

avenga

G-Cloud 15

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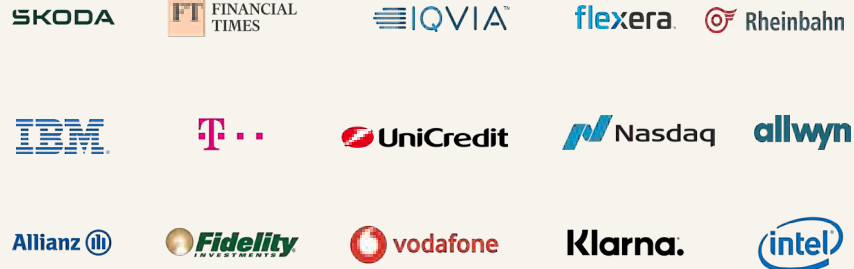
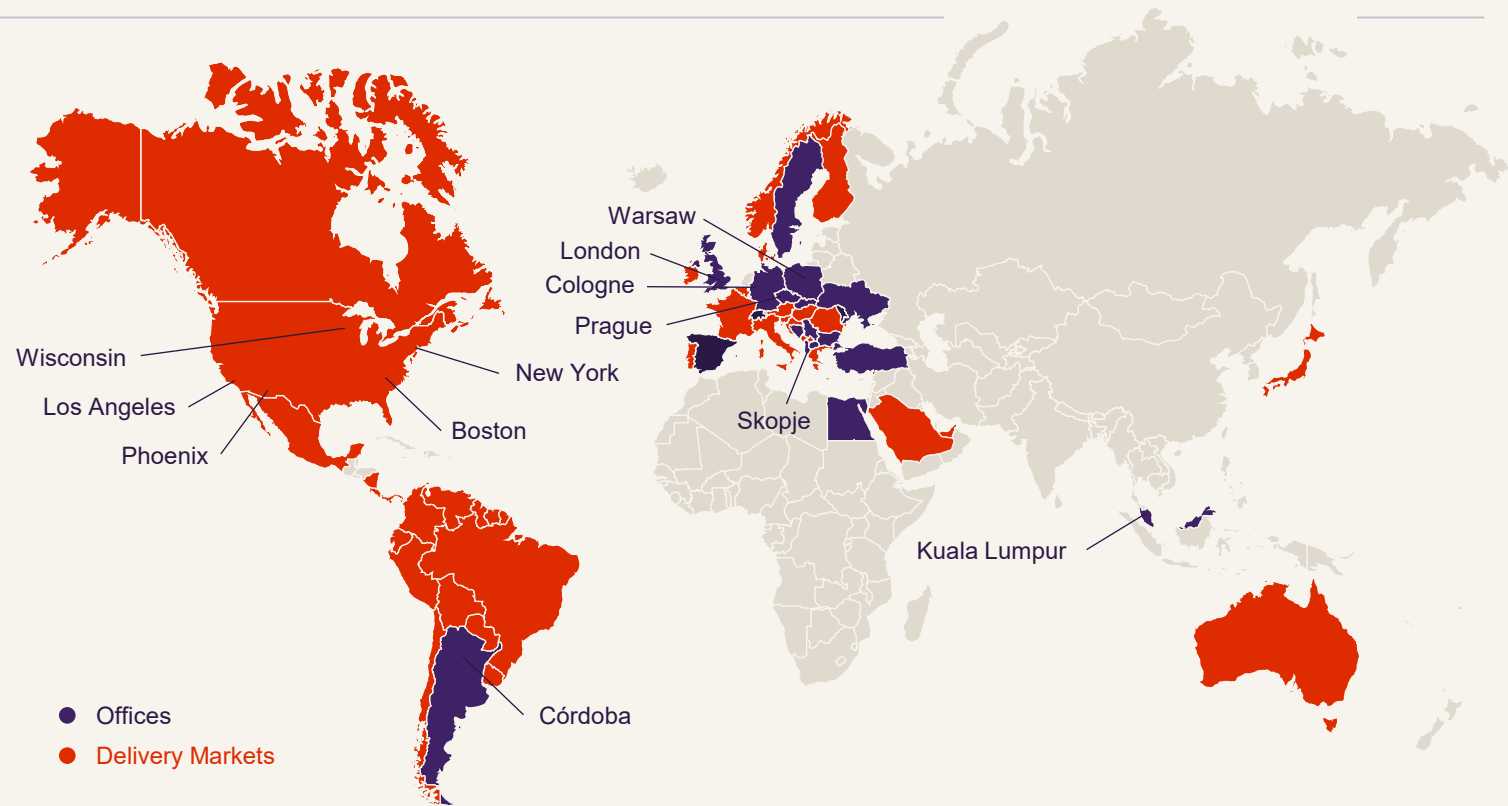
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About Us

Your value-driven technology partner

Avenga is a global consultancy and technology partner. We offer a suite of digital services from customer experience design to managed services.



Clients returning

97%

We're proud to see our clients returning – trust that lasts.

Experts

6000+

A dedicated global team of skilled professionals driving your success.

Years of experience

30+

Over three decades of experience delivering reliable, innovative solutions.

Data & AI Solutions are an integral part of Avenga's Service Landscape

Avenga Experience

We craft seamless digital experiences that fuse design, technology, and user insight — turning complex journeys into intuitive, engaging interactions that drive business growth.

Product Engineering

Full-cycle product development with scalable architecture, cross-functional teams, and agile delivery, enabling reliable, future-ready digital products.

Data & AI Solutions

Designing modern data platforms, advanced analytics, and AI agents-transforming generative AI pilots into scalable solutions that enhance operations, augment workforce capabilities, and drive smarter decisions across business functions.

Intelligent Automation

Automation solutions that combine AI, machine learning, and RPA to reduce manual effort, enhance accuracy, and improve operational efficiency across workflows.

AdTech / MarTech

Integrated AdTech and MarTech services that align customer data, content, and platforms to enable targeted engagement and measurable marketing performance.

Managed Services

Digitally enabled operational models that use automation, analytics, and cloud to improve process agility, visibility, and performance across enterprise functions.

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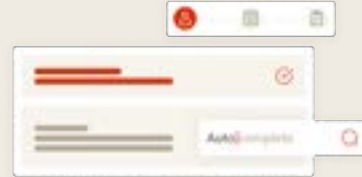
Managed Services

Digitally enabled operational models that use automation, analytics, and cloud to improve process agility, visibility, and performance across enterprise functions.

We are experts in the relevant key areas to drive a successful digital product development across all competencies



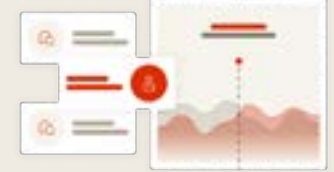
Digital Product Strategy



Guided User Journeys



Visual Data Interaction



Agentic Experiences



Data-driven Customer Engagement



Centralized Design Management



Agile CX Consulting

We deliver impactful digital product solutions based on outstanding user experiences and technical innovation that make a real difference for customers and businesses.



A user-centered approach makes the difference in customer-facing solutions



The background is an abstract composition of two main color fields. On the left, there is a dark blue area that transitions into a deep red. On the right, there is a large orange area that transitions into a lighter, almost white, gradient towards the bottom right corner. A diagonal line separates the blue/red section from the orange section.

Services

G-Cloud 15 Service Overview

Modernisation & Engineering

- Cloud-Native Application Development and DevOps
- API and Integration Services
- Digital Service Design & Accessibility – WCAG

Platforms, DevSecOps & SRE

- Cloud Platform Build & Landing Zone (Azure)
- DevSecOps Pipeline Build & Secure SDLC Enablement
- SRE & Observability for Cloud and Critical Services
- FinOps Managed Service

Managed Services

- Cloud Migration Factory
- Managed Data Platform & Analytics Operations
- Managed DevSecOps Platform & Tooling Operations
- Managed Cloud Operations

Data, Analytics & Governance

- Modern Data Platform & Lakehouse Services
- Data Governance, Privacy & Ethics Services
- Data Quality, Lineage & Regulatory Reporting Services

AI, Automation & Agentic Workflows

- Responsible AI & GenAI Advisory Services
- GenAI & Retrieval-Augmented Generation (RAG) Services
- MLOps & Model Lifecycle Management Services
- Intelligent Automation & Agentic Workflow Services

Cross-cutting / Strategy & Enablement

- Cloud & Data Operating Model Design
- Cloud, Data & AI Assurance and Health-Check Services
- Cloud, Data & AI Skills and Capability Uplift

Service Overview

Cloud-Native Application Development and DevOps service provides end-to-end design, development, migration and operational support for cloud-native services.

It enables secure, resilient, cost-efficient delivery using cloud-agnostic architectures, open standards and DevOps practices, supporting discovery, scalable software delivery, managed support and on-premises systems to modern cloud platforms within compliant government environments.

