



Trust. Value. Velocity

G-Cloud 15

Microsoft Azure Cloud Services (Migration,
Modernisation and Live Service)

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1. About Mastek

Mastek has been delivering Critical National Infrastructure programmes in the UK Public Sector for over a decade now. We are trusted with multiple contracts for the UK Government across Central Government, Health, Local Government, Policing, Public Protection and Defence. The majority of our national services are delivered in contexts of high uncertainty and complexity, while collaborating across multi-supplier environments.

While working for these large and complex public sector organisations, we have continuously refined our management, delivery and underlying processes to reflect key learnings from the sector:

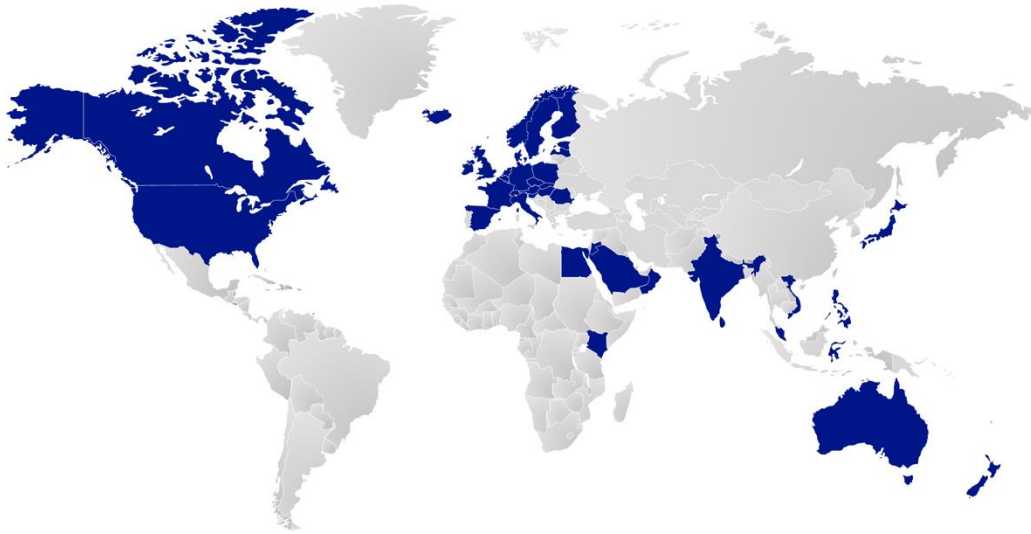
Working through a complex stakeholder landscape: We understand the importance of establishing effective communication channels, building trust and fostering a collaborative working environment that empowers stakeholders to contribute meaningfully to the project's success. Our approach is based on a deep understanding of stakeholder needs and requirements. We leverage our experience and expertise to design governance structures that promote transparency and accountability and use data-driven reporting mechanisms to ensure stakeholders have real-time visibility into project status and progress. At the Home Office, GDS, the Ministry of Defence and the NHS, we have a proven track record of working seamlessly with large stakeholder groups, including civil servants.

Standards, compliance: We comply with >20 policies and standards, including Government Digital Standards and the Government CDDO Service Toolkit, covering service standards, service manuals, TCoP and API technical and data standards. Our stringent governance, methods, playbooks and processes (manual and automated) span across service delivery phases, ensuring continuous compliance.

Policy-driven: Policies and procedures largely drive Public Sector organisations. We need to be Agile and flexible to meet demands for policy/regulatory changes, geopolitical events and ministerial commitments.

Culture: We adhere to the Civil Service core values of integrity, honesty, objectivity and impartiality. Key behaviours we promote stem from a combination of Civil Service and Mastek values. These include being passionate, accountable, sustaining predictable and repeatable outcomes, not transferring risk, transparent, leading to enable, acting with transparency, practising a no-blame culture and being flexible.

Mastek's global presence



Australia

Austria

Bahrain

Belgium

Brunei

Canada

Denmark

Egypt

Estonia

Finland

France

Germany

Hungary

Iceland

India

Indonesia

Ireland

Italy

Japan

Jordan

Kenya

Kingdom of Saudi Arabia
(KSA)

Kuwait

Latvia

Luxembourg

Malaysia

Netherlands

New Zealand

Norway

Oman

Philippines

Poland

Romania

Singapore

Slovakia

Spain

Sri Lanka

Sweden

Switzerland

United Arab Emirates (UAE)

United Kingdom

USA

Did you know?

