

The logo for Certes IT Service Solutions. The word "certes" is written in a dark blue, lowercase, sans-serif font. The 'c' and 'e' are stylized, with the 'e' having a long horizontal stroke that extends to the right. The 's' is also stylized, with a long horizontal stroke that extends to the right. The letters are dark blue.

IT SERVICE SOLUTIONS

**G-Cloud 15
Competencies
Definition**



Mission-Critical IT and Digital Solutions: Secure by Design

We deliver mission-critical IT and digital transformation for defence and national security organisations, with security and discretion at the core of everything we do. We offer:

- **Discovery as a Service (DaaS)**
Helping businesses unlock hidden insights to make better decisions within digital transformation.
- **Complete agility ability™ Team (CaaT)**
The equivalent of a full Agile Team deployed for a specific IT project.
- **Capability as a Service (CaaS)**
A team of IT professionals deployed for you to utilise on-demand.
- **Records Data Management (RDMaaS)**
Ethical AI to manage records confidently, compliantly, and cost-effectively.



What makes us different?



Secure By Design: We apply secure-by-design principles, ensuring robust security at every stage of a project.



Bespoke Solutions: Build a bespoke service that drives digital transformation, from frameworks, discovery services and delivery solutions.



Ex-Military Project Management: Leadership, discipline, & integrity delivered by a veteran team, experienced in high-stakes environments.



On-Demand, Scalable Services: Reduce long-term fixed overheads by accessing specialist delivery expertise only when needed.



Dedicated Service Delivery Manager: A free, designated point of contact, who ensures consistent service, governance, and communication flow.



SC/DV Cleared Professionals: Save time and avoid clearance delays by accessing pre-vetted on-demand consultants who understand secure environments.

Discovery as a Service (DaaS)

Helping organisations unlock hidden insights to make **better decisions** within digital transformation.

In defence and other highly secure environments, clarity is critical. Certes' Discovery as a Service provides organisations with a trusted way to reveal the full picture of their digital landscape, so informed decisions can be made, that balance operational effectiveness, security, and compliance.

Our service goes beyond surface-level audits, delivering actionable insights that support strategic planning, modernisation, and cost efficiency.

- **Strategic visibility**
Map and understand the technologies within your environment to support future planning and investment.
- **Strengthened security**
Identify risks early to enhance compliance, mitigate threats, and protect sensitive operations.
- **Operational efficiency**
Eliminate hidden inefficiencies, reduce costs, and optimise legacy systems.
- **Mission readiness**
Modernise capabilities to increase productivity and ensure systems are aligned to current and future needs.
- **Actionable insights**
Discovery results are delivered through intuitive dashboards, giving leaders a clear view to make data-driven decisions quickly.



We specialise in five key areas of discovery for digital transformation projects and programmes. Each area is offered independently but can be combined with all or a specific area to provide a bespoke Discovery as a service package.

**Infrastructure
Discovery**

**Cloud
Discovery**

**Data
Discovery**

**Application
Discovery**

**Security
Discovery**



**Don't miss out on
the power of Discovery!**

Take advantage of our **free IT Discovery consultation** with our team of experts to help provide you with the beginnings of an actionable strategy:



Complete agility ability Team (CaaT)