Key Features

- Design and development of cloud-native applications using open standards
- Cloud-agnostic delivery across Microsoft Azure, AWS, Google Cloud Platform
- Planning, hands-on support, migration for cloud adoption and service transformation
- Embedded manual and automated testing throughout the delivery lifecycle
- Lean UX and user-centred design approaches aligned with end-user needs
- Continuous Integration, Continuous Delivery (CI/CD) pipelines for frequent, reliable releases
- DevOps-led delivery teams with automated environment builds and deployments
- Containerised, microservice-based, and API-driven architectures

Benefits

- Agile delivery using Scrum and Kanban, focused on prioritising value
- User-centred design ensures services meet genuine user needs
- Secure, scalable, and maintainable microservice solutions
- Faster time-to-value through predictable, frequent releases
- Rapid delivery of user-focused Minimum Viable Products (MVPs)
- Technology-agnostic guidance on cloud platforms and architecture
- Strong partnerships with leading cloud providers
- Managed delivery and product management for scalable cloud solutions
- Full alignment with Government Design Principles and Service Manual

Service Overview

API and Integration Services deliver secure, scalable cloud-native integration for public sector organisations.

The service designs and builds APIs and integration platforms to modernise legacy systems, enable interoperability and support digital transformation. It applies RESTful, event-driven and message-based patterns to deliver resilient, secure solutions across public, private, hybrid and multi-cloud environments.

Key Features

- Support to major cloud platforms AWS, Microsoft Azure, and Google
- Review of existing applications, services, and integration layers
- Design and implementation of secure-by-design API integration solutions
- Collaborative development of an API and integration delivery roadmap
- A scalable, maintainable API strategy aligned to enterprise architecture
- Upskilling teams on API architecture, integration patterns, and best practices
- Design and build of bespoke APIs for new services
- Strong focus on non-functional requirements, including performance, resilience, availability
- Automated API performance monitoring, logging, and observability
- Automated API performance monitoring, logging, and observability

Benefits

- Secure API integration platforms ensuring data protection and regulatory compliance
- Robust API gateway, management patterns for reliable and controlled connectivity
- Extensible, loosely-coupled architectures enabling future scalability and adaptability
- Centralised API governance, lifecycle management, and version control
- Scalable, resilient, and highly available API services supporting critical workloads
- Agile and DevOps-led delivery enabling faster release cycles reduced time-to-market
- Enhanced data security, identity integration, and access control
- Improved system performance and reliability across integrated services
- Seamless integration with internal systems, SaaS platforms, and third-party providers
- Ongoing support, optimisation, and maintenance to ensure service performance

Service Overview

Avenga's Digital Service Design and Accessibility service applies a user-centred approach to service discovery, design and optimisation.

It analyses end-to-end user journeys, accessibility, digital readiness and organisational context to sustainable digital services that improve customer experience, enable self-service and automation and align user needs with business and public sector objectives.

Key Features

- User research, journey mapping, data analysis to generate insight
- Engagement of stakeholders using structured, inclusive techniques to capture operational
- Process mapping using Lean, Six Sigma, service blueprinting, BPMN
- Digital maturity assessment and readiness evaluation for modernisation
- Identification of improvement opportunities, supported by benefits analysis
- Agile, collaborative delivery with co-production, coaching, and knowledge transfer
- Design of accessible, WCAG-compliant digital services across multiple touchpoints
- Embedding of long-term ownership and capability within internal teams

Benefits

- End-to-end service design across multiple touchpoints for consistent user experience
- Digital change aligned to organisational capacity, priorities, and readiness
- Reduction of duplication, inefficiency, cost, and waste
- Internal capability building through co-production and knowledge transfer
- Data-driven insights to inform performance measurement, decision-making
- Stakeholder engagement fostering buy-in and long-term commitment to change
- Services designed for accessibility and inclusivity, compliant with WCAG standards

Service Overview

Avenga's Cloud Platform Build and Landing Zone service establishes secure, compliant and scalable Microsoft Azure foundations.

Using the Microsoft Cloud Adoption Framework, Zero Trust security, Infrastructure as Code and DevOps automation, it delivers production-ready landing zones that accelerate cloud adoption, application deployment, data migration and CRM modernisation.

Key Features

- Azure landing zone design and build aligned to Microsoft CAF
- Zero Trust architecture implementing least-privilege access and continuous verification
- Government-aligned security and data protection controls
- Infrastructure as Code (IaC) for consistency, automation, and repeatability
- Automated CI/CD deployment pipelines for secure cloud provisioning
- Continuous compliance and security monitoring
- Scalable migration support for workloads of any size
- Flexible migration strategies prioritising speed, optimisation, or hybrid approaches
- Experienced cloud architects and migration specialists
- Pre-built, compliant cloud foundations accelerating public sector cloud adoption

Benefits

- Enhanced security through Zero Trust and government-aligned controls
- Reduced delivery and migration risk using proven architectures.
- Faster time-to-value via pre-built landing zones and automation
- Improved operational efficiency through Infrastructure as Code
- Reduced long-term costs via optimised cloud design and reduced maintenance
- Scalable and flexible platforms supporting organisational growth
- Continuous compliance with UK regulatory and security standards
- Improved collaboration across departments and agencies
- Foundation for innovation, data analytics, and digital services
- Real-time visibility enabling data-driven decision-making

Service Overview

DevSecOps Pipeline Build and Secure SDLC Enablement service embeds security across the software development lifecycle.

It delivers automated CI/CD pipelines, Secure SDLC practices and maturity assessments to accelerate delivery, improve code quality ensure scalable, compliant DevSecOps aligned with organisational security, risk regulatory requirements across public, private, hybrid and multi-cloud environments.

Key Features

- DevSecOps pipeline design and build for all environments
- Comprehensive security posture assessment and maturity evaluation
- Secure SDLC integration, embedding security throughout the development lifecycle
- Automated build, test, and deployment pipelines for consistent delivery
- Continuous monitoring, vulnerability detection, and remediation
- Integration of leading security, monitoring, and automation tools
- Collaboration across development, security, and operations teams
- Knowledge transfer and capability uplift for internal teams
- Guidance for ongoing pipeline management and DevSecOps adoption
- Tailored implementation roadmap prioritising high-impact areas

Benefits

- Proactively mitigate security vulnerabilities across applications
- Deliver high-quality, tested, and secure code
- Accelerate deployment cycles and reduce time-to-market
- Automate repetitive processes to focus on core development
- Minimise errors through continuous testing and monitoring
- Foster collaboration and shared responsibility across teams
- Track progress and performance with regular assessments
- Reduce risk of breaches and associated costs
- Optimise development processes for maximum ROI
- Establish a scalable DevSecOps foundation for future growth

Service Overview

SRE and Observability for Cloud and Critical Services embeds Site Reliability Engineering practices to improve reliability, scalability and operational predictability.

It implements SRE operating models, SLIs, SLOs, error budgets, observability and on-call capabilities through assessments, supporting resilient cloud-native and mission-critical public sector services across public, private, hybrid and multi-cloud environments.

Key Features

- Assess SRE readiness, maturity, and adoption glide path
- Design and implement SLIs, SLOs, and error budgets aligned
- Observability strategy and tooling implementation across services
- Federated and managed SRE support for cloud-native and critical systems
- Integration of monitoring, alerting, and incident response processes
- Knowledge transfer, team capability uplift, and SRE coaching
- Guidance for sustainable SRE operations and cultural embedding
- Tailored implementation roadmap prioritising high-impact areas
- Automation support for pipelines, testing, and cloud service reliability
- Metrics-driven improvement cycles to optimise reliability and cost efficiency

Benefits

- Improve service reliability and uptime for critical systems
- Proactively prevent outages and operational issues
- Accelerate cloud-native service deployment with predictable operations
- Reduce operational costs through SRE-based efficiency
- Enhance team collaboration and accountability through SRE principles
- Track performance with measurable SLIs, SLOs, and error budgets
- Embed observability and monitoring for actionable insights
- Enable faster incident detection, response, and remediation
- Optimise operational maturity for long-term sustainability
- Establish a robust foundation for scalable, cloud-native service delivery

Service Overview

Avenga's FinOps Managed Service helps organisations optimise cloud spend, embed financial governance and mature FinOps practices.

Delivered by certified FinOps experts, it provides maturity assessments, cost visibility, cost-conscious architecture reviews and cultural enablement, supporting accountable, sustainable cloud financial management across public, private, hybrid and multi-cloud environments.

Key Features

- Deliver defined FinOps processes, tasks, outcomes such as cost optimisation
- Embed certified FinOps experts directly into your team
- Fully outsource your FinOps practice if required
- FinOps maturity assessments and cost-conscious architecture reviews
- Gain visibility of cloud costs and optimisation opportunities
- Rapidly mature FinOps practices, processes, and capabilities
- Automate cost reduction workflows using leading Cloud Management tooling
- FinOps stakeholder and team training available if required

Benefits

- Reduce expensive hiring, training, and retention costs
- Deliver greater control and reporting of cloud costs
- Independent, ethical advice without vendor bias or audits
- Identify cost savings through benchmarking workloads and products
- Flexible delivery model that scales with FinOps demands
- Access certified FinOps experts for on-site advice and guidance
- Rapidly improve FinOps maturity and stakeholder engagement
- Embed a culture of accountability and continuous improvement
- Enhanced visibility of cloud spend with best-in-class tooling

Service Overview

Avenga's Cloud Migration Factory provides a structured, repeatable and high-velocity approach to migrating workloads and legacy applications to AWS, Microsoft Azure, Oracle Cloud, VMware and multi-cloud environments.

It combines automated discovery, application dependency mapping and wave-based delivery with experienced cloud architects and engineers to deliver secure, predictable and efficient migrations.

