

IBM Consulting



G-Cloud 15

IBM – Enterprise Engineering, Architecture
Transformation and Design Services

Contents
Service Definition Document

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IBM Enterprise Engineering, Architecture Transformation and Design Services

Service Overview

Features

- Software package integration (including Oracle, SAP, Workday, Salesforce, Snowflake, Epic, Cerner)
- Performance and availability engineering consulting, advice and assurance
- Cloud cost optimisation planning, measurement, and management (FinOps alongside architecture optimisation)
- Legacy and enterprise system integration to digital, data and more
- E2E integration of multiple cloud vendors (data, network, security, management)
- Application modernisation and GenAI powered Product Development
- Application deployment and build automation (DevOps)
- Design, build and support of robust and dependable APIs
- Enterprise security monitoring and accreditation advice
- Data migration planning and execution
- Disaster recovery and infrastructure resilience planning, design and Implementation
- Delivery includes IBM and third party GenAI capabilities such as IBM Watsonx, Amazon Bedrock, Microsoft Copilot, a range of assistants and developer tools including IBM Sidekick/Consulting Assistant, ChatGPT, Amazon Q and a range of LLMs.

Benefits

- Unlock legacy data to enable digital and GenAI enabled solutions
- Reuse existing enterprise assets reducing costs and risks
- Increased certainty of delivery time and costs
- Reduction of run costs for complex systems

- Lower integration costs
- Fewer surprises late in the delivery lifecycle
- Access to world experts in cloud and enterprise integration
- Cloud vendor agnostic advice and guidance for implementing complex solutions
- Reduce cloud wastage costs
- Increased system reliability and dependability
- Smoother path to full system security accreditation

Key Differentiators

- Close integration with cloud and container specialists Red Hat
- IBM can engage across the full lifecycle from strategy advice, cloud migration, application modernisation, cloud native application build and application and cloud management
- Long history working with major UK central government departments
- Security cleared professionals across the full Product Engineering lifecycle
- GenAI powered asset based development

IBM Enterprise Engineering, Architecture Transformation and Design Services

Addressing Business Needs

We work in partnership with you to address your business needs, leveraging our deep industry and technical expertise, tools, and approach to deliver Digital ready solutions for a range of business needs.

Certainty of Delivery

Projects are often delayed or cost more due to unexpected problems late in the delivery cycle. Examples drivers of such delays are:

- **Performance challenges**
- **Integration issues**
- **Data mismatches**

Our methodical approach to systems engineering combined with methods and processes reduces technical risk and tackles issues earlier in the delivery lifecycle to reduce the risk of costly time overruns.



Time to market

At IBM we apply a pragmatic approach to system delivery. We don't slavishly follow agile or waterfall delivery methods to the detriment of the project. We have standard enterprise delivery methods that we tailor for each engagement – most often blending agile and waterfall delivery to achieve an optimum delivery lifecycle depending on the project needs.

This pragmatic approach to method adoption plus global experience of complex systems engineering reduces the overall time to delivery.

Cost effective operations

The best solutions to build, are not always the best solutions to own and operate; for potentially many years. We construct solutions that are, from the start, built for run. This means that we are focusing on the ownership and run experience as part of the solution design and build phase. This focus builds confidence that the solutions we build have longevity and provide flexibility even in later years.



IBM Enterprise Engineering, Architecture Transformation and Design Services

Service Definition

We provide a full Enterprise Systems Engineering and IT Architecture services to address the business needs.

Application Modernisation

Many clients struggle with the consequences of too much technical debt. IBM brings a depth of experience across technologies of all vintages. Our unique relationship with Red Hat gives us unprecedented access to modern cloud and container technologies and approaches.

Services are based on industry-specific experience across UK government. Services may be provided based on delivery outcomes or on a resource basis to augment existing programme management teams.

Performance Engineering

We have a standard method for creating and maintaining performance and capacity prediction models. This allows us to recognise early in the delivery lifecycle are challenges that may be faced when the system is running at scale. Spotting problems early means problems can be solved at lower cost.