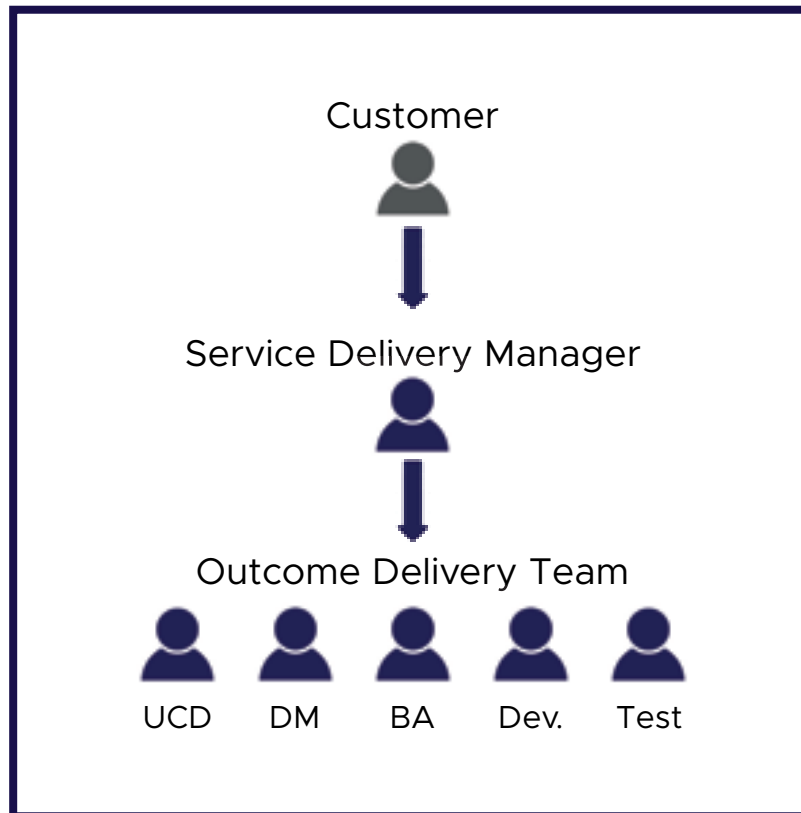
A **complete, agile team** spanning the full breadth of DDaT specialisms, **delivering secure outcomes** from discovery through to delivery.

Digital transformation programmes in defence and secure environments demand highly specialised skills, but bringing in additional resources can introduce complexity, risk, and compliance challenges. Certes' Complete Agility Ability Team (CaaT) removes these barriers, giving you direct access to a flexible, mission-ready team of IT professionals without increasing headcount or management overhead.



- **Agile delivery aligned**
Teams mirror the full Agile lifecycle: discovery, planning, design, build, and monitoring.
- **Scalable expertise**
Deploy a complete or partial team tailored to specific project phases or defined outcomes.
- **Specialist capability**
Access the full range of DDaT expertise required to deliver transformation securely and effectively.
- **Reduced burden**
Avoid the complexities of people management and compliance, so you stay focused on delivery.
- **Mission-focused outcomes**
Ensure projects are executed with the precision, agility, and accountability needed in secure and defence domains.

We specialise in five key areas of discovery for digital transformation projects and programmes. Each area is offered independently but can be combined with all or a specific area to provide a bespoke Discovery as a service package.



With CaaT, you gain the agility to accelerate transformation, backed by trusted professionals who deliver outcomes, not overheads.

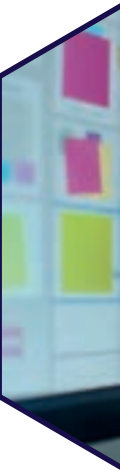


Capability as a Service (CaaS)

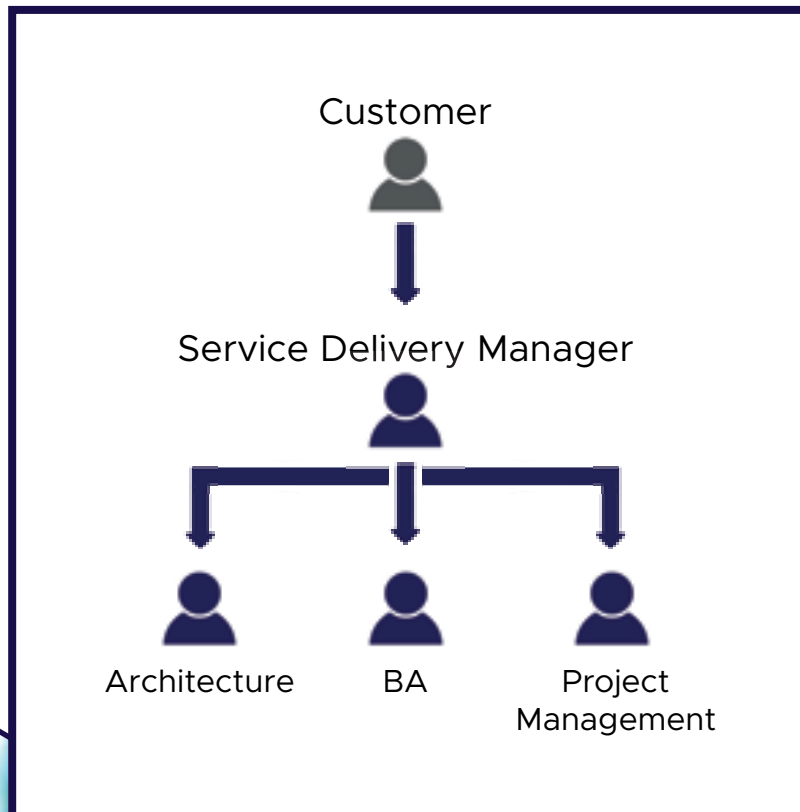
Providing the **right expertise at the right time**, CaaS allows you to **scale capability up or down** across projects, ensuring outcomes are delivered securely and efficiently.