Key Features

- Automated discovery and inventory of applications, infrastructure, and dependencies
- Application workload assessment to determine migration approach
- Development of detailed migration roadmaps and wave-based delivery plans
- Validation of target cloud platforms, secure cloud architecture.
- Agile, high-throughput cloud migration execution
- Knowledge transfer and handover to operational support teams
- Review and design of cloud-native platforms, landing zones, and DevOps
- Migration and modernisation of legacy applications, services, and platforms
- Delivery expertise across AWS, Microsoft Azure, VMware, Oracle Cloud ecosystems
- Support for FinOps optimisation and IT governance guidance

Benefits

- Accelerated cloud adoption, digital transformation, enterprise cloud migration
- Enables multi-cloud, hybrid-cloud, and cloud-native strategies
- Access to broad expertise across Cloud, Digital, Data
- Optimises software and licence investments
- Security-by-design aligned to NCSC Cloud Security Principles and regulatory compliance
- Cloud readiness, landing zone, DevOps maturity assessments
- Leverages migration accelerators and automation to reduce risk delivery time
- Independent advice on cloud platform selection, FinOps optimisation,

Service Overview

Avenga's Managed Data Platform & Analytics Operations service provides secure, resilient operational support for cloud-based data platforms, including data lakes, lakehouse and analytics services.

It delivers monitoring, incident management, data pipeline operations, optimisation and continuous improvement, aligned to ITIL, DevOps and DataOps, supporting compliant, business-critical government analytics across multi-cloud environments.

Key Features

- Automated discovery and inventory of applications, infrastructure, and 24x7 operational support for data platforms and analytics services
- Monitoring and management of data lakes, lakehouse, and analytics platforms
- Support for batch, real-time, and streaming data pipelines
- Operations across AWS, Microsoft Azure, and Google Cloud Platform (GCP)
- Proactive monitoring of data ingestion, transformation, and processing jobs
- Incident, problem, and change management for data services
- Data platform performance tuning and optimisation
- Secure operations aligned to data protection and government security standards
- Cost monitoring and optimisation for analytics and data workloads
- Support for BI, reporting, and advanced analytics platforms

Benefits

- Reliable and resilient operation of critical data and analytics platforms
- Reduced risk of data pipeline failures and service disruption
- Improved data quality, availability, and timeliness
- Faster issue detection and resolution for analytics services
- Secure and compliant handling of sensitive government data
- Scalable platforms supporting increasing data volumes and users
- Optimised performance and cost efficiency for analytics workloads
- Reduced operational burden on internal data teams
- Continuous improvement through automation and DataOps practices
- Improved confidence in insights and decision-making

Service Overview

Avenga's Managed DevSecOps Platform and Tooling Operations service provides secure, resilient management of DevSecOps platforms for government digital services.

It operates CI/CD pipelines and shared tooling across build, test, security scanning and deployment, embedding automation, security by design, ITIL, DevSecOps and SRE practices across multi-cloud environments, private, hybrid and multi-cloud environments.

Key Features

- 24x7 operational support for DevSecOps platforms and tooling
- Management of CI/CD pipelines, automation, and deployment tooling
- Secure operation of build, test, and release pipelines
- Integration of security scanning and compliance controls within pipelines
- Operations across AWS, Microsoft Azure, and Google Cloud Platform (GCP)
- Monitoring, logging, and alerting for DevSecOps platforms
- Incident, problem, and change management for tooling and pipelines
- Patch management and version control for DevSecOps tools
- Access management and segregation of duties
- Performance optimisation and pipeline reliability improvements

Benefits

- Reliable and secure operation of DevSecOps platforms
- Reduced risk of pipeline failures and release disruption
- Improved software delivery speed and reliability
- Embedded security and compliance within delivery pipelines
- Faster detection and resolution of operational issues
- Reduced operational burden on internal engineering teams
- Scalable platforms supporting multiple services and teams
- Improved auditability and traceability of software releases
- Consistent tooling and standards across delivery teams
- Continuous improvement through automation and optimisation

Service Overview

Managed Cloud Operations delivers secure, resilient and continuously managed cloud environments for mission-critical services.

Monitoring, incident management, continuity, patching, optimisation and cost control across AWS, Microsoft Azure and Google Cloud Platform, using ITIL-aligned models, SRE and DevOps, security, compliance and auditability across public, private, hybrid and multi-cloud.

Key Features

- 24x7 monitoring, alerting, and incident response for critical cloud services
- Proactive service management aligned to ITIL and SRE best practices
- Cloud operations across AWS, Microsoft Azure, and Google Cloud Platform
- Centralised logging, monitoring, and observability for infrastructure and applications
- Incident, problem, and change management for live government services
- Automated patching, updates, and configuration management
- Performance optimisation, capacity management, and availability monitoring
- Secure operations aligned to government security and data protection requirements
- Resilience, backup, and disaster recovery support for critical workloads
- Cost monitoring, optimisation, and usage reporting (FinOps)

Benefits

- High availability and operational stability for critical government services
- Reduced risk through proactive monitoring and preventative maintenance
- Faster incident detection, response, and resolution
- Secure, compliant cloud operations aligned to public sector standards
- Improved performance, reliability, and user experience
- Clear operational accountability and auditability
- Scalable operations supporting demand fluctuations and service growth
- Cost transparency and optimisation across cloud platforms
- Reduced operational burden on internal teams
- Continuous improvement through automation and optimisation

Service Overview

Avenga's Modern Data Platform and Lakehouse service delivers secure, scalable, cloud-native data platforms for public sector analytics, reporting and data sharing.

It enables data lakes and lakehouse architectures supporting structured and unstructured data, advanced analytics and AI, while ensuring governance, security and compliance across public, private, hybrid and multi-cloud environments.

Key Features

- Design and implementation of modern data platforms and lakehouse architectures
- Secure ingestion, storage, and processing of structured and unstructured data
- Support for analytics, reporting, and data science workloads
- Open data platform design, publishing, and reuse support
- Operations across AWS, Microsoft Azure, and Google Cloud Platform (GCP)
- Integration with BI, analytics, and visualisation tools
- Scalable architectures supporting increasing data volumes and users
- Performance optimisation and cost management for data workloads
- Secure access management and role-based data controls
- Support for batch, near-real-time, and streaming data pipelines

Benefits

- Scalable and resilient data platforms supporting public sector use cases
- Improved access to high-quality data for analysis and decision-making
- Support for transparency and open data publication
- Reduced complexity through consolidated data architectures
- Secure handling of sensitive and regulated data
- Improved performance and reliability of analytics services
- Cost-effective data storage and processing
- Future-ready platforms supporting advanced analytics and AI
- Reduced reliance on legacy data systems
- Clear operational ownership and accountability

Service Overview

Avenga's Data Governance, Privacy and Ethics for Government Data service helps public sector organisations manage data responsibly and transparently.

It establishes proportionate governance frameworks for data ownership, privacy, ethical use and accountability, ensuring compliance with UK legislation and policy while supporting analytics, AI, digital services and cloud-based, multi-supplier environments.

Key Features

- Design and implementation of data governance frameworks
- Data ownership, stewardship, and accountability models
- Privacy-by-design and data protection controls
- Ethical data and AI governance frameworks
- Data classification, access, and usage policies
- Governance for sensitive, regulated, and personal data
- Support for data sharing and cross-organisation collaboration
- Integration with cloud, analytics, and AI platforms
- Policy, standards, and control definition
- Audit-ready governance documentation and controls

Benefits

- Improved compliance with data protection and privacy obligations
- Increased public trust in data-driven services
- Clear accountability for data ownership and usage
- Reduced risk of inappropriate data use or processing
- Practical governance aligned to delivery and operations
- Support for ethical AI and advanced analytics initiatives
- Improved transparency and auditability
- Consistent governance across cloud and data platforms
- Reduced delivery and operational risk
- Strong foundations for secure data reuse and innovation

Service Overview

Avenga's Data Quality, Lineage and Reporting service helps public sector organisations assure data accuracy, completeness and traceability.

It delivers data quality controls, end-to-end lineage and audit-ready reporting across operational and analytical datasets, supporting compliant decision-making, statutory reporting and assurance in regulated, cloud-based, multi-supplier government environments.

Key Features

- Data quality assessment and improvement frameworks
- Definition and implementation of data validation rules and controls
- End-to-end data lineage and traceability across systems and pipelines
- Regulatory, statutory, and audit reporting support
- Monitoring and alerting for data quality issues
- Metadata management and data catalogue integration
- Controls for critical, sensitive, and regulated datasets
- Reconciliation and exception reporting
- Operational dashboards and management reporting
- Audit-ready documentation and evidence packs

Benefits

- Increased confidence in data used for reporting and decision-making
- Improved compliance with regulatory and audit requirements
- Clear traceability of data from source to report
- Reduced risk of data errors and inconsistencies
- Faster response to audit, assurance, and information requests
- Improved transparency and accountability
- Stronger data foundations for analytics and AI
- Reduced operational and reputational risk
- Improved data quality across platforms and services
- Consistent reporting standards across the organisation

Service Overview

Avenga's Responsible AI and GenAI Advisory service helps UK public sector organisations adopt artificial intelligence safely and ethically.

It provides governance, risk and assurance support for AI and GenAI use across policy, services and operations, ensuring transparency, accountability and alignment with UK regulation, data protection and digital ethics high-assurance environments.

