

G-Cloud 15

Service Definition Document

Lot 3: Cloud Support

Multi-Cloud Strategy and Migration Planning

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

Zartis provides Multi-Cloud Strategy and Migration Planning to public sector organisations through the G-Cloud 15 framework. Our assessment and planning expertise enables organisations to make informed decisions about their cloud journey. We conduct thorough assessments of current environments, develop migration strategies, and create roadmaps that balance risk, cost, and business priorities.

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 Multi-Cloud Strategy and Migration Planning to public sector organisations seeking clarity on their cloud journey. Our service provides thorough assessment of current environments and develops actionable migration strategies and roadmaps.

We help organisations understand their current state, evaluate cloud readiness, and develop plans that balance risk, cost, and business priorities. Our consultants bring experience with diverse technology estates and the practical realities of migration planning.

The service is designed for organisations at the start of their cloud journey or those reassessing their approach. We help teams make informed decisions based on thorough analysis.

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:

Multi-cloud strategy and roadmap development

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 placement analysis and recommendations

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.

Cross-cloud architecture design patterns

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 governance and policy framework

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.

Cost modelling and optimisation strategy

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 and compliance framework design

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 sequencing and dependency 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.

2.4 Benefits

Organisations engaging this service can expect:

Avoid vendor lock-in with flexible architecture

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

Optimise costs by selecting best-fit platforms

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

Leverage best-of-breed services from each cloud

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

Improved resilience through provider diversity

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

Independent, unbiased technology guidance

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

Future-proofed architecture for evolving needs

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 strategy and planning methodology designed for multi-cloud assessment and roadmap development. This approach ensures vendor-neutral recommendations, comprehensive workload analysis, and actionable implementation plans.

3.2 Phase 1: Discovery and Current State Analysis

The discovery phase establishes understanding of existing infrastructure, workloads, and organisational readiness.

Activities

- Stakeholder interviews to understand business drivers and strategic objectives
- Current infrastructure and workload inventory assessment
- Existing cloud usage and spend analysis
- Skills and capability assessment across teams
- Governance, security, and compliance requirements gathering

Gate Criteria

Phase 1 concludes with Current State Assessment presented for stakeholder validation.

3.3 Phase 2: Workload Analysis and Cloud Fit Assessment

The analysis phase evaluates workloads against cloud platform capabilities and organisational requirements.

Activities

- Workload characterisation and dependency mapping
- Cloud platform suitability assessment (AWS, Azure, hybrid)
- Data residency and sovereignty requirements analysis
- Cost modelling across cloud scenarios
- Risk assessment for each placement option

Gate Criteria

Phase 2 concludes with Workload Assessment and Platform Recommendations presented for approval.

3.4 Phase 3: Strategy Development

The strategy phase creates the multi-cloud operating model and governance framework.

Activities

- Multi-cloud architecture patterns and standards definition
- Governance framework and policy development
- Cross-cloud networking and identity strategy
- FinOps and cost management approach
- Skills development and organisational change recommendations

Gate Criteria

Phase 3 concludes with Multi-Cloud Strategy document approval by executive stakeholders.

3.5 Phase 4: Roadmap and Business Case

The final phase produces the implementation roadmap and supporting business case.

Activities

- Prioritised migration and implementation roadmap
- Business case development with cost-benefit analysis
- Quick wins and pilot project identification

- Resource and capability requirements planning
- Success metrics and governance checkpoint definition

Gate Criteria

Phase 4 concludes with Roadmap and Business Case sign-off, enabling implementation planning.

3.6 Deliverables

The engagement produces the following tangible deliverables:

- **Multi-Cloud Strategy Document:** Strategic framework defining cloud platform selection criteria, workload placement decisions, commercial models, and risk management approach
- **Target Architecture Design (TAD):** Detailed technical design documentation including architecture diagrams, service specifications, security architecture, network topology, and integration patterns
- **Phased Migration Roadmap:** Sequenced implementation plan identifying migration waves, dependencies, resource requirements, timelines, and transition governance
- **Cloud Governance Framework:** Comprehensive governance model addressing security controls, compliance requirements (including GDPR, NIS Directive, and sector-specific regulations), cost management, operational standards, and audit trails tailored to public sector obligations

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.