Digital transformation in defence and secure environments requires the right expertise at the right time, but not always a permanent resource. Certes' Capability as a Service (CaaS) gives you the freedom to scale specialist IT skills precisely when and where you need them, without long-term commitments or unnecessary overhead.

- **Targeted expertise**
Deploy an individual or a team with the exact skill set needed to deliver specific outcomes.
- **Flexible deployment**
Scale resources up or down and engage them at different stages of a project lifecycle.
- **Cross-project capability**
Apply capability seamlessly across multiple projects to maintain momentum and consistency effectively.
- **Agile by design**
React quickly to changing priorities, ensuring transformation stays on track without resource bottlenecks.
- **Cost-efficient delivery**
Control and optimise resources while ensuring access to highly skilled professionals.



Whether you need a single expert, a small team, or specialist input across multiple programmes, CaaS adapts to your requirements and ensures outcomes are delivered efficiently, securely, and with full accountability.



With CaaS, you retain full control of your transformation journey, gaining the capability you need, exactly when you need it, while maintaining focus on secure, mission-ready delivery.

Records Data Management (RDMaaS)

Secure, Ethical, Scalable. Built for Government.

Government departments face an overwhelming challenge: Every year, public sector organisations must manage, review and categorise millions of records, deciding how to **organise, manage, classify, transfer, redact or share** content based on Government and Legislative policy.

Information is both an asset and a target in today's landscape. The impact of a data breach, or loss of an organisation's or person's data, can have far reaching consequences.

At Certes, we understand your challenges so we do things differently. We don't just provide Data and Records software; we deliver a **fully managed, AI enabled service for your data transformation project.**

Due to our experience within Central Government and Secure Environments, we are **experts in handling data at all levels (specialising in Tier 2 and Tier 3).** Our team of ex-military SC & DV cleared specialists are experienced in **high pressure operating environments**, where critical thinking and decision making is key to mission success. We value **security, integrity and discretion.**

We provide our Data and Records Transformation Service in three streams:



**Data
Redaction
Services**

**Data
Classification
Services**

**Data
Migration
Services**

- **Ethical, Explainable AI**
Transparent, auditable, and contestable decisions. Aligned with the Algorithmic Transparency Recording Standard.
- **Manage-in-Place**
Data never leaves its host system. No duplication, no movement, no risk.
- **One Single Platform**
Handles all formats, all systems, on-premises or in the cloud, even air-gapped environments.
- **Specialist Review Teams**
Security-cleared ex-military experts embedded to work alongside your staff, accelerating reviews and redaction with assured oversight.
- **Rapid Deployment**
No long feasibility phases. Our solution integrates directly, applying agreed rulesets and ontologies from day one.
- **Cost-Efficient & Scalable**
A fraction of the build and maintenance costs of traditional providers, without sacrificing compliance or security.

Where others deliver consultancy-heavy, expensive, and unproven solutions, Certes' RDMaaS offers a secure, scalable, and rapidly deployable alternative. With ethical AI, embedded expertise, and zero data movement, we empower government organisations to manage their records confidently, compliantly, and cost-effectively.



certes

IT RECRUITMENT

The fastest way to secure **high quality key and flexible** talent for your team

With 40 years of partnering with universities, we are an agile and flexible IT recruitment agency dedicated to providing the specialist talent that drives digital transformation. We go beyond placements by aligning with our clients' strategy to ensure the right people are in place, at the right time, to deliver success.

Customers return to us due to our focus on the key drivers of quality, speed and cost that provides "Right-time, best-fit" candidates.