Key Features

- Responsible AI strategy and operating model design
- Generative AI (GenAI) use case identification and assessment
- AI risk, ethics, and impact assessments
- Governance frameworks for AI and automated decision-making
- Transparency, explainability, and human-in-the-loop design
- Data protection and privacy considerations for AI systems
- Support for regulated and high-risk AI use cases
- Integration with cloud, data, and analytics platforms
- Policy, standards, and control definition for AI use
- Alignment with UK government AI principles and guidance

Benefits

- Safe and responsible adoption of AI and GenAI technologies
- Reduced risk of ethical, legal, and reputational harm
- Increased trust in AI-enabled public services
- Clear accountability and governance for AI use
- Practical guidance aligned to delivery and operations
- Support for compliant innovation and experimentation
- Improved transparency and explainability of AI decisions
- Strong foundations for future AI capability
- Alignment with UK public sector policy and regulation
- Informed decision-making on AI investment and deployment

Service Overview

Avenga's GenAI and Retrieval-Augmented Generation (RAG) service enables government organisations to apply generative AI safely to knowledge-intensive activities, including casework, policy and guidance.

By grounding AI outputs in authoritative government sources, it improves accuracy, transparency and trust, aligned with UK AI, data protection and assurance standards

Key Features

- Design and implementation of GenAI and RAG architectures
- Knowledge retrieval from approved, authoritative data sources
- Support for casework, policy analysis, and guidance authoring
- Human-in-the-loop and approval workflows
- Transparency and explainability of AI outputs
- Integration with document management and case management systems
- Secure handling of sensitive and regulated information
- Governance and control frameworks for GenAI use
- Operations across cloud-based environments
- Alignment with responsible AI principles and guidance

Benefits

- Improved efficiency in knowledge-intensive public services
- Reduced time spent searching and synthesising information
- Increased accuracy and consistency of outputs
- Controlled and auditable use of GenAI technologies
- Reduced risk of hallucination through RAG-based approaches
- Improved transparency and trust in AI-assisted outputs
- Support for evidence-based decision-making
- Practical adoption of GenAI in regulated environments
- Enhanced staff productivity without loss of accountability
- Strong alignment with public sector governance expectations

Service Overview

Avenga's MLOps and Model Lifecycle Management service supports public sector organisations to deploy, govern and operate machine learning models safely across their full lifecycle.

It covers development, validation, deployment, monitoring and retirement, ensuring models remain reliable, explainable and auditable within regulated, high-assurance government environments.

Key Features

- End-to-end ML lifecycle management frameworks
- Model versioning, traceability, and change control
- Deployment and release management for ML models
- Monitoring of model performance, drift, and data quality
- Validation and approval workflows for regulated use cases
- Explainability, transparency, and documentation controls
- Integration with cloud data platforms and DevSecOps pipelines
- Secure handling of training and inference data
- Audit-ready artefacts and evidence generation
- Support for multi-environment and multi-team delivery

Benefits

- Controlled and auditable deployment of ML models
- Reduced risk of model drift, bias, or unintended behaviour
- Improved reliability and performance of ML-enabled services
- Clear accountability across the model lifecycle
- Faster and safer model updates and improvements
- Improved compliance with regulatory and assurance requirements
- Increased confidence in ML-supported decisions
- Strong foundations for scalable AI adoption
- Reduced operational and reputational risk
- Alignment with responsible AI principles

Service Overview

Avenga's Intelligent Automation and Agentic Workflows service helps public sector organisations improve efficiency and consistency across back-office processes.

It delivers rule-based automation, workflow orchestration and agent-led solutions for functions such as finance, HR and procurement, while ensuring transparency, auditability, human oversight and compliance within regulated government environments.

Key Features

- Design and implementation of intelligent automation solutions
- Workflow orchestration for back-office processes
- Agentic workflows with defined roles, boundaries, and controls
- Human-in-the-loop approval and escalation mechanisms
- Integration with existing business systems and platforms
- Automation of repeatable, rules-based, and knowledge-assisted tasks
- Secure handling of sensitive and operational data
- Monitoring, logging, and observability for automated processes
- Audit trails for automated actions and decisions
- Support for cloud-based and hybrid environments

Benefits

- Improved efficiency and throughput of back-office services
- Reduced manual effort and operational overhead
- Increased consistency and accuracy in process execution
- Clear accountability and auditability of automated actions
- Reduced risk of human error in routine activities
- Scalable automation supporting demand fluctuations
- Faster processing times for internal services
- Better use of staff time for higher-value work
- Controlled and transparent use of automation technologies
- Alignment with public sector assurance expectations

Service Overview

Avenga's Cloud and Data Operating Model Design service supports public sector organisations to define compliant operating models under the Procurement Act 2023.

It aligns service ownership, governance, supplier responsibilities and assurance across cloud, data and AI services, supporting transparency, effective contract management, competition and value for money in complex environments.

Key Features

- Design of cloud data operating models aligned to PA 23
- Definition of roles, responsibilities, and service ownership
- Multi-supplier and ecosystem operating model design
- Alignment of operating models with commercial and contractual arrangements
- Governance, assurance, and decision-making frameworks
- Service management and accountability models
- Integration with cloud, data, and AI delivery models
- Support for transparency, auditability, and value-for-money objectives
- Operating models for live services and transformation programmes
- Alignment with ITIL, DevOps, and public sector service management practices

Benefits

- Clear accountability across cloud and data services
- Improved compliance with the Procurement Act 2023
- Reduced risk in multi-supplier delivery environments
- Stronger governance and assurance arrangements
- Improved service performance and operational clarity
- Better alignment between commercial, technical, and operational teams
- Improved contract management and supplier oversight
- Sustainable operating models for long-term service delivery
- Improved transparency and audit readiness
- Better outcomes for citizens and service users

Service Overview

Avenga's Assurance and Health-Checks for Cloud, Data and AI Programmes service provides independent, evidence-based assurance across programme design, delivery and operation.

It identifies risk, assures compliance and strengthens outcomes across early-stage, in-flight and live services, covering technical, operational, commercial and governance aspects within regulated, multi-supplier public sector environments.

Key Features

- Independent assurance reviews for cloud, data, and AI programmes
- Programme and service health-checks
- Technical, architectural, and operational assurance
- Governance, delivery, and operating model assurance
- Risk, dependency, and issue identification
- Alignment with government standards and best practice
- Evidence-based findings and recommendations
- Support for multi-supplier and complex delivery environments
- Assurance across discovery, alpha, beta, and live services
- Clear, actionable reporting for senior stakeholders

Benefits

- Early identification of delivery and operational risks
- Improved confidence in programme direction and control
- Clear, evidence-based recommendations for improvement
- Increased compliance with government standards and policy
- Improved governance and decision-making
- Reduced likelihood of service failure or rework
- Stronger accountability across delivery teams and suppliers
- Better outcomes for citizens and service users
- Increased audit readiness and transparency
- Support for informed investment decisions

Service Overview

Avenga's Skills and Capability Uplift for Cloud, Data and AI service helps public sector organisations build sustainable internal capability.

It provides practical, role-based learning, mentoring and knowledge transfer embedded within live programmes, supporting engineers, delivery teams and civil servants to adopt cloud, data and AI while reducing long-term supplier dependency.

Key Features

- Role-based skills development for engineers and civil servants
- Capability uplift across cloud, data, analytics, and AI
- Embedded learning within live delivery and operations
- Coaching, mentoring, and pairing approaches
- Support for technical, delivery, and governance roles
- Alignment with government digital and data standards
- Practical guidance on cloud, data, and AI adoption
- Knowledge transfer and documentation
- Support for multi-disciplinary teams
- Focus on sustainable capability and reduced supplier reliance

Benefits

- Sustainable in-house capability development
- Reduced long-term dependency on external suppliers
- Improved confidence and competence across teams
- Faster adoption of cloud, data, and AI technologies
- Better alignment between technical and policy teams
- Improved service delivery and operational outcomes
- Consistent skills and practices across the organisation
- Support for responsible and compliant technology use
- Improved staff engagement and retention
- Stronger foundations for digital transformation

Case Studies

Modernization of a Custom ERP tailored for Machine Shops and Precision Manufacturing

Challenge

The Client, a niche ERP provider for machine shops and precision manufacturing, was acquired by Mainsail Partners, a private equity firm **looking to accelerate the company's growth**. The product, though highly specialized and deeply embedded in customer operations, was built over decades using niche and **unsupported technologies**. This technology stack not only created **significant maintenance and scalability risks** but also limited the product's future marketability. Mainsail was ready to fund a strategic **re-architecture** but lacked confidence in the internal engineering team's ability to manage such a critical transformation, engaging **Avenga as a trusted modernization partner**.

Tech Stack

C# / .NET, AWS, React, PostgreSQL, GraphQL, Docker

Our Solution

- **3-month discovery phase** to design architecture, migration roadmap, and budget plan — enabling the CTO to **secure investor funding**.
- **Domain-partitioned modular monolith**, replacing unsupported legacy technologies with a modern stack.
- **Iterative migration**: module-by-module rewrite with the legacy system kept operational and still feature-extendable by the in-house team.
- **Flexible deployment bundles** to support diverse customer environments with varying needs.
- **Gradual onboarding** of the Client's in-house team, including training to ensure **smooth knowledge transfer** and long-term ownership.
- Structured governance with Mainsail and Client's leadership, ensuring **investor confidence**



Modernization

Re-Architecture

Custom ERP

Scalability

National Revenue Agency of Bulgaria - SOA Architecture & E-Services Portal

Challenge

NRA needed to provide reliable, secure, and continuous electronic services for Bulgarian citizens, businesses, and partner institutions, while modernizing its existing Electronic Portal with more than 150 e-service and establishing a service-oriented architecture (SOA) for integration between its existing internal and external government systems as well.

