKS or AKS environment.

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.