Our approach of career planning, sets Certes apart from others and ensures a good working relationship with both candidates and clients.

Pre-vetted IT Talent Pool

Save valuable time and reduce costs with access to a ready network of qualified professionals.

Gain peace of mind knowing candidates have already been assessed for fit, skills and reliability.





Access to Technical Expertise Through Our Consultancy

Our deep technical understanding makes complex requirements easier to define and deliver. You get expert support that ensures we fully grasp your needs, leading to more accurate and efficient placements.

Personalised Partnership Experience

We align closely with your strategy, acting as an extension of your internal hiring team. This improves forecasting, strengthens collaboration, and ensures the right talent is delivered at the right time, not just another CV.

Don't take our word on it...

“The Certes team provide a very responsive service, providing a good pipeline of candidates aligned to the skills and experience we are looking for. Throughout the engagement, they maintain regular contact to ensure that the contractors are delivering against our agreed plans and meeting our expectations in terms of overall performance. We have sourced contractors for a range of roles from Certes, including a Business Analyst and Senior Cyber Assurance Consultant. Both have integrated extremely well into the Programme Team and have built effective working relationships across our IT and wider business functions. The contractors add a range of diverse experience into the team and are versatile in adapting to the unique challenges that each project presents. This ensures our technical requirements are accurately documented, processes clearly defined and risks are assessed appropriately throughout the project lifecycle.”

- Cyber Security Programme Manager, Welsh Water

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Certes Candidate Network

We have an amazing 380,000 strong database which we have built and nurtured over the last 40 years. However, we don't just find new candidates that come onto the market, we build strong relationships with existing candidates to guarantee the quality when integrated into your team.

We dedicate resources to understanding the individual beyond their CV, ensuring that the opportunities we present are appealing and well-suited for them. Your time is precious so we make sure we're as confident as possible that the selections you receive will be a great fit for both your organisation and the individual professionals. We've had 4 decades to perfect what it takes to cultivate our talent pool meaning you don't have to spend your time worrying if you're hiring the right person.

Don't take our word on it...

"Joanne is a great recruitment agent. I've been a freelancer since 1988 and it's rare I have come across an agent who cares so much about their contractors. She's friendly, professional, always return calls and after my contract ended, wanted to help me find further work. A lot of agencies after a contract expires barely say goodbye. I have no hesitation recommending Joanne, she'll be someone on your side."