Our Solution

Starting in mid 2029, for 18 months Avenqa designed and delivered a fully modernized E-Services Portal and SOA foundation, applying SOA patterns and enabling standardized services, interfaces, automated delivery, monitoring, and controlled evolution of electronic services and API layer.

18

Months build-to-production

20 / 10 / 8

Tech experts for build / post-go-live run / current contract



Outcome

NRA's tech evolution is now centered on a SOA-based service layer and e-Services Portal, with clear governance for releases, documentation, and secure deployments.

The E-Services Portal integrates both existing and new electronic services, including those delivered by third-party systems, and supports the API management processes for the public/external APIs consumers

The current Avenqa engagement continues with:

- ensuring reliability, security, and continuity of e-services,
- providing maintenance and optimization to keep the platform operational,
- delivering ongoing modernization, including new and updated e-services, and APIs.

Under the hood, the target environment includes GitLab source control, Docker Swarm, API/Auth gateways, observability (Prometheus/Grafana), and centralized logging (ELK).

- **GovTech-grade SOA** & integration engineering (service layer, gateways, security, continuity)
- **Full-lifecycle execution**, from initial discovery to maintenance/support and knowledge transfer
- **Tech stack:** Java/Spring services, React FE, Oracle DB, containerized runtime, ELK

- 1 **217 electronic services** for end-clients & **600+ APIs** for internal and external usage
- 2 Over **600,000 unique portal users** and more than a **million tax entities** are served each month through NRA's e-services.
- 3 **Over hundred millions requests** are processed monthly through NRA's internal and public APIs.
- 4 Over **1 million tax and social security declarations and documents** are accepted monthly through NRA's e-services.

Modernization

Digitalization

Containerization

UX

Scalable Cloud Data Platform for Cost Efficiency



Our Solution

Avenga designed and co-developed a centralized data platform in Microsoft Azure in order to fetch data from the different operational systems and show the results in BI reports which their business users can access and analyse the data, with the aim of creating a cost-efficient solution built on scalable cloud components to serve Region Västmanlands' needs today as well as in the future. This resulted in

- Better insights and tracking of their KPIs
- Automations of reports, reducing manual processes of creating monthly reports from 3 days to almost instant reports.

99% **Uptime** regarding to failure in data pipelines and updates of daily reports since 2022

Challenge

Region Västmanland is located in the middle of Sweden. Every day 38 000 commutes are delivered by bus and trains. They are aiming for long term sustainable public transport for people and the environment.

Region Västmanland is one of the smallest public transport authorities in Sweden, but they have been in the need of data platform with the same capabilities as the larger PTAs in Sweden. This includes information about ticket sales, traffic planning, punctuality, and contract fulfilment.

Tech Stack

Azure Databricks, Lakehouse, Power BI, Azure SQL & Data Products

Cloud Data Platform

Scalable Analytics Foundation

Cloud-Native BI

Digital Transformation for a Leading German Manufacturer

Challenge

A global manufacturing company was being carved out from their parent company. Therefore, the new company had to set up a new IT infrastructure from the ground up. It had to be in place before transitional service agreements with the former parent company ended.

Avenga was tasked with the architecture and configuration of an infrastructure for identity and access management and with migration of around 1,500 users from 36 different countries from HCL Notes to Microsoft 365.

For the architecture of this new collaboration infrastructure, the client expected guidance from Avenga on industry best practices. They wanted to avoid the complexity and high management overheads of the old environment.

Tech Stack

Active Directory, Entra ID, Azure Bastion, Exchange, SharePoint, OneDrive for Business

Our Solution

Together with the client and based on industry best practices, Avenga designed and implemented a future-proof identity and access management infrastructure as well as an entirely new Microsoft 365 tenant. 1,500 users from 36 countries were migrated to this new collaboration infrastructure.



Modernizing Sunrise's IT Infrastructure to Enhance Service Reliability and Streamline Operations

Challenge

Sunrise faced frequent service disruptions and inefficiencies due to a siloed IT infrastructure.

”

An outstanding achievement, and you should be proud of what you have delivered. You are key in driving this business forward.



Duncan McDonald
CIO, Sunrise

Key results

Upgraded from 8x5 to full **24x7 support**.

Eliminated redundant tools to **streamline operations**.

30% cost savings

35% efficiency boost

3x **Accelerated** daily handling of 3,000+ tasks.

14 years of **SLA compliance** without breaches.

Key results

One-Stop-Shop for development and managed services

Partner of choice for **innovation**

6 Delivery Centers

90% Resource retention rate

Delivering since **2009**

200 Experts engaged

Cybersecurity Foundations

Network & Cloud

Identity Management

M365

ERP (SAP)

Provisioning

Unified Communications

Optimizing Satellite IoT Communication for Globalstar

Challenge

The main challenge was to thoroughly test and optimize advanced ST150 and RS200M modules, while also integrating important features like GPS, Bluetooth, and autonomous operation to support a variety of IoT applications.

Project Goals

- Validate Queue Management System for message prioritization.
- Ensure reliable data transmission.
- Verify over-the-air updates.
- Test power management, accelerometer-based event detection and real-time diagnostics.

1

Modular software - easily customizable and integrated with APIs for faster development.

2

Extensive application library - access and adapt software solutions from a growing library.

3

Hardware abstraction - simplified device management with full driver abstraction, speeding up deployment.

Our Solution

Our scope of work included rigorous testing of firmware, modular message handling, GPS integrations, and BLE-based security features. Avenga's experts conducted robust validation processes for queue management, real-time diagnostics, and over-the-air mechanisms to ensure system reliability and performance.

35%

better resource use

50%

less IoT OPEX

25%

fewer support requests

40%

faster device activation

99%

success rate in multi-network switching

30%

less onboarding failures



Kotlin

APIs

Cloud integration

ST150 & RS200M modules

GPS integration

BLE communication protocols

Transforming Research with a Scalable Digital Laboratory Platform



Challenge

The research community of a global biotech required a unified digital platform to modernize the way experimental data is captured, managed, and shared. Their legacy laboratory systems, including a traditional Laboratory Information Management System (LIMS), limited efficiency, scalability, data integrity, and collaboration. Our client is the world's number 1 in biotech, with 17 biopharmaceuticals on the market developing medicines in oncology, immunology, infectious diseases, ophthalmology, and diseases of the central nervous system. To accelerate discovery in these areas, they needed a secure and scalable scientific platform that could support future growth and innovation.

Tech Stack

.NET, SAP, MS SQL, SharePoint, Oracle, EPMS, Tibco, HPSM, Security Compliance

Our Solution

- Designed and rolled out a **scientific Platform-as-a-Service (PaaS)** for the global research teams
- **Core component:** Electronic Laboratory Notebook
- Supplemented with **laboratory registry, inventory, requests management, and molecular biology tools**
- Built on a **scalable, cloud-ready architecture** to enable secure integrations, reliability, and workflow customization

Client Benefits

- Ensured data integrity and regulatory compliance across global research operations
- Accelerated drug discovery and development by reducing bottlenecks in laboratory workflows
- Seamless collaboration among research teams worldwide through unified data access
- Scalable, future-ready platform to support research

Managed Services

Platform-as-a-Service

Compliance & data integrity

Cloud-native architecture

Scalable Cloud Data Platform for Cost Efficiency



Our Solution

Avenga designed and co-developed a centralized data platform in Microsoft Azure in order to fetch data from the different operational systems and show the results in BI reports which their business users can access and analyse the data, with the aim of creating a cost-efficient solution built on scalable cloud components to serve Region Västmanlands' needs today as well as in the future. This resulted in

- Better insights and tracking of their KPIs
- Automations of reports, reducing manual processes of creating monthly reports from 3 days to almost instant reports.

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Challenge

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Region Västmanland is one of the smallest public transport authorities in Sweden, but they have been in the need of data platform with the same capabilities as the larger PTAs in Sweden. This includes information about ticket sales, traffic planning, punctuality, and contract fulfilment.

Tech Stack

Azure Databricks, Lakehouse, Power BI, Azure SQL & Data Products

Cloud Data Platform

Scalable Analytics Foundation

Cloud-Native BI

Predictive Occupancy and Pandemic Preventions for Necessary Travellers



Challenge

Skånetrafiken is the third largest public transport authority in Sweden. Every day 465.000 commutes are delivered by bus, train and trams. There are 14.000 daily possible journeys.

Skånetrafiken lost appr. 40% of their daily number of passengers during 2020-2021 due to the Covid Pandemic. The aim was to offer Covid safe travels to passengers by giving them visual information regarding a real-time predictive occupancy levels on each possible trip presented in SKÅ-appen, the journey planner and ticketing app.

This had to equip the travellers who *had* to travel during the pandemic (for examples healthcare personnel) with data to make informed decisions, like “can I take a later trip which is less crowded?”