Multicloud Approach

IBM has its own cloud platform but is agnostic in its cloud services. We meet our clients where they are, on AWS, Azure or other cloud platforms. Running our own cloud platform gives us insights to link cloud platforms with cloud applications. No other supplier can do this.

Cloud Cost Optimisation

We blend traditional FinOps tooling and approaches with performance and capacity engineering to predict the cost of a solution prior to the run phase. Cost optimisation approach provides a top-down view on what a solution should be costing based on capacity modelling techniques

Full Product Lifecycle

We have full lifecycle experience. Clients can engage with us to deliver the full lifecycle from end to end or just for the parts where help is needed. We offer services ranging from strategy and operating model definitions through cloud platform build, migration, application development to support and operations. At all steps of client's journey to the cloud.

Delivery certainty

We pride ourselves in being a committed and responsible delivery partner in all our engagements. We offer honest advice on scope and complexity and attempt to estimate the full cost as much as possible up front so that you get more certainty of the full life costs of delivery and not just the initial acquisition of services. We do this to apply tight controls on costs and the plan to spot problems early and give all parties time to react.

Independent Advice

Our goal is to make our clients successful. We are agnostic from technology choices and our long and broad history allows us to provide independent advice.

World Class Experts

IBM and Red Hat are world class experts in IT delivery.

Our teams that engage on the ground are specialists in their fields and also have access to the greater IBM and Red Hat resources.

Our skills comprise complex IT, but we also write the software products that run and run on clouds; we also run our own global cloud platform so have access to unparalleled expertise across the full delivery lifecycle.

IBM Enterprise Engineering, Architecture Transformation and Design Services

IBM Approach

We bring the benefit of having worked with the world's largest organisations, engineering and transforming complex, critical services. Our approach is based on robust methods, processes and personalised engagement.

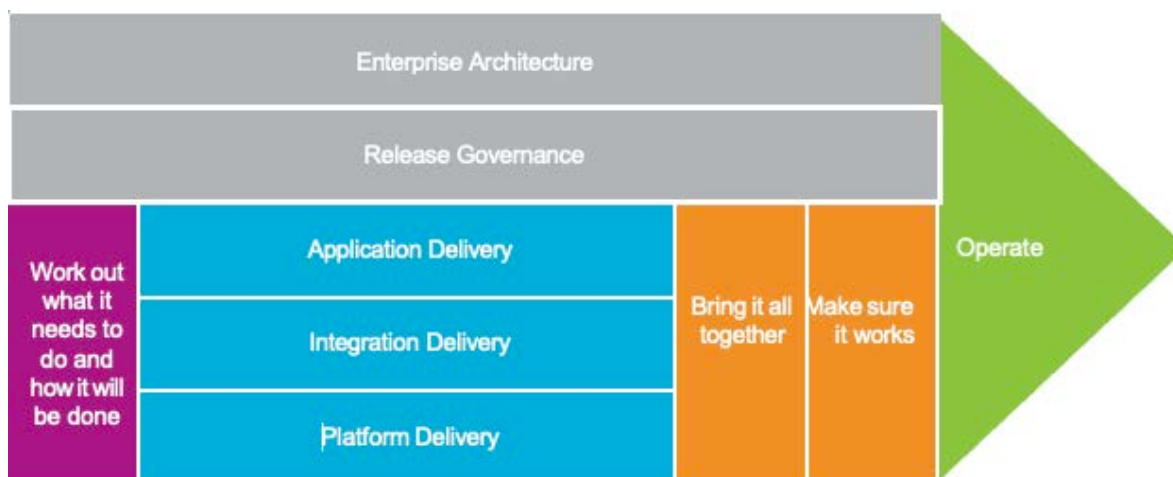
Consistent Method

The IBM Consulting Mosaic Method is a robust and standardised method for solutioning and delivering all complex system integration projects. The Mosaic method allows us to deliver complex systems integration projects and programmes in a consistent and predictable manner – from providing a complete solution framework to the implementation of a continuous development and operations life cycle and bringing together multiple stakeholder touch points

We bring specific skills and attitudes including:

- Proven delivery track record working in complex environments
- Access to specialists who understand the lessons and risks of Enterprise Engineering
- Implementing strong governance, defined collaboratively within the context of robust methods and processes
- Bringing an integrated and controlled planning approach
- Proactive identification and management of risks and issues based on experience
- Working across complex existing and new platforms
- Experience with the latest technologies, tools and delivery methods

We work to manage the complexity of key business projects, programmes and portfolios, communicating with clarity and helping you make informed decisions.





