

G-Cloud 15

Service Definition Document

Lot 3: Cloud Support

AWS Cloud Migration and Implementation Services

Provider:	Zartis
Framework:	G-Cloud 15 – Lot 3: Cloud Support
Document Version:	1.0 – January 2026
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1. Executive Summary

Zartis provides AWS Cloud Migration and Implementation Services to public sector organisations through the G-Cloud 15 framework. Our deep expertise in Amazon Web Services enables us to design, implement, and optimise cloud solutions that leverage the full breadth of AWS capabilities. From migration and modernisation through to ongoing optimisation, we help organisations realise the benefits of cloud adoption while managing risk and ensuring compliance.

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 AWS Cloud Migration and Implementation Services to public sector organisations seeking to leverage the capabilities of Amazon Web Services. Our service covers the complete lifecycle from initial assessment and strategy development through to migration execution, optimisation, and ongoing support.

We help organisations migrate diverse workloads to AWS, including legacy applications, databases, and complete data centre environments. Our consultants are experienced in all migration strategies and work with clients to determine the optimal approach for each workload based on business requirements, technical constraints, and cost considerations.

The service is designed for organisations at any stage of their AWS journey. For those early in cloud adoption, we provide comprehensive readiness assessments and help establish foundational capabilities including landing zones, governance frameworks, and security baselines. For organisations with existing AWS presence, we help migrate additional workloads, optimise existing deployments, and mature cloud operating models.

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 Migration Readiness Assessment and planning

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.

Application discovery and dependency mapping

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.

Migration strategy development (rehost, replatform, refactor)

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.

Landing zone design and AWS Control Tower 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.

Workload migration execution with minimal downtime

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.

Security configuration and compliance validation

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.

Post-migration optimisation and cost management

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.

Knowledge transfer and team 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.

2.4 Benefits

Organisations engaging this service can expect:

Reduced risk through proven AWS migration methodology

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

Minimal business disruption during migration

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

Optimised cloud architecture from day one

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

Improved security posture and compliance

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

Cost savings through right-sized infrastructure

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

Faster time to value with experienced delivery teams

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 the AWS Migration methodology, a structured phased approach with defined gates and deliverables. This approach ensures consistent quality, appropriate governance, and clear progress visibility throughout the engagement.

The methodology comprises four phases: Discovery & Assessment, Design & Wave Planning, Execution/Migration, and Validation & Hypercare.

3.2 Phase 1: Discovery and Assessment

The discovery phase establishes a comprehensive understanding of the current environment and defines the migration scope and approach.

Activities

- Application discovery and dependency mapping using AWS Application Discovery Service
- Migration readiness assessment against AWS best practices
- Stakeholder interviews to understand business drivers and constraints
- Security and compliance requirements identification
- Cost modelling and business case development

Gate Criteria

Phase 1 concludes with a formal gate review where the Migration Readiness Report is presented to stakeholders for approval before proceeding to design.

3.3 Phase 2: Design and Wave Planning

The design phase creates the target architecture and detailed migration plans organised into execution waves.

Activities

- Landing zone design and AWS Control Tower configuration
- Target architecture design for each workload
- Migration wave planning and sequencing based on dependencies
- Migration runbook development for each wave
- Test strategy and rollback procedures definition

Gate Criteria

Phase 2 concludes with design approval. Target Architecture Design and Migration Runbooks require formal sign-off before execution begins.

3.4 Phase 3: Execution/Migration

The execution phase implements the migration in planned waves, using appropriate migration strategies for each workload.

Activities

- Landing zone deployment and security baseline configuration
- Wave-by-wave migration execution using AWS Migration Hub, DMS, and MGN

- Iterative testing and validation after each wave
- Performance validation and optimisation
- Documentation updates and runbook refinement

Gate Criteria

Each migration wave has formal go/no-go decisions. Wave completion requires successful validation and acceptance sign-off before proceeding.

3.5 Phase 4: Validation and Hypercare

The validation phase ensures stable operation in the new environment and transfers knowledge to client teams.

Activities

- Production validation and issue resolution
- Performance tuning and cost optimisation
- Security validation and compliance verification
- Knowledge transfer sessions with client teams
- Documentation finalisation and handover

Gate Criteria

Phase 4 concludes with formal handover acceptance. Knowledge transfer completion and documentation sign-off are required for project closure.