Our Solution

The project went live in the app in just 3 months after the start. The solution was built in Azure Databricks with a real time connection to the ticket validation system, which re-calculated the predictions based on the boarding and validations of each prior stop on the bus trip.

Skånetrafiken was the first PTA in Sweden offering this service to their passengers. The more flexible ticket was launched. It was created from analysing the data and better insight on how to use Machine Learning to deliver business value. The solution was decommissioned post pandemic 2024 due to no demand for occupancy prognoses.

Benefits

A tool for identifying less crowded trips in real time.

End users got **real time prediction** every trip, based on the actual boarding on said trip.

Tech Stack

Azure Databricks, Azure Web Services, Azure Cosmos DB

Predictive AI

Real-Time Insights

Smart Mobility

Enabling Strategic Cloud Transformation for a Niche Bank



Challenge

The Bank's cloud journey faces challenges in integrating legacy systems, ensuring regulatory compliance across jurisdictions, and managing cloud costs and operational scalability.

Tech Stack

Azure / CI/CD / Atlassian /
Opsgenie / terraform

Enterprise Solution

Azure Cloud

Risk & Compliance

Security Operations

IT Help Desk

Atlassian ITSM

24/7 Cloud
Operations

20+

Experts
engaged

2

Delivery Centers
involved

Client Benefits

- Provision of round-the-clock monitoring and management services for Azure environment.
- Migration of the Bank's infrastructure and applications to the Azure cloud platform.
- Implementation of DevOps practices to streamline software development and deployment processes.
- Licensing and maintenance of Atlassian tools
- Implementation of robust security measures to protect the Bank's infrastructure and data.

Full Remote Concept

SLA Operations services

Service Delivery Management

Partnership Model

Reinventing, Supporting, and Security a Core Banking System

Enterprise Solutions

Azure Cloud	Data Warehouse	DevOps Consultancy
Infrastructure as Code	24/7 IT Operations / Sys Admin	Service Desk Support
Monitoring/ logging automation	Database security	Data governance
Automated deployment	Database automation	L1/L2/L3 Technical Support

- IT Operations and System Admin services (24x7)
- Continuous consultancy for DevOps services
- Guaranteed incident and Problem resolution **without SLA breach**
- Database administration and operation
- Core Banking Migration Assistance
- Cloud Operations

Tech Stack

Azure, Client benefits, IaC, Cloud, Kubernetes Terraform, Database security, CI/CD, Database automation

Delivering since 2019

2019

3

Delivery centers



Full Remote Concept

20+ Experts Engaged

Partnership Model

SLA Operations Services

Service Delivery Management

Overcoming Cloud Migration Challenges at Enterprise Scale

Enterprise Solution

Azure Cloud

AWS Cloud

DevOps

Penetration Testing

Cyber Security
Assessment

DevSecOps

Atlassian Migrations

Azure Apps
Operations

Challenge

A global technology and engineering company, recognized as an industry leader across a broad spectrum of sectors needed cloud transformation. The Client faces key challenges, including transforming legacy applications, ensuring compliance across diverse regulatory landscapes, and balancing cost efficiency with scalable cloud infrastructure.

Partnership
since
2017

30+

Experts
engaged

4

Delivery Centers
involved

Client Benefits

- Cover Azure and AWS applications and systems with 24x7 service
- Guaranteed incident and Problem resolution without SLA breach in the past 5 years
- Implementing different monitoring tools and develop a monitoring strategy
- Increase efficiency and faster time to market
- Having a Technology advisor partner to keep up with latest trends and innovations



Full Remote Concept

SLA Operations services

Service Delivery Management

Partnership Model

Reinventing R&DIUM CAPITAL's Client-side Operations Using Salesforce Experience Cloud

Challenge

The company's legacy .NET solution ceased to deliver to R&DIUM Capital's business needs and became a blocker in increasing the number of processed clients

Tech Stack

Salesforce Experience Cloud, Rest & Soap API, LWC & Aura, Bulk API, Green ID, Equifax

Our Solution

Avenga helped R&DIUM shape their tech vision and smoothly migrate data to Experience Cloud, automating data processes and integrating instant exchange with the Australian Tax Office.

Green ID integration eliminated ID scans, and clients can now manage documents securely with Salesforce, Conga, and Box. **Result: 50% increase in processed loans, 60% increase in client satisfaction.**

“

Avenga always has the skills available and also the capability to deliver.

Ron Holmes
CTO – Radium Capital



Salesforce

Automated Data Processing

Full-Spectrum Security for a Digital Bank: From Annual Audits to 24/7 Protection

Our Solution

- Delivered **White Box penetration tests** for online payment systems, including web, API and mobile apps
- Performed **Grey Box testing** on critical internal servers and applications
- Provided **continuous testing service** over 3 years, including retesting and immediate reporting of critical vulnerabilities
- Established a **24/7 Security Operations Center (SOC)** for continuous monitoring, alerting, and incident response
- Combined first-level SOC monitoring with second-level investigation by senior security engineers

Tech Stack

Penetration Testing Tools
SIEM Systems, Incident
Response Frameworks, 24/7
SOC Infrastructure

Challenge

Ensure continuous compliance, system resilience, and fast threat detection through penetration testing and a full-scale Security Operations Center. The client needed both technical audits and real-time incident response to meet internal and regulatory requirements.

Continuous Testing

Proactive Threat Response

Scalable SOC Operations



Key Data Acceleration with a Central Cloud Data Lake

Challenge

Separate CRM, product and risk systems left relationship managers with partial views, manual reports and slow responses. Cross-selling stalled, churn rose, and early warning on credit exposures relied on overnight batches.

Tech Stack

Azure Data Lake /
Databricks / Kafka /
Synapse Analytics

12

Months

12

Tech Experts

Our Solution

Avenga delivered a cloud-native data lake on Azure that streams operational events in real time, then layers Python-based machine-learning services for churn prediction, next-best-offer targeting and early credit-risk alerts. All surfaced through secure APIs and Power BI dashboards.



Full-Stack Execution

Complete Data Consolidation

Personalized Recommendations

Predictive Occupancy and Pandemic Preventions for Necessary Travellers



Challenge

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Tech Stack

Azure Databricks, Azure Web Services, Azure Cosmos DB

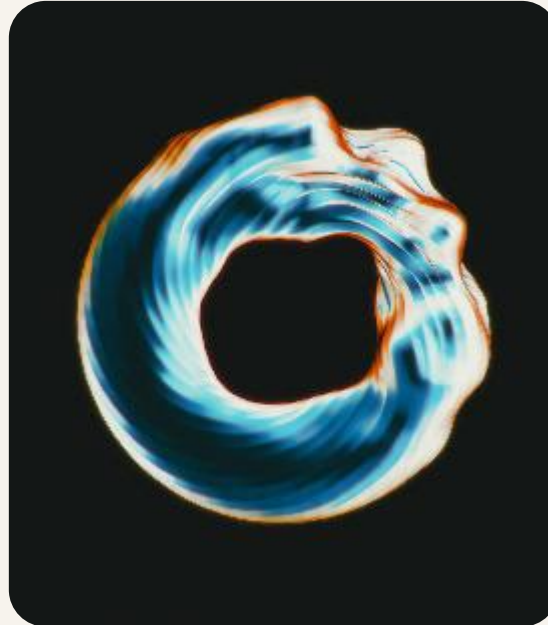
DevSecOps transformation through AI

Challenge

Our client, a leading telecom provider, sought external expertise to efficiently identify relevant information from internal systems during production incident troubleshooting.

Our Solution

- Developed a virtual assistant that operates both as a standalone app and a participant in ITOps group chats.
- Implemented regular data loads to aggregate key information from diverse sources.
- Utilized Generative AI to provide proactive assistance and relevant insights to specialists during troubleshooting.
- Designed a flexible, multi-model architecture with a supervisor agent that orchestrates specialized agents for different use cases.



70%

efficiency is gained during the troubleshooting of reference incidents.

Use Cases



Incident troubleshooting

Provision of immediate access to aggregated information from various sources for DevSecOps specialists to enable faster production issue resolution.



Knowledge aggregation

Consolidation of data from different platforms like Atlassian Confluence, ALM Octane, and BMC Remedy into a single, accessible interface.



ITOps communication

Integration of a virtual assistant directly into MS Teams for group chat discussion assistance and real-time support delivery.

Outcome

The client achieved a substantial efficiency improvement in troubleshooting reference incidents, which enabled them to meet SLA targets and reduce the number of specialists required per incident.

Generative AI

Intelligent Automation

Collaborative AI

Agentic AI for Domain-Specific Intelligence



Challenge

A client in a data-intensive industry needed an AI assistant with a deep understanding of domain-specific data to provide insights, answer complex questions, summarize reports, and build 3D models.

Use Cases



Intelligent Q&A system

Domain-specific question answering and complex query resolution with technical expertise.



Automated report processing

Streamlined report summarization and analysis to reduce manual review time.



3D model generation

Automated creation of 3D models based on technical input data and specifications.



Enterprise data integration

Multi-source data retrieval and integration across disparate enterprise systems.