- Rob Harris, Solutions Architect

**Project
Managers**

Developers

Testers

**Solutions &
Technical
Architects**

**User
Reseachers**

**Business
Analysts**



**Utilise our 380K
strong candidate
database**



**Access to 20 job
boards for CV
searches**



**Over 25k candidate
connections
on LinkedIn**



**1k follwers on
company
LinkedIn**



**Partnerships with
HE Institutions**



**Leveraging
Recruitment
Tech**



**Candidate
Referrals**



**Engagement with
Professional
Communities**

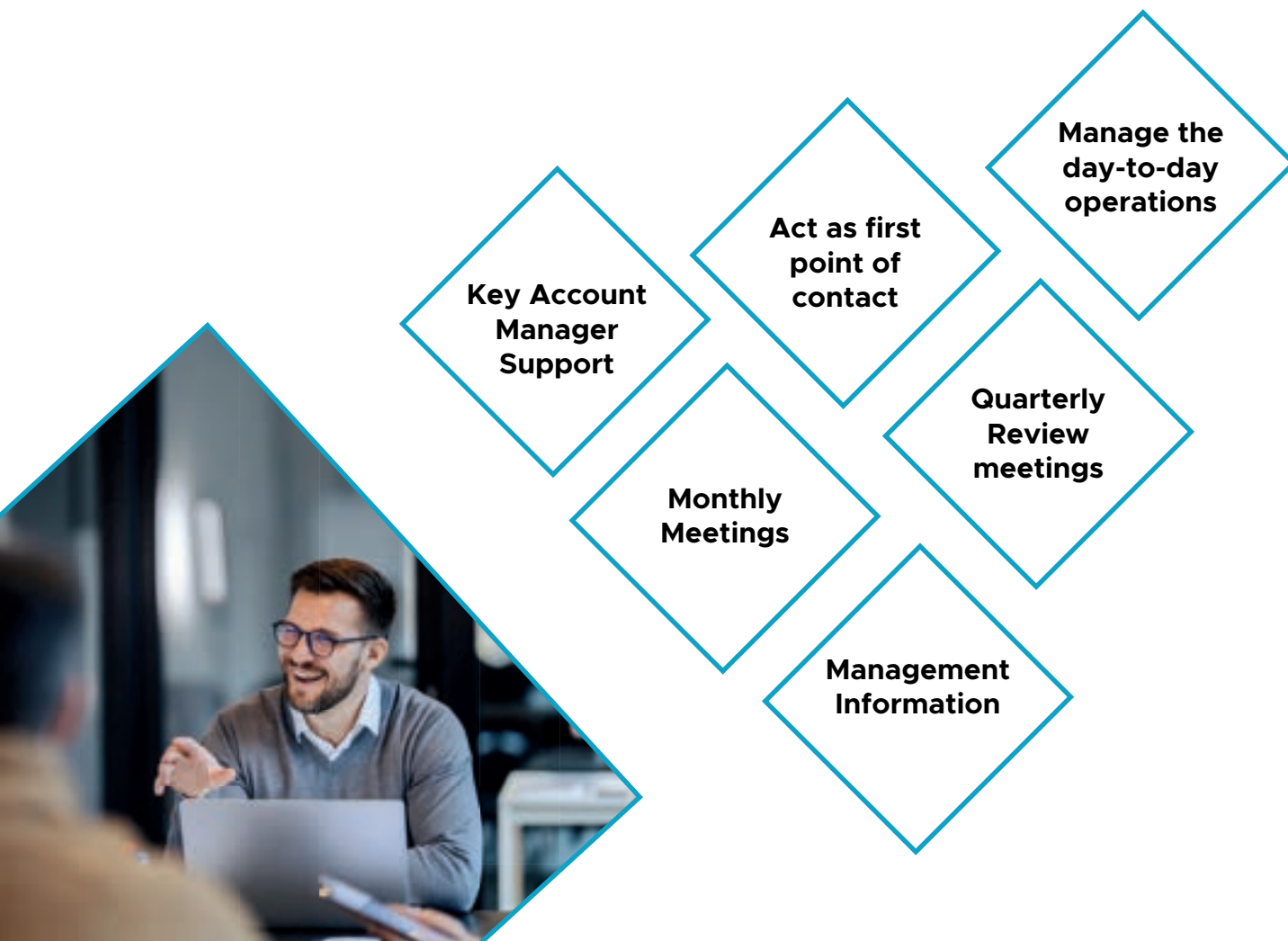


**Networking/Open
Day Events**

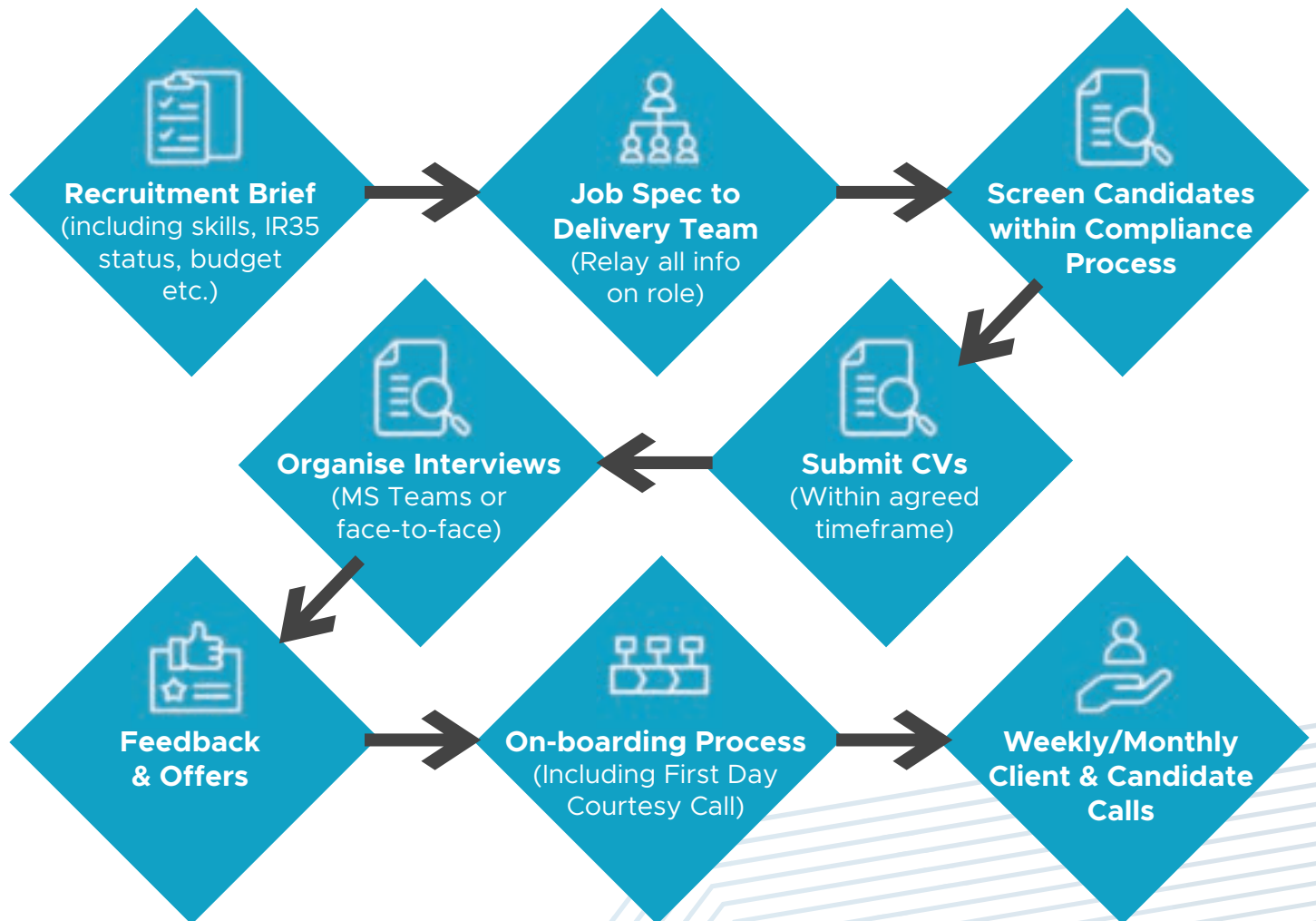
Account Management

At Certes IT Recruitment, we believe that successful hiring starts with **genuine collaboration**. Our account management process is designed to go beyond transactional recruitment, we take the time to understand **your culture, priorities, and long-term goals**.

By combining a **people-first, outcome-driven approach** with **unmatched experience and focus**, we ensure every engagement delivers measurable results. With over 40 years dedicated to University IT and digital transformation roles, we bring **deep sector knowledge and agility to every partnership**. This means we don't just fill positions; we help shape teams that empower the digital public services of tomorrow.



Account Management Process



Partnerships & Memberships



As a proud member of ADS, we are able to collaborate with 1,500 other members from the UK's innovative, entrepreneurial, and prosperous aerospace, defence, security, and space sectors.

Gov Sec Alliance