75%

Around three quarters of Local Authorities in the UK who run Oracle have worked with Mastek on their digital transformation journey.

300,000 Users

Supported managing up to 750,000 logins per month to MOD through Identity and Access Management

Crime reduction

We designed, built and manage the UK's Strategic National DNA Database that helps Forensics and Law Enforcement Authorities investigate and stop crime

90% faster

We enabled the National Health Service (NHS) to drive 90% faster response times with a billion pharmacy prescriptions a year.

Technical Service Desk

We provide level 2 and ITSM support for the One Login service at Government Digital Service

22k

Our systems enable 22,000 schools to function efficiently every day of the year.

Healthcare and manufacturing

We delivered Finance, HCM and Supply Chain transformations for clients across health and manufacturing globally powered by Oracle Cloud

Transformation of trade

Transforming UK's trade with the EU and rest of the World by supporting Customs Declarations Services and its trade users.

99.99% Availability

We support the Home Office Biometrics (HOB) Platform, Having migrated it to an AWS platform.

Our digital and cloud services portfolio

Powered by Glide 4.0 and value-based delivery

Industry-aligned approach with business outcomes

Digital engineering and experience	- Cloud engineering and migration - Legacy modernisation - Low code / no code App Dev - DevSecOps - Enterprise integration	- MACH - Digital commerce - UX and CX - Platform engineering - Gen AI software development.
Oracle Cloud and enterprise apps	- Oracle Cloud applications - Oracle consulting - Oracle Cloud infrastructure	- Value-based delivery - Glide 4.0.
Data, automation and AI	- Cloud data modernisation - Business Intelligence and Analytics	- Data management - Intelligent automation - Data Governance.
Salesforce	- Sales Cloud - Service Cloud - Marketing Cloud - Industry Cloud	- Experience Cloud - Mulesoft.
Innovation labs and platforms	- Enterprise workforce scheduler - Connected enterprise - icx-Pro – intelligent part assistant	iLeaseFinPro.
Cloud enhancement managed services	- Oracle managed services - Digital managed services - Commerce managed services	Salesforce managed services.

Home Office Biometrics (HOB)

Public sector platform modelled 24x7 with 99.99% availability

Problem

- Transition business-critical Platform services from incumbent supplier with minimal risk
- Migration from private cloud to AWS Cloud.

Solution

- Migrated the infrastructure from private cloud to AWS
- Embedding Kubernetes Containerisation
- Introduced Docker and fully-baked AMIs
- Supporting the platform's self-service functionality using Jenkins Jobs
- Applying security updates to the OS base images through pipelines
- Instituting automated patching and testing for infrastructure images
- Support of configuration, test and releasable artefacts through the pipeline.

Outcome

- **Zero impact** on live service
- **80% automation** of SIT
- Environment Provision **2 days to 1 hour**
- **5x scalability** in handling student BRPs
- Cost saving the authority circa **£9.5m/year.**
- Won the '**Best Use of Cloud Services**' award
- **35%** Incident Volume Reduction.



Government Digital Service

Problem

GDS initiated the One Login programme to create a single front door for identity verification and authentication, which could be adopted and scaled across all government departments. This would improve the user experience by providing the public with a single identification and verification service for the government, reduce costs as each department no longer required its own identity service and reduce identity fraud and identity-enabled crime.

GDS released a tender in June 2023 to provide a Technical Service Desk (TSD) managed service for the One Login service. This service would provide a single point of contact for level 1 and 2 service support as part of the wider support ecosystem. It would be provided in the UK and replace the incumbent's scaled-down non-ITIL-aligned break-fix service.

Solution

In September 2023, Mastek were successfully awarded the TSD contract to deliver TSD on behalf of GDS. GDS had an extremely aggressive programme driven by the onboarding of HMRC as a user, which was a major milestone planned for February 2024, migrating new and existing HMRC users to the One Login platform. The TSD service was expected to go live in November 2023. This was an extremely complex programme which, within this timescale, would deliver:

- The contact centre provider for level 0 directly facing the public
- The TSD supplier in place directly facing all government departments
- The TSD supplier in place providing L1 and L2 engineering support and monitoring
- Continued delivery on the One Login backlog of features
- Continued migration of smaller government departments to the platform.
- Delivery of a new ITSM toolset to be configured for use by GDS and the One Login programme, integrating level 0 to level 3 support
- Working as one team, Mastek quickly integrated into the programme, appointing the leadership team early in the engagement. We collaborated with GDS from the outset, ensuring we tailored the service to their expectations rather than delivering what was written in the contract.

