

G-Cloud 15

Service Definition Document

Lot 3: Cloud Support

Cloud DevOps and Platform Engineering Services

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

Zartis provides Cloud DevOps and Platform Engineering Services to public sector organisations through the G-Cloud 15 framework. Our DevOps and platform engineering expertise enables organisations to accelerate software delivery while improving quality and reliability. We help teams implement modern practices including CI/CD pipelines, infrastructure as code, and site reliability engineering.

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 Cloud DevOps and Platform Engineering Services to public sector organisations seeking to improve their software delivery capabilities. Our service covers the implementation of modern DevOps practices, from CI/CD pipelines and infrastructure as code through to platform engineering and site reliability engineering.

We help organisations adopt DevOps practices that accelerate delivery while improving quality and reliability. Our consultants bring experience with modern tooling and the cultural changes needed for successful DevOps adoption, enabling teams to build sustainable engineering practices.

The service is designed for organisations seeking to modernise their software delivery, whether starting from traditional approaches or maturing existing DevOps capabilities. We help teams implement practices that work in their context.

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:

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.

Infrastructure as Code (Terraform, CloudFormation, Bicep)

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 engineering and developer experience

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.

Automated testing and quality gates

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.

Release management and deployment strategies

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.

Observability and monitoring setup

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 training and coaching

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, more reliable software releases

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

Reduced manual effort and human error

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

Consistent, repeatable deployments

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

Improved developer productivity

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

Better visibility into system health

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

Sustainable DevOps practices and culture

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 DevOps methodology designed for CI/CD, automation, and platform engineering implementations. This approach ensures developer productivity, deployment reliability, and operational excellence.

3.2 Phase 1: DevOps Assessment

The assessment phase evaluates current practices and identifies improvement opportunities.

Activities

- Current CI/CD pipeline and tooling assessment
- Infrastructure as Code maturity evaluation
- Deployment practices and release frequency analysis
- Observability and monitoring capability review
- Team practices and collaboration assessment

Gate Criteria

Phase 1 concludes with the DevOps Assessment Report presented for approval.

3.3 Phase 2: Platform Design

The design phase creates the target DevOps platform architecture and practices.

Activities

- CI/CD pipeline architecture design
- Infrastructure as Code approach and module design
- GitOps workflow design
- Observability stack architecture (logging, metrics, tracing)
- Developer experience and self-service design

Gate Criteria

Phase 2 concludes with platform architecture approval before implementation.

3.4 Phase 3: Implementation

The implementation phase builds the DevOps platform and migrates workloads.

Activities

- CI/CD pipeline development and configuration
- Infrastructure as Code module development
- GitOps tooling implementation (ArgoCD, Flux)
- Observability stack deployment and integration
- Pipeline migration and onboarding

Gate Criteria

Implementation includes iterative pipeline onboarding. Phase completion requires platform validation.

3.5 Phase 4: Enablement and Handover

The final phase enables teams and transfers platform ownership.

Activities

- Team training on CI/CD and GitOps practices
- Self-service documentation and runbooks
- Platform operations knowledge transfer

- Support transition and escalation procedures
- Continuous improvement recommendations

Gate Criteria

Phase 4 concludes with team enablement validation and platform handover sign-off.

3.6 Deliverables

The engagement produces the following tangible deliverables:

Documentation and Operations

- **DevOps Assessment Report** – Comprehensive evaluation of current-state practices, maturity benchmarking, and prioritized improvement roadmap
- **Target Platform Architecture Design** – Detailed technical specifications for CI/CD pipelines, Infrastructure as Code, GitOps workflows, and observability architecture
- **Operational Runbooks** – Procedures covering system operations, troubleshooting, incident response, and routine maintenance
- **Knowledge Transfer Materials** – Structured training content and coaching sessions on CI/CD and GitOps practices
- **Handover Package** – Formal transition documentation enabling operational independence for internal teams

Technical Assets

- **Infrastructure as Code (IaC)** – Production-ready templates (Terraform, CloudFormation, or Bicep) for version-controlled, repeatable infrastructure provisioning
- **CI/CD Pipelines** – Automated continuous delivery workflows (GitHub Actions, GitLab CI/CD, or Azure DevOps) with testing gates, quality controls, and progressive deployment strategies (Blue/Green, Canary)
- **GitOps Implementation** – Deployed GitOps tooling (ArgoCD or Flux) with declarative infrastructure management and self-service developer templates
- **Observability Stack** – Integrated monitoring solution (Prometheus, Grafana, ELK/Loki, OpenTelemetry) with custom dashboards for system health, performance, and security visibility

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.

DevOps Engineer

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

Platform 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.