Our Solution

- Built a comprehensive data collection and processing pipeline that integrates multiple data sources for downstream AI tasks.
- Developed custom vector database infrastructure for efficient data retrieval and knowledge management.
- Implemented Agentic AI architecture with autonomous agents for proactive planning and dynamic data retrieval from multiple APIs.
- Delivered an integrated AI assistant capable of handling complex domain-specific tasks and 3D modelling.

Outcome

The domain-specific virtual assistant successfully streamlined workflows and enhanced decision-making capabilities for our client.

50%

faster creation of 3D models from input data.

Agentic AI

Vector DB

3D Modeling

AI-powered Insights Automation for Client Support

Challenge

As a global lottery and sports betting company, the client held vast amounts of structured and unstructured data and was focused on improving their ability to act quickly in identifying trends and patterns.

Our Solution

- Began with a discovery phase to understand the client's data landscape and key challenges.
- Extracted insights from unstructured data using a Retrieval-Augmented Generation (RAG) architecture.
- Uncovered insights from structured data through a Text-to-SQL solution and integrated them with unstructured findings.
- Trained machine learning models to detect trends and patterns in structured data, delivering timely notifications to relevant business user groups.



35%

fewer ad-hoc analytics requests: faster responses and more team capacity.

Use Cases



Customer Behavior Analysis

Enabled marketing teams to identify emerging customer preferences and sentiment trends by analyzing survey responses and gameplay feedback alongside structured behavioral data.



Personalized Campaign Targeting

Combined structured customer segmentation with unstructured insights to tailor marketing campaigns more effectively improving engagement and conversion rates



Product Performance Monitoring

Provided real-time insights into game performance across regions and demographics allowing product managers to make data-driven decisions on game enhancements or retirements.

Outcome

The solution empowered business users to explore data through natural language, reduced reliance on analytics teams, and enabled proactive trend detection across data of varying complexity.

AI-Powered Precision for Extreme Rail Line Monitoring: Magic Eye 2.0

Enterprise Solution

Cameras for images recognition

GPIO and 3 PCIe card slots, max. flexibility of connections

Temperature measuring

Local buffering + delayed sending if necessary

Incremental distance measuring

Ready for connectivity with LAN USB RS232 RS485 and more

Challenge

To develop a durable, intelligent platform capable of complete visual and sensor-based inspection of rail lines — even under harsh industrial conditions such as heat, wax, and paint exposure.

Tech Stack

Edge AI / Visual Inspection
/ Thermal Sensors / IP67
Hardware / Remote Data
Transfer / Embedded
Systems

100%

visual rail coverage
under all lighting and
surface conditions

IP67

-rated hardware for harsh
industrial environments

Our Solution

We designed an AI-enabled inspection platform that performs full visual analysis of rails from all angles, including temperature, position, and electrical monitoring. With IP67 protection and resistance to temperatures up to 150°C for over 15 minutes per cycle, the system ensures fault detection in any environment. It operates on low-powered hardware with edge AI, enabling real-time fault detection and seamless remote data transfer.



Modern Data Platform to Enable Critical Information Within Public Transport

Challenge

The client needed assistance for the development of a modern data platform to handle all the data about their journeys, the passengers etc. The data is used real time in customer apps, in critical decision making and in long term planning. It's critical to deliver on their promise to the citizens.

Key Benefits

- Better insights and tracking of their KPIs
- Data delivered and updated on a daily basis
- Infrastructure which enables streaming data and AI/ML models.

Our Solution

Avengea have designed and co-developed a centralized data platform in Microsoft Azure in order to fetch data from the different operational systems and show the results in BI reports which their business users can access and analyse the data.

This modern platform serves

360°

of the organization, data reports to finance, traffic operations, sales, customer service etc.



Streaming Analytics

Unified Data Platform

Operational Intelligence

Customer Care Transformative Solution for a Multinational Financial Management Organization

We've seen a fantastic impact on the team; turnaround time on our customer messages has been reduced, the quality has been high, and AI has helped to define our quality standards. Our team are overwhelmingly positive, and the proof of concept has been so successful, it's now an established and important part of the Client Services tool kit! We can't wait to utilise AI for further items in the future and are constantly looking for those opportunities!

Head of Client Servicing



60%

improved efficiency
through automation

30 →
10min

Response time
decreased by

384k

Revenue

3x

more AI enhancement
requests across FIL

Shifted perception: AI
as a practical asset

AI-Driven Service Automation

Operational Velocity Boost

Scalable Intelligence Enablement

Customer Care Transformative Solution

Challenge

Our client – a globally leading investment management company – faced growing volumes of customer inquiries submitted via a secure messaging system. Processing these messages manually was time-consuming and inefficient. The organization needed to streamline and automate routine communication to improve responsiveness.

Our Solution

After thorough evaluation, Avenge proposed the use of generative AI. Our team developed an intelligent virtual assistant capable of:

- understanding free-form text
- retrieving relevant information from internal systems
- delivering human-like, real-time responses



Tech Stack

Generative AI (LLMs),
Natural Language
Understanding (NLU),
Integration with internal
knowledge bases and
CRM systems

3x

reduction in response time
to end-user inquiries

Conversational AI

Process Automation

Response Time Optimization

Strategic Collaboration with Global Telekom

Overview

Our 18+ year partnership with the Telekom Group spans entire value chains – from smart home devices to large-scale communication platforms – where we co-create, operate, and scale end-to-end digital ecosystems that reach millions of users across the world.

350+

Experts Engaged

2012

Approved vendor at Group level

1M+

Smart Home apps users

18+

Year partnership

40M+

Users served across apps

300+

Smart devices supported

Strategic Projects

Voicemail APP, Smart Home and Media Ecosystem, DeskBot, Virtual Reality Conference Room, People@Work (Workforce Management system), MedienCenter

Technology Enablement & Ownership

- End-to-end ownership: architecture, development, QA, release
- Cross-platform solutions: iOS, Android, Web, CPE, voice
- Partnering across the whole IT stack: OSS, BSS, Frontend and Mobile, Data Analytics
- Smart device & IoT integration
- Full-cycle testing including automation & edge-case simulation

Scalable Digital Ecosystems

End-to-End Technology Ownership

Cross-Platform Innovation



Scaling Digital Quality Across 30+ Brands at a Global FMCG Enterprise

Challenge

The Client manages digital projects for over 30 brands, coordinated by its Digital Transformation Services (DTS) unit. Each brand had its own ways of working, budgets, and delivery partners, making it difficult to ensure consistent quality across all initiatives. Without a shared framework, projects risked delays, inconsistent user experiences, and an increased number of defects reaching production. DTS required unified QA standards, streamlined processes, and scalable quality assurance across its diverse digital ecosystem.

Partnership
since
2016

Tech Stack

Jira, Jenkins & Typescript, standard web technologies (aligned with the Client's platforms)

1k+

Automated tests running nightly across multiple brands

Our Solution

Avenga supported DTS with a blend of consulting, hands-on execution, and automation. We embedded directly with the client to understand workflows and co-created a QA strategy tailored to the Client's needs. This included:

- Establishing **uniform QA guidelines** to bring consistency across all brands
- Building a **scalable regression suite** with over 1,000 nightly tests to catch defects early
- Combining **manual and automated testing methods** for full coverage
- Delivering **continuous reporting and feedback** to speed up decisions

Today, QA is a reliable foundation of the Client's digital ecosystem, enabling consistent, efficient, and high-quality delivery across brands.



Quality Assurance

Automation at Scale

Multi-Brand Delivery

Process Optimization

Ticketing Ecosystem for Skånetrafiken



Our Solution

- Built on the Azure cloud
- Microservice architecture with over 50 specialized and fully scalable services and applications
- Continuous delivery every Monday morning during rush hour
- Fully automated quality assurance
- Developing partnership with other PTAs
- Solutions are also used by two other PTAs, Blekingetrafiken and Östgötatrafiken

Challenge

Skånetrafiken is a 3rd largest public transport authority in Sweden with 175 million passengers per year. It provides travels with 220 trains, 7 trams, 1000 buses and 340 special transport vehicles, which travel within Skåne county, to/from nearby counties and transit between Sweden and Denmark.

Skånetrafiken was looking for ways to develop a complex ticketing system that would serve all the passengers flawlessly every Monday during rush hours without a downtime.

Benefits

Ticketing system available via Skånetrafiken mobile app and had over 1 000 000 downloads. More than 80% of all ticket sales happened in the mobile app.

Tech Stack

Sales channels B2C, sales channels B2B, traffic information, products and prices, tickets, validation, accounting, national ticketing system, customer service tools, sales and payments, bearer (ID based)

Predictive AI

Real-Time Insights

Smart Mobility

Cloud Enablement for a Leading Paint Manufacturer



Tech Stack

Active Directory, Entra ID, Azure Bastion, Exchange, SharePoint, OneDrive for Business

Our Solution

We created landing zones, identity and access management, network, operational standards for backups and disaster recovery all within Azure best practices. Intune became an integral part of the new cloud environment, allowing for efficient mobile device access management. As we migrated users to a unified Azure space, we ensured L2 and L3 support for all users.

Challenge

Our client is a frontrunner in manufacturing dyes, pigments, and specialty materials. The client has a global production and sales network with 19 production sites. In addition, 3,000 employees ensure on-site support to the group's customers with individual technical advice, short delivery times, and stocks that meet local requirements. They were creating a new IT infrastructure on Azure environment and Microsoft platforms. Azure was the place for everything. We helped them do it.