Our leadership team consisted of:

- Service Management Vice President
- Programme Director
- Chief Technology Officer
- Programme Management office lead.

Outcome

At its height, the programme team was circa 15 strong, covering programme/project delivery, PMO, architecture, fraud, security, support, omni-channel and quality assurance. The service team is currently in place providing circa 21 resources now covering end-to-end service management, service delivery and L1 and 2 engineering roles.

As the One Login migrations continue, Mastek is supporting Government departments onboarding to the platform as they transition into the new service and provide One Login a secure Technical Service Desk managed service with:

- Omni channel access for other government departments via telephony, email and web form
- Provision of L1 and L2 engineering support
- 24x7, 365 days a week cover
- 24x7x365 eyes on monitoring service
- Fraud detection and security, GDPR compliant
- End-to-end (L0-3) incident and problem management
- End-to-end 24x7 Major incident management (MIM)
- On-call/call-out engineering support, incident and MI management
- Adherence to stringent SLAs on incident response, call handling and fix times
- End-to-end monthly service reporting alongside TSD KPI and SLA reporting.
- A shift left culture and mindset, reducing the impact of service on product teams (L3)
- Support with service maturity in the programme, preparing GDS to run critical national infrastructure.



Internet-facing platform and applications for Army Digital Services

Developed mobile app and web app with 24*7 high availability

Problem

- New Defence Gateway Portal
- Combine all internet-facing applications into one
- Easy to use
- Enable easier access to the MySeries portfolio of products.

Solution

Designed and developed the following easy-use Progressive Web Apps:

- Defence Gateway Landing Page
- My Leave App
- My Expenses App
- My Health App
- My Details App
- My Appraisal App
- My Admin App
- COVID-19 Reporting Tool
- Commanders' COVID-19 Tool.

Outcome

- Delivered 20+ successful projects
- Deployment Automation
- £7.5m in savings annually
- Zero Downtime
- Environment creation in hours.



Delivered a platform for the Department for Health and Social Care

Delivered capability supporting 200k+ tests in a day,
traced millions of COVID-19 infections

Problem

- Leveraging DevOps platform based on reusable GitHub, AWS and Azure DevOps Pipelines
- Introduce more flexible, scalable and reusable IaC capabilities
- Implement CI/CD pipelines.

Solution

- Uplifted from Cloud Formation into Terraform (IaC)
- Pre-built the AMIs using Packer, with automated security checks
- Immutable infrastructure, thus eliminating the risks of partial upgrades and patches
- Continual Cost Optimisation processes and other service functions, such as Change and Risk management
- Migrated into an organisation-wide collaboration toolset. This included Jira, Confluence, Trello, Miro, Teams, SharePoint, O365, Slack, etc.

Outcome

- 75% reduction in lead time due to pre-built AMIs
- Zero Downtime Deployments
- Delivered a Platform - Secured, multi-tenanted hosted on Azure and AWS in 5 weeks
- Cost reduction achieved through close monitoring of resource utilisation.



Mastek and Technology in the Public Sector

Technical Capabilities	Relevant Technology Capability	Mastek Scale
Software Development Continuous Integration, Platform - Other Products, Cloud Collaboration Tools		Software Engineering 2354 FTE
QA and Test; API, Automated Functional and Compatibility, Accessibility & Performance		QA and Testing 774 FTE
Cloud Platforms Amazon Web Services AWS Microsoft Azure		Cloud Platforms 1046 FTE
Data BI/MI Components, Integration		BI and Visualisation 725 FTE
User-Centered Design		UCD 25 FTE
Office Automation Tools		Collaboration 4565 FTE

2. Summary

Mastek delivers **Microsoft Azure Cloud Services** that support the design, build, migration, modernisation and operation of secure and resilient digital platforms for UK public sector and regulated organisations. Our Azure services enable organisations to modernise legacy estates, deliver scalable digital services and operate cloud platforms that meet government assurance, security and live-service expectations.

We work across the full Azure service lifecycle, from discovery and platform design through migration, modernisation and ongoing live-service operation. Azure is treated as a governed digital platform rather than a collection of individual services, with security, resilience, cost control and operational assurance embedded by design.