Solution Architect

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

Technical Lead

Provides expertise and delivery capability for the engagement.

Cloud Security 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: DevOps Transformation

Client Context

A US-based energy technology company required modernisation of their DevOps practices and infrastructure automation to support platform growth.

Challenge

The client needed to transition infrastructure management from manual processes to Infrastructure as Code, implement modern CI/CD pipelines, and establish observability practices for their distributed energy platform.

Our Approach

Zartis DevOps engineers migrated IAM resources from CloudFormation to Terraform, establishing consistent IaC practices. We implemented CI/CD pipelines, containerisation strategies, and monitoring solutions using industry-standard tools.

Outcomes

- Infrastructure as Code established using Terraform
- CI/CD pipelines implemented improving deployment frequency
- Observability stack deployed with monitoring and alerting
- DevOps practices enabling faster, more reliable releases

5.2 SaaS Platform: CI/CD Implementation

Client Context

A SaaS client providing business intelligence services required modernisation of their CI/CD practices and infrastructure automation.

Challenge

The client needed to implement modern CI/CD pipelines for multiple services, containerise applications following cloud-native best practices, and establish Infrastructure as Code for consistent environment management.

Our Approach

Zartis engineers designed CI/CD pipelines for different business intelligence services, scripted the Infrastructure as Code, and containerised every service taking a 12-factor approach for microservices.

Outcomes

- CI/CD pipelines deployed for all services
- Services containerised following 12-factor methodology
- Infrastructure as Code enabling consistent environments
- Improved deployment reliability and frequency

6. Tools and Technologies

We utilise industry-standard tools and DevOps and platform engineering native services:

We implement and manage industry-standard CI/CD platforms, with primary expertise in GitHub Actions, GitLab CI/CD, and Azure DevOps. We also support and modernize legacy Jenkins environments, often migrating them to containerized or serverless CI/CD runners to improve scalability, reduce maintenance overhead, and ensure consistent, repeatable build and deployment cycles.

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, Azure DevOps, Jenkins)

We implement and manage industry-standard CI/CD platforms, with primary expertise in GitHub Actions, GitLab CI/CD, and Azure DevOps. We also support and modernize legacy Jenkins environments, often migrating them to containerized or serverless CI/CD runners to improve scalability, reduce maintenance overhead, and ensure consistent, repeatable build and deployment cycles.

What IaC tools do you use?

Our standard approach is to define all infrastructure as code (IaC) to ensure environment consistency and auditability. We primarily utilize Terraform for platform-agnostic deployments and Pulumi for teams that prefer using familiar programming languages (TypeScript, Python). We also leverage cloud-native options like AWS CDK and Azure Bicep for deep integration with specific cloud provider services.

Do you implement GitOps? What tools?

Yes, we implement GitOps patterns to ensure that the actual state of your infrastructure and applications always matches the desired state defined in your Git repositories. We specialize in using ArgoCD and Flux for Kubernetes environments, providing a declarative approach that simplifies rollbacks, improves security via reduced manual access, and automates synchronization across multiple clusters.

Describe your platform engineering approach

Our platform engineering approach focuses on creating "Internal Developer Platforms" (IDPs) that provide self-service capabilities for development teams. By building reusable templates and automated "golden paths" for provisioning infrastructure, databases, and CI/CD pipelines, we reduce cognitive load on developers and ensure that all new services are born compliant with organizational security and operational standards.

What testing/quality tools do you integrate?

We integrate a comprehensive suite of quality and security gates directly into our delivery pipelines. This includes static analysis with SonarQube, vulnerability scanning with Snyk or Trivy, and automated testing frameworks such as Jest (unit), Cypress (E2E), and k6 (performance). These tools ensure that every code change is verified for functional quality and security compliance before reaching production.

What deployment strategies do you implement? (blue/green, canary)

We implement advanced deployment strategies to minimize downtime and reduce the risk of new releases. This includes Blue/Green deployments for instant cutovers and Canary releases to gradually shift traffic to new versions while monitoring health metrics. We often utilize service meshes like Istio or traffic managers like Argo Rollouts to automate these patterns and enable instant, automated rollbacks if issues are detected.

What observability stack do you deploy?

We deploy modern observability stacks based on the "Three Pillars": Metrics, Logs, and Tracing. Our standard implementations use Prometheus and Grafana for metrics and dashboards, ELK (Elasticsearch, Logstash, Kibana) or Loki for centralized logging, and OpenTelemetry with Jaeger for distributed tracing. For managed environments, we integrate native cloud tools like AWS CloudWatch or Azure Monitor for a unified view of system health.

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
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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.