As a proud member the GovSec Alliance, which is a symbiotic ecosystem of specialist tech SMEs. All members within GSA have experience of central government and secured environments.



Client Portfolio

We have deployed consultants within the following public and private sector client environments ranging from Small Works Packages(SWP) to complex Multi-million pound programs.



Department
for Education



Government
Digital Service



Foreign &
Commonwealth
Office



Driver & Vehicle
Standards
Agency



Ministry
of Defence



Medicines &
Healthcare products
Regulatory Agency



FCDO Services



NCA
National Crime Agency

Project Okell MOD

Objective:

To strengthen existing **targeting management capabilities** and streamline integrated functions by leveraging multi-source intelligence feeds within a secure environment, ensuring interoperability in support of operations



Solution:

- Deploy a **highly vetted Certes delivery team**, which consisted of dev-ops, campaign strategy, data engineering, service design, data science and delivery management.
- Design, prototype and implement **Palantir-based applications** for live operations that strengthen Command and Control.
- Built to integrate with existing systems to **improve visibility of intelligence** and commanders situational awareness.
- Close collaboration with wider Defence to ensure **mission-focused design using Palantir** and accelerated adoption, and to share practices and tooling with the Digital Targeting Web.
- Drawing on the experience of two seasoned advisors, both with experience at the **highest levels of Government**, to ensure that all digital solutions align with best practice and the broader strategic intent.