Mastek offers a comprehensive range of Microsoft Azure services, which can be delivered individually or combined to support end-to-end delivery. For ease of engagement, our Azure services include:

- Cloud advisory, discovery and roadmap definition.
- Application and data migration and modernisation.
- Azure managed services and live-service support.
- DevSecOps, automation and platform engineering.
- Data, analytics and AI services (including governed agentic capabilities).
- Integration services (API, messaging and system integration).
- Modern, mobile, low-code and serverless application development.
- Azure security, governance and compliance.

Our delivery approach aligns with public sector delivery and assurance practices, including DDaT-aligned methods, multi-supplier collaboration and live-service operational models. We have extensive experience supporting business-critical and citizen-facing services that require high availability, strong security controls and continuous improvement.

Cloud migration and modernisation are not treated as one-off technical activities. Mastek supports organisations through an ongoing cloud transformation lifecycle, enabling continuous assessment, optimisation and improvement of Azure platforms while maintaining service stability and regulatory compliance. Our Azure services also enable the controlled adoption of analytics, automation and AI capabilities, ensuring these are applied where they deliver measurable value, with appropriate governance and oversight in place.

3. Delivery Capability and Team

Mastek delivers Azure services through teams with extensive, hands-on experience across Microsoft Azure and business applications. Our delivery teams combine certified Azure specialists with practical experience designing, migrating, modernising and operating cloud platforms in complex and regulated environments. Our teams bring experience across multiple sectors, enabling Azure solutions to be tailored to organisational context, regulatory requirements and operational constraints.

We have a proven track record of delivering business-critical and citizen-facing services, supported by long-standing partnerships with Microsoft and other technology providers that enable collaborative, sustainable delivery.

4. Mastek's Service

Mastek delivers Microsoft Azure services across the full service lifecycle, supporting organisations from early discovery and strategy through migration, modernisation and long-term live-service operation in complex and regulated environments. We have over two decades of experience delivering Microsoft-based solutions and more than a decade of experience designing, migrating and operating Azure platforms for public sector and regulated organisations.

Our Azure services are designed to help organisations modernise legacy estates, improve service resilience and adopt cloud-native capabilities in a controlled and sustainable way. We apply proven Microsoft and industry frameworks, including the Microsoft Cloud Adoption Framework for Azure, tailored to organisational context and delivery maturity, to ensure delivery is structured, repeatable and aligned to business outcomes rather than technology change alone.

4.1 Cloud Advisory and Discovery Services

- Mastek provides structured cloud advisory and discovery services to support informed decision-making and risk-managed adoption of Azure. Discovery activities focus on understanding business objectives, application portfolios, technical dependencies, data considerations, security constraints and operational readiness.
- Using the Microsoft Cloud Adoption Framework, we support strategy definition, cloud adoption planning, readiness assessment and the development of pragmatic Azure roadmaps. This includes identifying candidate workloads for migration or modernisation, defining appropriate migration strategies and establishing success measures, KPIs and benefits that are refined iteratively throughout discovery.

