

Service Definition Document:

heata compute: Adoption, Onboarding & Managed Support (Lot 3)

Last updated: January 2026

1. Service Overview

heata, in partnership with Equal Experts (EE), provides specialist Cloud Support services to help public sector organisations transition to sustainable, distributed compute architectures. We specialise in the strategy, refactoring, and ongoing technical enablement of Data Science, Accelerated Computing (GPU/CPU), AI/ML, and High-Throughput Batch workloads.

Our partnership combines heata's sustainable compute technology with Equal Experts' 17+ years of experience delivering complex government digital services. We enable departments to move beyond traditional cloud models into a circular economy, where compute waste heat directly mitigates fuel poverty and reduces carbon emissions.

2. Detailed Service Features and Benefits

Service Features

- **Workload Strategy & Readiness Audits:** Identifying high-carbon compute tasks suitable for distributed, stateless execution.
 - **Architectural Refactoring Advisory:** Specialist guidance on migrating monolithic or legacy code to modern, resilient, distributed architectures.
 - **Green Coding Consultancy:** Applying energy-efficiency standards to software development to reduce "compute-tax" and energy draw.
 - **DevSecOps & MLOps Engineering:** Hands-on setup of automated deployment pipelines (CI/CD) tailored for sustainable infrastructure.
 - **Security & Governance Design:** Designing encrypted, zero-trust communication paths for distributed public sector workloads.
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- **Embedded Knowledge Transfer:** Upskilling internal Civil Service teams through "Pair Programming" and technical mentoring.
- **Sustainability & Social Value Auditing:** Granular reporting on avoided CO2e and domestic energy bill savings for PPN 06/20 compliance.
- **Technical Account Management:** Dedicated strategic oversight from a named Engagement Manager and Senior Engineering Lead.
- **Continuous Optimisation Advisory:** Ongoing analysis to "right-size" workloads and maximise both performance and social impact.
- **GDS Service Standard Alignment:** Methodologies designed specifically to pass formal GDS service assessments.

Service Benefits

- **Direct Fuel Poverty Mitigation:** Every compute job migrated provides free hot water to low-income households, saving families up to **£340 per year**.
- **Measurable Net Zero Progress:** Verifiable reduction in the carbon footprint of government IT operations (up to 80% energy saving).
- **High-Seniority Delivery:** Teams comprised of practitioners with an average of 18+ years of experience (90% have 12+ years).
- **Reduced Vendor Lock-in:** Focus on open standards and building long-term internal capability within your department.
- **Sovereign Data Security:** 100% UK-based consultants, data residency, and support personnel.
- **Operational Resilience:** Professional design of fault-tolerant systems that avoid centralised points of failure.

3. Delivery Methodology & Quality Assurance

We follow a practitioner-led methodology refined over hundreds of public sector engagements. We do not use "Junior Consultants"; we deploy senior experts who "do the work."

3.1. Engagement Phases

- **Inception & Discovery:** A 2–4 week phase to map your technical landscape, security constraints, and "heata-ready" workloads.
- **Implementation & Refactoring:** Our engineers embed with your team to containerise workloads and configure automated deployment environments.
- **Optimisation & Capability Building:** We use "Pair Programming" to transfer skills to your permanent staff, ensuring you are self-sufficient by the end of the engagement.

3.2. Quality Assurance (QA) Standards

- **Test-Driven Development (TDD):** We write tests before code, ensuring your applications are robust, secure, and maintainable.
 - **Automated Testing:** We implement continuous automated testing within the deployment pipeline to prevent regressions.
 - **Green Coding Audits:** We review source code specifically for computational efficiency, ensuring every watt of power is used effectively.
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4. Our Multi-Disciplinary Team

We deploy small, senior teams aligned with the **Digital, Data and Technology (DDaT) Capability Framework**:

- **Technical Architects:** Specialists in distributed systems, security, and low-carbon architecture.
 - **Data Engineers & Scientists:** Experts in ML pipeline optimisation and data flow management.
 - **DevOps Specialists:** Building the automated "plumbing" for secure, scalable infrastructure.
 - **Delivery Managers:** Providing agile governance, sprint planning, and total stakeholder transparency.
 - **Security Specialists:** Ensuring all support activities meet UK Government security classifications (OFFICIAL-SENSITIVE).
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5. Support and Service Management

Unlike a product helpdesk, our support is focused on **Service Success and Technical Advisory**.

- **Support Hours:** 09:00–17:30 GMT, Monday–Friday (excluding UK bank holidays).
 - **Technical Account Management:** Every project is assigned a named **Engagement Manager** as a non-billable senior escalation point and strategic advisor.
 - **Professional Advisory SLA:** We provide a **1-business-day response** to all professional service and technical advisory inquiries.
 - **Communication:** Direct access to your assigned engineering team via dedicated Slack/Teams channels and formal ticketing for incident tracking.
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6. Social Value: The heata Difference (PPN 06/20)

A central pillar of our consultancy is helping your department meet and report on its Social Value commitments.

- **Domestic Heat Reuse:** Our consultants help you identify the workloads that drive the most heat-reuse value. By running these on the heata network, we deliver free hot water to low-income homes, directly addressing **PPN 06/20 Theme 2: Tackling Inequality**.
 - **Carbon Neutrality:** We provide the granular reporting required for your **Carbon Reduction Plan (CRP)**, showing exactly how much CO2e has been avoided by moving away from traditional centralised data centres.
 - **STEM & Diversity:** We work with our clients (e.g., HMRC) to host "Women in Tech" conferences and school visits to encourage the next generation of UK data engineers.
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7. Proven Public Sector Experience

Our team has a successful track record of delivery within the most complex government environments:

- **HMRC:** Winner of the **Computing DevOps Excellence Awards 2025**. Equal Experts led the transformation of the digital tax platform, providing the architectural expertise to secure and scale national infrastructure.
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- **Defra (Department for Environment, Food & Rural Affairs):** heata and Equal Experts collaborated to develop an innovative decentralised cloud compute project, successfully reducing cloud carbon footprints whilst delivering social value
 - **HM Passport Office (HMPO):** Equal Experts helped scale digital application services, resulting in HMPO being ranked as the **#1 public service** in the 2025 customer satisfaction survey.
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8. Onboarding, Offboarding & Security

- **Onboarding:** A 10-day structured process including a dedicated TAM setup, initial security/architecture review, and release roadmap creation.
 - **Offboarding:** We ensure **no vendor lock-in**. At contract end, we provide a full knowledge handover, architectural documentation, and final sustainability impact audits.
 - **Personnel Security:** BPSS cleared; higher clearance on request. All are UK-based.
 - **Compliance:** We hold **ISO 27001**, **ISO 9001**, and **Cyber Essentials Plus**.
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9. Pricing

This is a **Time and Materials** service. All work is charged according to our **SFIA Rate Card** daily rates. Engagement Management and Social Value Reporting are included within the service management of the project.