IBM Enterprise Engineering, Architecture Transformation and Design Services

Innovation

Artificial Intelligence – Generative, Agentic and Assets

IBM brings a comprehensive and trusted approach to AI that helps clients accelerate innovation while maintaining security, governance, and operational efficiency.

Generative AI

IBM enables clients to apply generative AI safely and at scale using capabilities such as watsonx.ai and watsonx.data. These solutions help organisations create new content, automate complex workflows and enhance decision-making.

Agentic AI

IBM supports the development of agentic AI systems that can plan, reason, and autonomously execute tasks across business processes. These agents can connect to enterprise systems, monitor changing conditions, and take actions that reduce manual effort.

IBM Assets

IBM offers a rich set of pre-built assets, including industry models, domain-trained foundation models, automation components, and deployment frameworks. These assets accelerate implementation, reduce development risk, and allow clients to realise value quickly.

Garage Method for Cloud

The IBM Garage Method for Cloud™ is a collection of practices and workflows that have been curated to help organisations rapidly design, build, deploy, and scale innovative solutions.

The Method uses Enterprise Design Thinking, Lean Startup, and agile DevOps concepts to enable continuous design, delivery, and validation of new functionality.

In Enterprise Engineering engagements, the ability to work effectively with client teams, suppliers and other stakeholders makes a difference to the ability to achieve success. This is where the garage principles drive results.

Client and IBM experts work side-by-side with your stakeholders to create solutions, execute change and deliver value.

We co-create, co-execute, and co-operate with you to embed a high-performance culture, innovate by design with speed, and scale from MVP to industrial strength to deliver:

- Up to 75% reduction in design time

- Up to 33% improvement in time to deploy MVPs
- Up to 2x faster delivery of new applications to market

Garage Method for Cloud Toolkit

The IBM Garage Method for Cloud toolkit is a suite of integrated tools and assets with a scalable, flexible architecture supported by an analytics engine and automation that helps our clients accelerate their Azure transformation journey.

This toolkit supports our client's cloud transformation journey by the acceleration of cloud adoption with automation for greater efficiency and deeper analytical insights for improved decision-making ability, delivering benefits such as:

- Up to 40% reduction in time and effort to process new sources of information,
- Up to 25% reduction in errors from manual activities related to migration,
- Up to 25% reduction in time and effort required for migration activities.



IBM Garage Method for Cloud

More information on the IBM Garage Method for Cloud is available at ibm.com/garage

IBM Enterprise Engineering, Architecture Transformation and Design Services

Value

IBM Services can help to accelerate innovation, achieve faster time-to-market and drive revenue growth.

Deploy faster - Provide a superior customer experience, deployable on any cloud improving your time to market.

Reduce defects and speed time to market.

Automate - IBM Automation with Watson can reduce app management costs.

Change culture and embed new capabilities - Modernise your workforce and introduce new ways of working through the IBM Garage Method for Cloud, eliminating application defects.

Enhanced solutions through **depth of expertise** surrounding large SME supply-chain

Innovate while balancing speed-to delivery, cost and risk - Optimise the application development process utilising IBM's unique, tools reducing your total cost to develop new applications.

Fast starter - UK Government specific expertise creating DevOps pipelines.





IBM Enterprise Engineering, Architecture Transformation and Design Services

About IBM - Supporting Government

We help government organisations in the UK and worldwide deliver and transform essential public services – our teams are passionate and proud about helping you to make a real difference to people's lives.