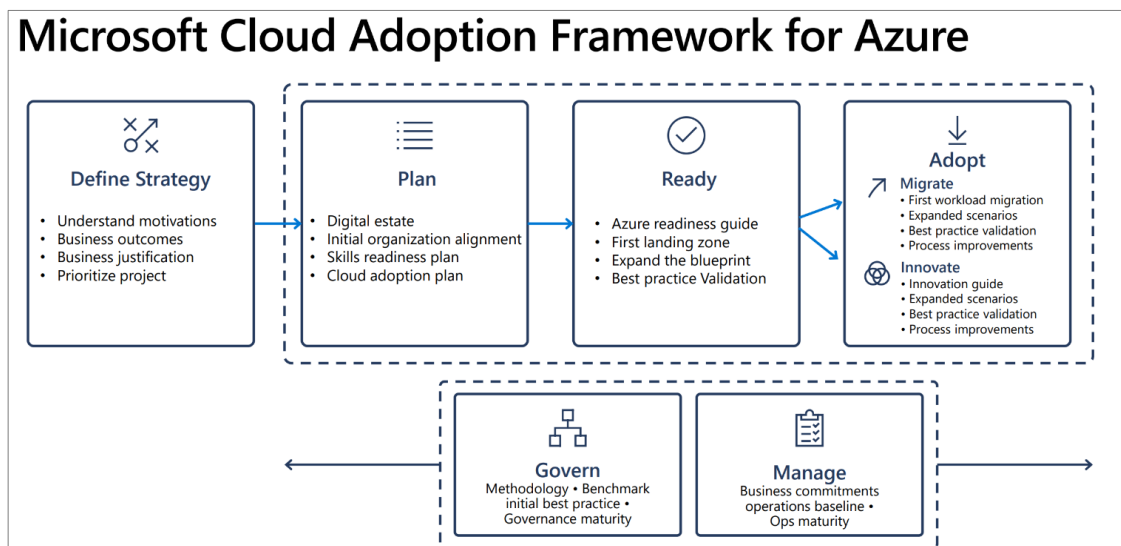


Figure 1: Azure Cloud Adoption Framework – Mastek Delivery Alignment

4.2 Application and Data Migration and Modernisation

- Mastek supports the migration and modernisation of applications and data to Azure across IaaS, PaaS and hybrid deployment models. We apply an application-led approach to migration, ensuring workloads are assessed and prioritised based on business value, complexity, risk and long-term operational benefit.
- Our delivery approach follows a structured and repeatable lifecycle, covering discovery, assessment, realisation and transition, with ongoing optimisation built into live service operation. Where appropriate, we support rehosting, replatforming, refactoring, rebuilding, retiring, or re-architecting applications to adopt cloud-native patterns that improve scalability, resilience and cost efficiency.

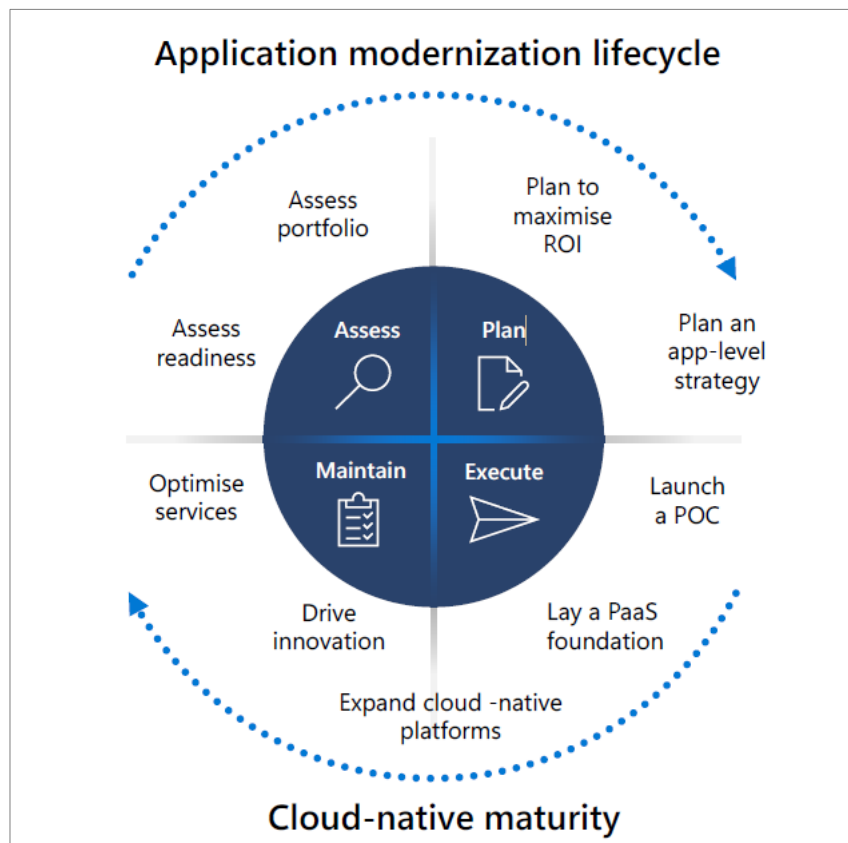


Figure 2: Azure Application Modernisation Lifecycle

4.3 Integration and Messaging Services

- Integration is a core part of Mastek's Azure service offering. We help organisations design, build and operate secure and scalable integration solutions that connect legacy systems, SaaS platforms, cloud services and on-premises environments.
- Our integration services support API-led architectures, messaging and event-driven patterns and data integration approaches that enable reliable system-to-system communication and reduce coupling across the enterprise. These services are delivered with appropriate security, monitoring and lifecycle management controls in place and are designed to support complex public sector estates and multi-supplier environments.