Our client suffered from the excessiveness of various infrastructures and tools based on Linux and Microsoft. They were looking to unify the toolset and migrate to a unified software operational ecosystem.

Our Clients Say

“We have evolved as trust was built, and the team has started making an impact in other areas.”

Alexander Bibighaus
VP of Product & Engineering

klara



“Affordability and depth of expertise have made them a critical development partner.”

Suhail Mughal
CTO

QPharma

“The ability to adapt to project specifications was a hallmark of their work and contributed to the recent expansion of their role.”

Mick Davison
VP of Software Development



One-Stop Partner for Your Successful Business Journey

We will help you shape your vision, implement it, and support its success.

Our experts will help you shape the best technology-business success.

Solution Vision

We implement the designed solution following the best software delivery practices.

Engineering

We oversee the process of successfully launching the solution.

Deployment

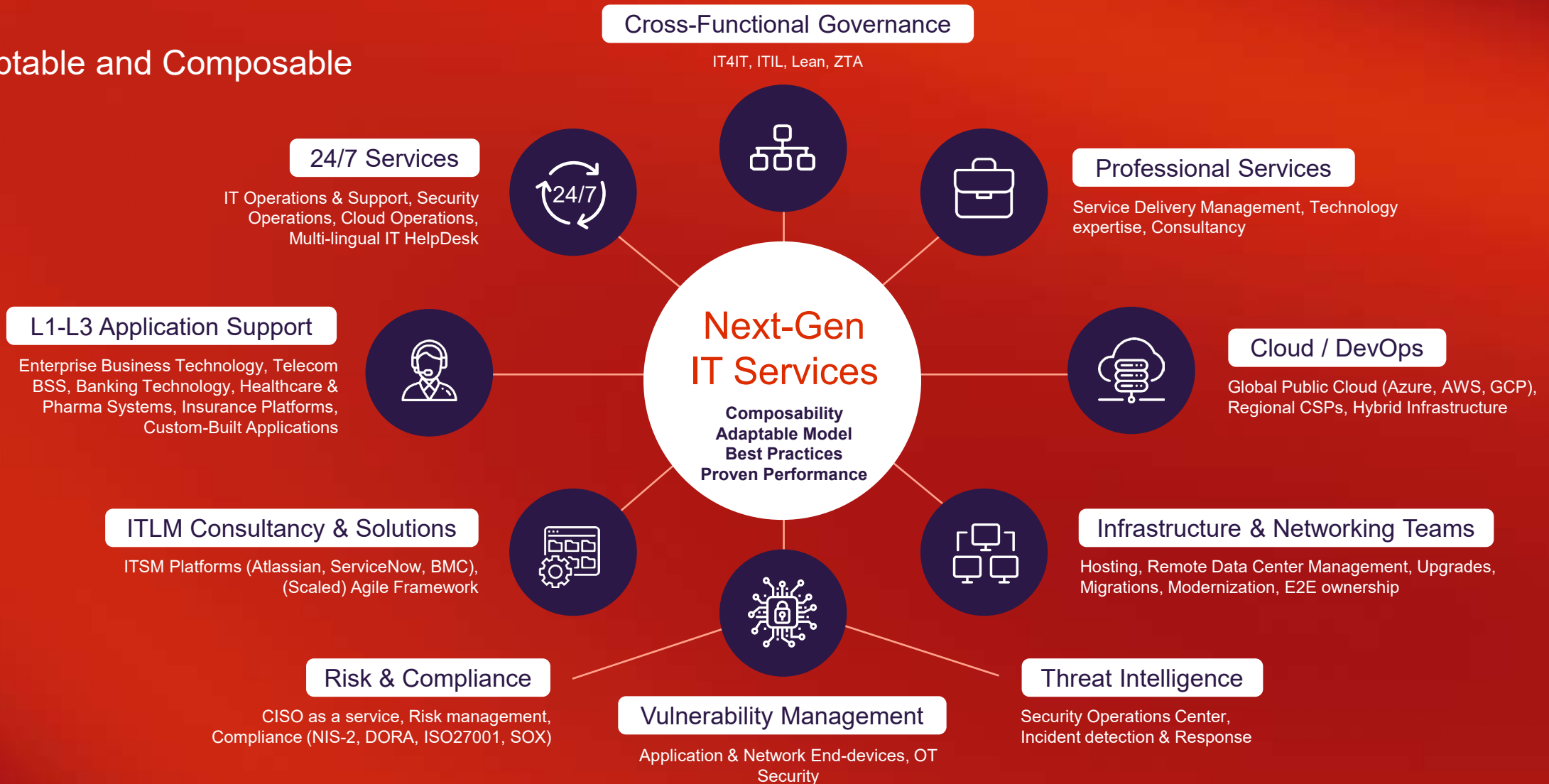
Our experts are there for you to ensure the solution's longevity and flexibility.

Support



Managed Services Models

Adaptable and Composable

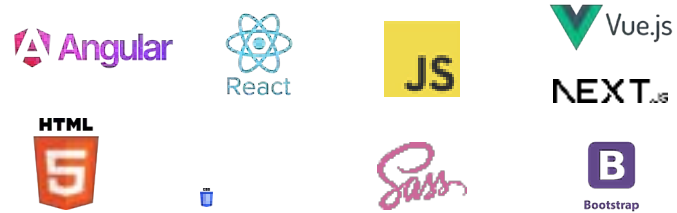


Key Technologies

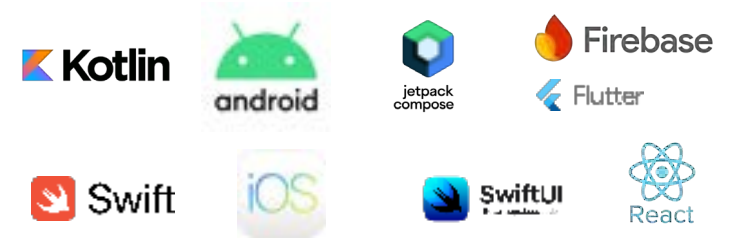
Backend



Frontend



Mobile



Automated Testing



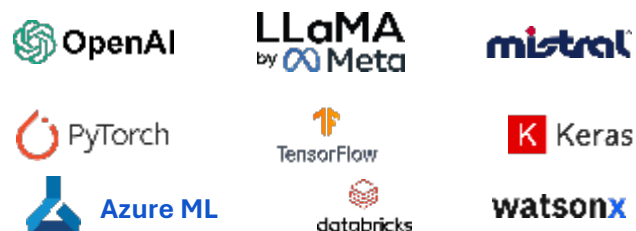
Data Analytics



Cloud & Containers



Artificial Intelligence



Integration



Platforms



Extensive Toolkit for Your Success

RDBMS



OS



Containers & Orchestration



AWS ECS



OPENSHIFT



kubernetes



docker

ITSM & Doc Management



Acquired by Ivanti



Hosting



ON-PREMISE



amazon web services

IaaS



AWS CloudFormation



Pulumi



YML

Monitoring



Logs & Scripting



CD/CI



Delivery Models

IBM Product Development

- IBM Tivoli Directory Integrator (TDI)
- IBM Watson Oncology Expert Advisor
- IBM Watson AskMDA
- IBM Sterling Supply Chain Insights
- Augmented Remote Assist (AR4TSS)

Benefits

23 years of collaboration successfully building competence teams with skilled experts by providing technological and domain expertise, stability and customized processes to bring higher project execution effectiveness.

Client Project Implementation

THE UNIVERSITY OF TEXAS
MD Anderson
Cancer Center



Allianz

BOEING

Walmart



Government of the Netherlands

حكومة أبوظبي
GOVERNMENT OF ABU DHABI



TEXAS
INSTRUMENTS



The
Weather
Company

Thomson
Reuters

BERNHARDT

Internal Systems Development

- Your Learning
- SkillsBuild
- Lighthouse Learning & Knowledge Portal
- SE&TS Marketing Platform
- INSIGHT Sales Management Dashboard
- Worldwide Business Intelligence Enablement
- Ask Watson Incentives
- Web Membership (IWM)
- New Horizon
- Cloud Managed Services



Delivering since
2001



Partner of choice
as Core supplier



50+ successful
projects delivered



45+ experts
engaged



3 delivery centers



Full Remote
Concept

Full Remote Concept

One Stop Shop Vendor

90% Resource retention rate

Partner of choice for innovation

The Three Things That Make Avenga Experience Different

Embedded Strategy – from User to Business

We combine customer perspective with business goals from day one. Strategy is not an add-on, it's deeply integrated into every step.



Cross-Industry Expertise & Feasibility Focus

We bring deep experience across industries and ensure every idea can be executed. Innovation meets real-world delivery.

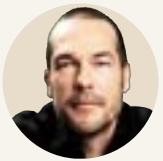


Local Expertise with Global Scalability

Our local teams understand your context—while our international network ensures scale, speed, and consistency.



How can we help your business?



Markus Stuhr, Director Avenga Experience
markus.stuhr@avenga.com

How Can We Help Your Business?

Making complex projects feel effortless

Hana Chundelova Sulcova
VP Emerging at Avenga



Shaping strategy into smart solutions

Thorsten May
Managing Director at Avenga Germany



Where collaboration meets results

Fabian Haase
Senior Business Development Manager at Avenga



+ A global team of skilled professionals driving your success.



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