The problems we solve for clients are complex and cannot be satisfied with technology alone. They require a partner that can also offer deep industry expertise and a relationship of trust.

IBM combines the portfolio, people and sense of purpose necessary to meet today's enterprise demands. Every day, we support and manage complex delivery for government clients where the impact of delivery has wide-reaching impact on citizens and national services.

We bring access to the industry experience, insight and technology capability to deliver and operate secure, scalable, optimised and available services for government.

Government Services Supported by IBM

Defence and Intelligence
Public Safety and Policing
Healthcare
Life Sciences
Tax and Revenue Management
National Infrastructure
Social Care
Education
Work and Pensions

We support you by bringing:

- **Industry expertise** – Professionals who understand and are passionate about delivering quality public services and can bring industry insights and apply innovation to your business processes.
- **Trust and security capabilities** – Protecting valuable data and insights and deploying new innovations responsibly. Strong AI Governance, with use of techniques such as Retrieval-Augmented Generation (RAG) to improve accuracy and reduce hallucinations from AI outputs.
- **Innovative technology** – Expertise in areas such as Generative and Agentic AI, blockchain, 5G, Automation, IoT, cybersecurity and quantum, delivered in a Hybrid Cloud environment.



- **Experienced Services professionals** to support strategy, innovation and deliver transformation and change to processes, applications, and cloud infrastructure.
- **Global alliances** – valuable partnerships with the world’s leading vendors.



IBM Enterprise Engineering, Architecture Transformation and Design Services

About IBM – This is IBM in the UK

We have worked together with organisations in the UK for over 100 years, with a rich history of joint innovation and achievements, built on trusted relationships.

Case Studies

AI Governance Industry Leader

IBM named a Leader in The Forrester Wave™: AI Governance Solutions, Q3 2025 with watsonx.governance:

Forrester recognized IBM for our ability to manage the complexity of AI governance across many roles and responsibilities. Our strategy reflects years of collaboration with customers in complex and highly regulated industries — and that experience is built into watsonx.governance.

Sport

The Official AI, Cloud and Digital Transformation Partner for The All England Lawn Tennis Club:

IBM is the long-standing technology partner for The All England Lawn Tennis Club. From the launch of the Wimbledon website in 1995 and the mobile application in 2009, to the first integration of enhanced AI-powered solutions in 2017, IBM and the All England Club have collaborated for 36 years to deepen global fan engagement across Wimbledon's world-class digital platforms.

Education

IBM and Pearson collaborate to build new AI-powered learning tools for organisations and individuals worldwide:

IBM and Pearson, the world's lifelong learning company, have a global partnership to build new personalised learning products powered by AI for businesses, public organisations and educational institutions.

Quantum

IBMQ, the world's most advanced quantum computing initiative for commercial use, is being used by CERN.

Environment

IBM's focus on sustainability began in 1971 with our first environmental policy.

For more information,
visit the [IBM UK website](#)

Services & Solutions

IBM in the UK provides various services and solutions, including:

- **Cloud Computing:** IBM offers cloud computing services, including infrastructure, platform, and software as a service, to help businesses in the UK to innovate and grow.
- **Artificial Intelligence:** IBM provides artificial intelligence (AI) solutions, including Watson, to help businesses in the UK to make better decisions and improve their operations.
- **Cybersecurity:** IBM offers cybersecurity solutions to help businesses in the UK to protect themselves from cyber threats and ensure the security of their data.
- **Internet of Things (IoT):** IBM provides IoT solutions to help businesses in the UK to connect and manage their devices, and to analyze and act on the data generated by those devices.
- **Blockchain:** IBM offers blockchain solutions to help businesses in the UK to create secure, transparent, and efficient supply chains.
- **Consulting:** IBM provides consulting services to help businesses in the UK to improve their operations, reduce costs, and increase efficiency.
- **Research and Development:** IBM has a strong research and development presence in the UK, with a focus on emerging technologies such as AI, blockchain, and quantum computing.

For more information,
visit the [IBM UK website](#)