4.4 Azure Managed Services and Live-Service Support

- Mastek provides Azure managed services to support the ongoing operation, optimisation and improvement of cloud platforms. Managed services cover platform monitoring, incident and problem support, performance tuning, cost optimisation, FinOps-aligned consumption management, security posture management and service assurance.
- Our managed services are designed to support live-service operation, ensuring Azure environments remain stable, secure and aligned to changing business and policy requirements over time.

4.5 Agile, DevSecOps and Platform Engineering

- Mastek supports Agile and DevSecOps delivery models to enable faster, safer and more reliable delivery of Azure services. We help organisations establish automated build, test, deployment and monitoring pipelines, embedding security and quality controls throughout the delivery lifecycle.
- Our platform engineering capabilities support the creation of reusable, governed Azure platforms that enable development teams to deliver services consistently while maintaining operational control and compliance.

4.6 Data, Analytics and Artificial Intelligence

- Mastek enables organisations to adopt Azure data, analytics and AI capabilities in a controlled and secure manner. Our services support data modernisation, self-service analytics, operational reporting and decision support, ensuring data insights are accessible to business users while maintaining governance and assurance.
- Where appropriate, we support the use of AI capabilities, including governed agent-based and workflow-driven approaches, to automate routine tasks and enhance decision-making. AI adoption is always aligned to data protection, transparency and operational oversight requirements expected in public sector environments.

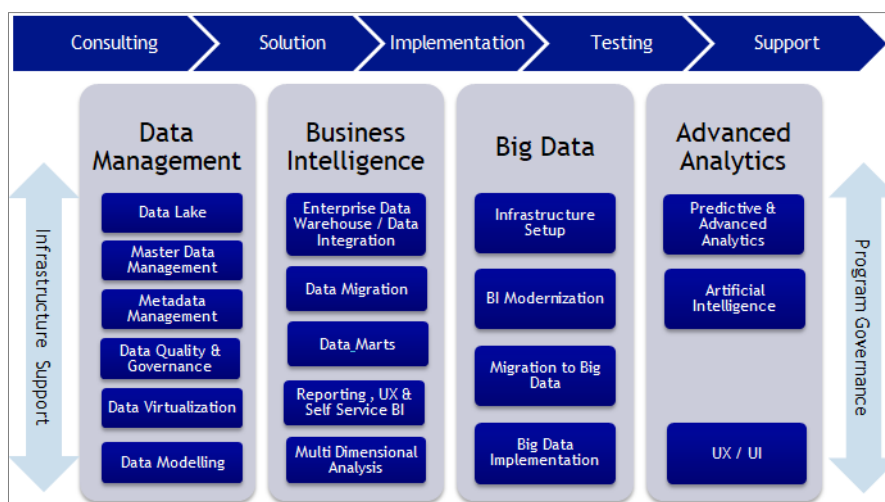


Figure 3: Azure Data, Analytics and AI Capability Model

4.7 Modern, Low-Code and Serverless Application Development

- Mastek supports modern application development on Azure using cloud-native, low-code and serverless approaches. This includes the development of web, mobile and business applications that can scale securely and integrate with wider enterprise platforms.
- We help organisations adopt low-code platforms alongside Azure services to accelerate delivery while retaining control through governance, integration and extensibility patterns.

4.8 Azure Security and Governance

- Security and governance are embedded throughout Mastek's Azure services. We help organisations design and operate secure Azure environments using identity-led, least-privilege and policy-driven controls.
- Our services support compliance, data protection, resilience and operational assurance across cloud and hybrid environments, enabling phased modernisation while maintaining regulatory and security obligations.

5. Key Features

Mastek delivers Microsoft Azure services through an end-to-end delivery model that covers discovery, design, implementation, testing, integration, data migration and long-term live-service support. Our approach combines deep Microsoft technology expertise with proven delivery practices, enabling organisations to adopt Azure in a controlled, cost-effective and sustainable way.

Our Azure services are delivered by experienced, certified teams using Agile and DevSecOps practices, supported by a mature on-site/offshore delivery model. This enables flexible delivery scaling, improved time-to-value and substantial value for money, while maintaining service quality and assurance.

Some of the key features of our Azure services are:

5.1 Delivery Partner

Mastek works as a long-term delivery partner for Azure programmes, supporting organisations across strategy, implementation and live service. We have delivered Azure solutions across the public sector and regulated industries, operating effectively within complex, multi-supplier environments.

