

G-Cloud 15

Service Definition Document

Lot 3: Cloud Support

Cloud Migration Assessment and Planning Services

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

Zartis provides Cloud Migration Assessment and Planning Services 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 Cloud Migration Assessment and Planning Services 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:

Current state assessment and discovery

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 portfolio analysis and rationalisation

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 readiness and maturity assessment

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 and approach definition

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.

Business case and cost modelling

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.

Risk assessment and mitigation 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.

Migration roadmap and sequencing

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.

Stakeholder engagement and governance 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.

2.4 Benefits

Organisations engaging this service can expect:

Clear understanding of migration scope and complexity

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

Informed decision making with robust business case

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

Reduced risk through thorough planning

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

Realistic timelines and resource requirements

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

Stakeholder alignment and buy-in

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

Foundation for successful migration execution

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 assessment methodology designed for cloud migration planning and strategy development. This approach ensures comprehensive analysis and actionable recommendations.

3.2 Phase 1: Discovery

The discovery phase gathers information about the current environment and business context.

Activities

- Stakeholder interviews to understand business drivers and constraints
- Application and infrastructure inventory collection
- Dependency mapping and integration identification
- Current cost baseline and licensing analysis
- Compliance and security requirements gathering

Gate Criteria

Phase 1 concludes with discovery data validation before analysis begins.

3.3 Phase 2: Analysis

The analysis phase evaluates cloud readiness and develops migration strategies.

Activities

- Application cloud readiness assessment (6Rs analysis)
- Technical complexity and risk scoring
- Target architecture pattern identification
- Cost modelling and business case development
- Migration wave grouping and sequencing analysis

Gate Criteria

Phase 2 concludes with analysis findings review before roadmap development.

3.4 Phase 3: Roadmap Development

The roadmap phase creates the prioritised migration plan and recommendations.

Activities

- Migration roadmap development with wave sequencing
- Resource and timeline estimation
- Risk mitigation planning
- Quick wins and pilot candidate identification
- Governance and operating model recommendations

Gate Criteria

Phase 3 concludes with draft roadmap review before final presentation.

3.5 Phase 4: Presentation and Handover

The final phase presents findings and delivers assessment artefacts.

Activities

- Executive presentation of findings and recommendations
- Detailed roadmap walkthrough with technical teams
- Business case and cost model handover
- Assessment artefact delivery

- Next steps and implementation planning discussion

Gate Criteria

Phase 4 concludes with assessment acceptance and artefact sign-off.

3.6 Deliverables

The engagement produces the following tangible deliverables:

Documentation and Operations

- Architecture Diagrams: High-level and granular technical blueprints of the "as-built" system
- Operational Runbooks: Comprehensive guides for daily system management and troubleshooting
- Handover Package: Formal transition kit for the client's internal support teams

Technical Assets

- Codified Infrastructure: Production-ready IaC templates (Terraform, CloudFormation, or Bicep)
- Automation: Fully functional CI/CD pipelines for streamlined deployment
- Observability: Custom-built monitoring dashboards to track system health and performance

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.

Business Analyst

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

Cloud Consultant

Provides expertise and delivery capability for the engagement.

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:

We utilize a variety of automated discovery tools, including AWS Application Discovery Service, Azure Migrate, and Cloudamize, to gather real-time data on infrastructure utilization and application dependencies. For complex environments, we also use RISC Networks or Movere to provide deep-dive performance analysis and right-sizing recommendations, ensuring the resulting business case is based on accurate, empirical data.

7. Service Capabilities

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

What discovery tools do you use? (Cloudamize, Movere, custom)

We utilize a variety of automated discovery tools, including AWS Application Discovery Service, Azure Migrate, and Cloudamize, to gather real-time data on infrastructure utilization and application dependencies. For complex environments, we also use RISC Networks or Movere to provide deep-dive performance analysis and right-sizing recommendations, ensuring the resulting business case is based on accurate, empirical data.

How do you assess application cloud readiness?

We conduct application portfolio analysis through a combination of automated discovery and stakeholder interviews to assess both technical health and business criticality. Each application is scored against a "Cloud Fitness" matrix, allowing us to categorize workloads for rationalization—identifying which should be retired to reduce technical debt, which should be rehosted for quick wins, and which require refactoring to unlock cloud-native benefits.

How do you build business cases for migration?

Zartis builds business cases using data-driven TCO and ROI modeling, normalizing on-premise costs against projected cloud spending over 3–5 years. We apply the 6Rs framework to rationalize portfolios, identifying technical debt and modernization opportunities. Each case integrates security compliance, risk mitigation, and value-based planning, including sustainability impacts, to ensure executive alignment with organizational and financial goals.

What does a typical assessment deliverable look like?

A standard engagement produces a Cloud Readiness Assessment and a phased Migration Roadmap based on dependency mapping. Key technical outputs include a Target Architecture Design (TAD) and codified Infrastructure as Code (IaC) templates. Executive-level deliverables comprise a detailed financial Business Case, a comprehensive Risk Register, and a final Strategic Blueprint to guide successful cloud adoption and internal upskilling.

Do you provide a prioritised migration roadmap?

We develop migration roadmaps by grouping applications into logical "waves" based on their dependencies, business impact, and technical complexity. Our sequencing approach prioritizes low-risk, high-value workloads early in the project to establish "Cloud Centres of Excellence" (CCoE) and build organizational confidence, before moving on to mission-critical or complex refactoring projects.

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
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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.