3.6 Deliverables

This engagement produces the following documentation and technical assets:

Strategic Planning

- **Migration Readiness Report:** Comprehensive assessment of current state, risk analysis, and migration pathway recommendations.
- **Target Architecture Design (TAD):** Detailed technical blueprints defining the future-state architecture, component specifications, and integration patterns.

Implementation & Operations

- **Migration Runbooks:** Step-by-step procedural guides for executing migration activities, including rollback procedures and validation checkpoints.
- **Knowledge Transfer Recordings:** Video documentation and training sessions ensuring operational readiness and capability building within client 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.

Solution Architect

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

Cloud 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.

Security Consultant

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

Project Manager

Manages engagement delivery including planning, risk management, stakeholder communication, and governance. Ensures delivery against agreed scope, timeline, and budget.

Business Analyst

Supports requirements gathering, stakeholder engagement, and documentation. Facilitates workshops and ensures business requirements are captured and traced through delivery.

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: AWS Infrastructure Modernisation

Client Context

A US-based energy technology company managing distributed energy resources required modernisation of their AWS infrastructure to support platform growth and improve operational practices.

Challenge

The client needed to migrate from a single AWS account architecture to a multi-account structure for better security isolation, transition IAM resources from CloudFormation to Terraform for improved maintainability, and plan migration of applications from ECS to EKS for enhanced container orchestration.

Our Approach

Zartis engineers designed and implemented a multi-account AWS architecture using AWS Organisations. We migrated infrastructure code from CloudFormation to Terraform, establishing consistent IaC practices across the platform. The team developed a migration plan for containerised workloads from ECS to EKS, and implemented APIs enabling third-party integrations with the energy management platform.

Outcomes

- Multi-account AWS architecture implemented with improved security isolation
- Infrastructure as Code migrated to Terraform with standardised modules
- EKS migration roadmap developed and execution commenced
- Third-party integration APIs deployed supporting ecosystem growth

5.2 Healthcare Technology: Cloud Platform Development

Client Context

A healthcare technology company focused on pricing transparency required robust AWS infrastructure to support their expansion into new markets.

Challenge

The client needed to establish AWS infrastructure meeting healthcare data handling requirements, implement CI/CD pipelines with appropriate security controls, and create a scalable platform for their pricing engine.

Our Approach

We designed and implemented a secure AWS architecture with encryption at rest and in transit, role-based access controls, and comprehensive audit logging. CI/CD infrastructure was established using GitHub Actions for automated deployment with security scanning and approval gates.

Outcomes

- Production-ready AWS infrastructure deployed within agreed timeline
- Automated CI/CD pipeline reducing release cycle time significantly
- Security controls validated against healthcare data requirements
- Platform successfully supporting market expansion

6. Tools and Technologies

We utilise industry-standard tools and Amazon Web Services native services:

AWS Migration Hub, Application Discovery Service, Database Migration Service (DMS), and Application Migration Service (MGN).

7. Service Capabilities

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

What AWS migration tools do you use? (e.g., Migration Hub, DMS, MGN, Application Discovery Service)

AWS Migration Hub, Application Discovery Service, Database Migration Service (DMS), and Application Migration Service (MGN).

What is your typical migration approach/methodology? (phases, gates, deliverables)

Phased approach: Phase 1 (Discovery & Assessment), Phase 2 (Design & Wave Planning), Phase 3 (Execution/Migration), and Phase 4 (Validation & Hypercare).

What compliance frameworks can you validate against? (e.g., NCSC CAF, ISO 27001, NHS DSPT)

NCSC Cloud Security Principles, ISO 27001, Cyber Essentials, and GDPR.

What is a typical migration engagement size (days)?

Depends on the size of the infrastructure. It can go from 1 month till several months

What ongoing support options do you offer post-migration?

We offer technical support to help manage the infrastructure after the migration. We do provide support business hours or 24/7 depending on the specifics

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, optimise 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
Website	www.zartis.com
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We welcome the opportunity to discuss how Zartis can support your requirements. Please contact us to arrange an initial consultation.