5.2 Experience and Capability

Our teams bring extensive experience across Azure migration and modernisation, data and analytics, AI, integration, DevSecOps and intelligent automation. This breadth enables joined-up solutions rather than siloed technical implementations.

5.3 Value for Money through Scalable Delivery

Mastek's established onsite–offshore delivery model provides flexibility, scalability and cost efficiency, supporting predictable delivery while maintaining quality, governance and continuity.

5.4 Agile and Adaptive Delivery

We apply Agile delivery methods to respond to evolving business needs, enabling early value delivery, iterative improvement and reduced delivery risk.

5.5 Comprehensive Azure Solutions

Mastek delivers a broad range of Azure services, including application and data modernisation, enterprise integration, cloud-native development, DevSecOps and automation, testing and data migration, tailored to organisational context and maturity.

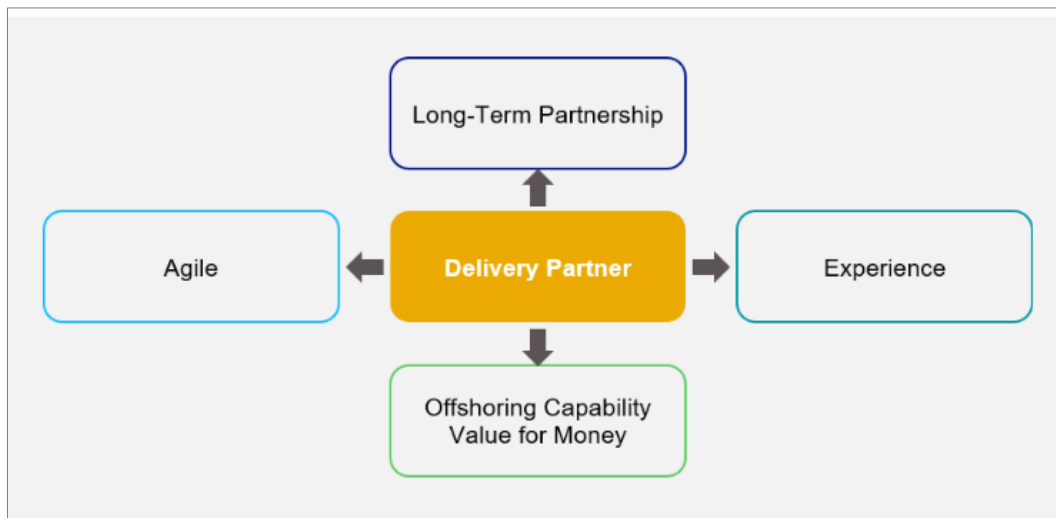


Figure 4: Key Features of Mastek as an Azure Delivery Partner

5.6 How Mastek Supports Customers

Mastek supports customers throughout their Azure journey, acting as a trusted delivery and operations partner rather than a one-off implementation supplier:

- We provide **tailored Azure solutions** aligned to each organisation's business objectives, technical landscape and regulatory context.
- We support **innovation and experimentation** through structured prototyping and proof-of-concept approaches, enabling organisations to explore new capabilities safely and pragmatically.
- We bring **cross-sector experience** from the public sector, financial services, insurance and banking, sharing proven patterns, lessons learned and best practices.
- We operate a dedicated **Cloud Centre of Excellence (CCoE)** that underpins delivery quality, governance, standards and continuous improvement across Azure engagements.