Results:

- **Dev-ops implemented 6 Palantir applications** into live operational service.
- Delivered **enhanced functionality to Palantir projects**, which has significantly improved cross-team coordination and operational tempo.
- Reduced manual workloads and reliance on legacy tools.
- In line with **Strategic Defence priorities**, Certes drives progress by accelerating the **adoption of Palantir solutions**, standardising digital processes, strengthening allied collaboration, taking our learning and sharing it with **wider Defence**.

FVEY (Pegasus Programme)

Objective:

To supply an **Agile PPM** to a failing £62M programme, that interconnects the FVEY National Defence Secret Information Systems which are integral to **planning, communication, information sharing**, and preparation for deployment of military operations around the globe.

Solution:

- Establish a **Project Management Function** (PMF)
- Utilise **flexible Agile rainbow teams** with SC/DV clearances
- **Secure commitment** from all nations involved
- Collaborate across **multiple suppliers** in each FVEY country

Results:

- Delivered **17 service lines**
- **Supplier and procurement management** across FVEY nations
- Successfully **communicated and collaborated** with FVEY
- **Secure communications** including email, web, chat, VTC, Voice and **tested capability**



Future Combat Air System (FCAS) / MOD Project HERMES

Objective:

For the FCAS to include a **gateway functionality between partner platforms** enabling wider enterprise connectivity with non-standard partners, whilst retaining the option to deploy secure capabilities into partner locations.

Solution:

- To create a baseline of virtualisation and remote desktop, through to the **deployment of PKI and Identity Access Management**.
- Ensure all **information is classified on creation** (or import) to ensure access controls (with technical enforcement) can be applied.

Results:

- Deployed team of a **PPM team, BAs, Delivery Management, Development, Engineering, QAT, support and analysis** within an Agile environment.
- Due to the classification of the platform, the delivery team operates from **secure locations**, wider **PPM team operates flexibly** to facilitate travelling to **international partner sites**.
- The team is restricted to sole UK nationals only, holding **SC or DV clearances**.



Joint Expeditionary Force (JEF)

Objective:

A platform for a **persistent channel between the UK and the 9 Partner Nations** and support to Ukraine. The function of this platform is to **share secure data and information** with partners rapidly but not the whole of NATO.

Solution:

- To **align with HMT Green Book** for a compliant Strategic, Outline and Full Business Case
- Create an **Agile environment for PPM & delivery team** to deliver partner user requirements
- Design a solution which facilitates user needs with the **highest security measures**

Results:

- Deployed **Programme Management, Project Management/Agile Delivery Management, PMO, Business Analysis, Data Analysis and Architecture** within an Agile environment.
- Supported MoD staff, **upskilling a one-team integration culture**, encouraging continuous shadowing, mentoring and recruitment support.
- Created environments that are now integral for **international information sharing** and ongoing strengthening of relationships.



FORMER F RCES

Powered By
certes
IT SERVICE SOLUTIONS

What is our mission?

Former Forces empower military service leavers, to navigate their civilian career journey with confidence by providing honest guidance, tailored support, and real-world opportunities that honour their service and potential.

Our vision is to build a future where every veteran is recognised and valued, and goes on to thrive in a fulfilling civilian career, with Former Forces as the stepping stone between military service and meaningful employment.



How does Former Forces work?

Simple. We have two closed groups, LinkedIn and one on Discord. All you need do is request to join.

These are two platforms where you can chat, ask questions, and share with other service leavers and veterans. It is also our key way of communicating with you about upcoming events, opportunities, and CV advice.

It's all about giving back to those who chose to serve. We want to support them in achieving continuous career progression, maximising their talent and earning potential. **That's why everything in Former Forces is offered free of charge.**



Workshops &
Networking
Events



CV Advice &
Tips



1-2-1 Advice
from former
Army Welfare
Sgt Maj.



Insights into
Industry

certes

IT SERVICE SOLUTIONS

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