Enterprise Architect

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

Solution Architect

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

Cloud Consultant

Provides expertise and delivery capability for the engagement.

Security Architect

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

Programme Manager

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

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: Cloud Migration Assessment

Client Context

A US-based energy technology company required assessment and planning for modernisation of their AWS infrastructure to support platform growth and improve operational practices.

Challenge

The client needed a comprehensive assessment of their current single-account AWS architecture, evaluation of migration paths to multi-account structure, and detailed planning for infrastructure modernisation including container orchestration evolution.

Our Approach

Zartis consultants conducted thorough discovery of the existing environment, stakeholder interviews to understand business drivers, and technical assessment of

current state. We developed a prioritised roadmap covering multi-account migration, IaC modernisation, and ECS to EKS migration planning.

Outcomes

- Comprehensive current-state assessment delivered
- Multi-account migration roadmap developed
- Infrastructure modernisation plan with clear priorities
- Business case enabling informed decision-making

5.2 Insurance Technology: Greenfield Planning

Client Context

An insurance technology company required planning and assessment services to establish their cloud infrastructure from scratch within tight timelines.

Challenge

The client needed rapid assessment of requirements, technology selection guidance, architecture planning, and detailed implementation roadmap to deliver preproduction and production environments.

Our Approach

Zartis consultants conducted focused discovery sessions, evaluated technology options, and developed detailed architecture designs. We created implementation plans with clear milestones and resource requirements, ensuring the client could make informed decisions quickly.

Outcomes

- Requirements assessment completed within accelerated timeline
- Technology recommendations provided with clear rationale
- Architecture designs enabling rapid implementation
- Implementation roadmap with defined milestones and resources

6. Tools and Technologies

We utilise industry-standard tools and cloud migration assessment and planning native services:

To manage cross-cloud environments, we implement and recommend a combination of native tools like AWS Control Tower and Azure Policy alongside third-party management platforms like Morpheus Data or Flexera for unified visibility and control.

7. Service Capabilities

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

How do you assess workload placement across clouds?

We assess workload placement using a multi-factor "Scorecard" that evaluates cost, performance requirements, regulatory compliance, and regional data residency needs. This vendor-neutral analysis determines whether AWS, Azure, or a hybrid configuration offers the optimal balance for each specific application or data set.

What governance tools do you recommend/implement?

To manage cross-cloud environments, we implement and recommend a combination of native tools like AWS Control Tower and Azure Policy alongside third-party management platforms like Morpheus Data or Flexera for unified visibility and control.

How do you handle cross-cloud networking and identity?

We handle cross-cloud identity using Identity Federation with Microsoft Entra ID (formerly Azure AD) or Okta as a Single Source of Truth (SSOT), ensuring seamless SSO and MFA across providers. Networking is managed via secure Site-to-Site VPNs or dedicated links like AWS Direct Connect and Azure ExpressRoute to ensure high-performance, private connectivity between clouds.

What cost modelling tools do you use?

Our cost modelling leverages a combination of native calculators and unified FinOps platforms such as Apptio Cloudability or CloudZero to normalize billing data and provide accurate cross-cloud forecasting.

Do you provide vendor-neutral recommendations? How do you demonstrate independence?

As an independent consultancy, we provide unbiased recommendations by using evidence-based scoring for provider selection. We demonstrate independence by documenting our rationale against technical and commercial requirements rather than pre-existing vendor quotas or incentives.

What is the typical duration of a strategy engagement?

A typical multi-cloud strategy engagement lasts between 30 and 60 days, depending on the number of workloads being assessed and the complexity of the existing organizational governance.

What deliverables does a strategy engagement produce?

Key deliverables include a Multi-Cloud Strategy Document, a Target Architecture Design (TAD), a Phased Migration Roadmap, and a Cloud Governance Framework tailored to public sector compliance standards.

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
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.