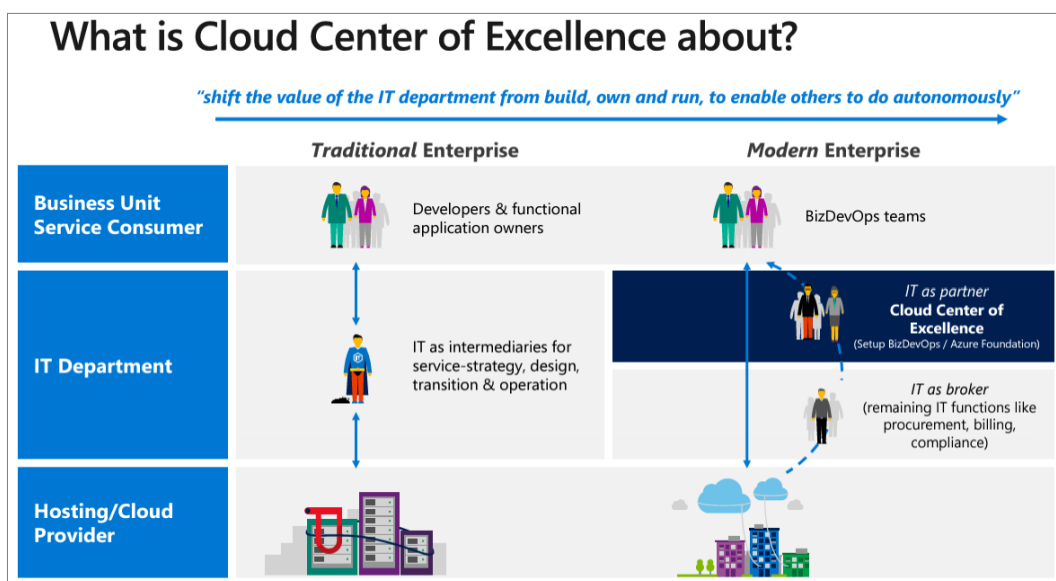


Figure 5: Cloud Centre of Excellence - Operating Model and Responsibilities

5.7 Cloud Centre of Excellence (CCoE)

Mastek's Cloud Centre of Excellence supports consistent, high-quality Azure delivery by establishing standards, patterns and governance that enable teams to deliver at pace while maintaining control.

The CCoE supports:

- Cloud strategy alignment and platform foundations.
- Cloud-native architecture and tooling.
- Security, governance and control frameworks.
- Deployment mechanisms and automation.
- Operational processes and continuous improvement.
- This model enables organisations to shift from traditional IT delivery to a modern, product- and platform-oriented approach, where cloud services are delivered safely, efficiently and at scale.

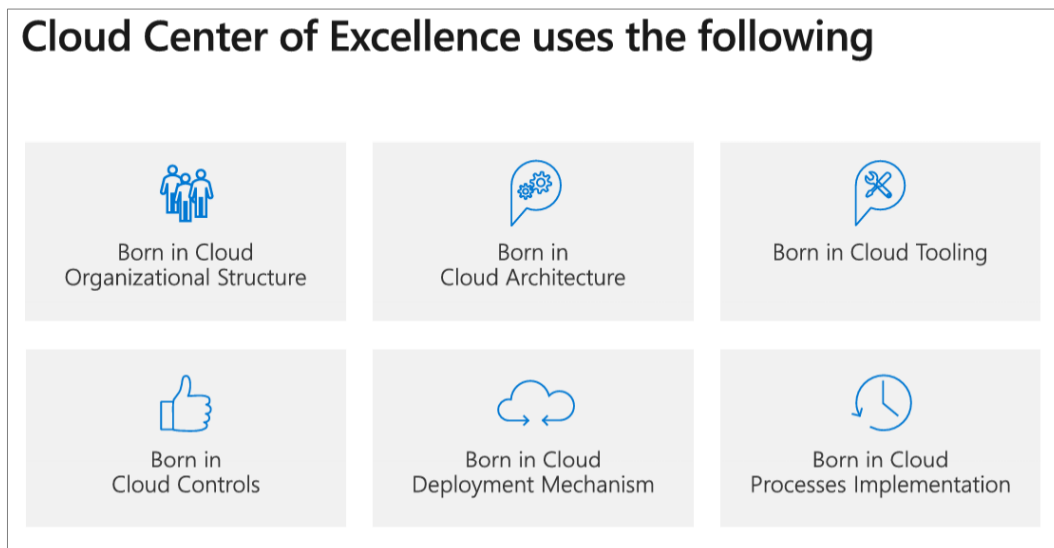


Figure 6: Cloud Centre of Excellence – Capabilities and Enablers

6. Business Benefits

Mastek's Azure services are delivered through a collaborative "one-team" approach, working closely with client stakeholders and delivery partners to achieve shared outcomes. Our focus is on delivering measurable business value through secure, resilient and well-governed cloud platforms.

6.1 Cost Control and Value for Money

Mastek helps organisations reduce the total cost of ownership by moving from capital-intensive infrastructure to consumption-based cloud services. Through structured cloud design, right-sizing, automation and ongoing optimisation, organisations gain greater visibility and control over cloud spend while avoiding unnecessary capacity and operational overhead.

6.2 Improved Agility and Innovation

Azure enables organisations to adopt modern capabilities incrementally rather than through large, high-risk transformation programmes. Mastek supports faster experimentation and delivery through modern development practices, enabling organisations to trial new services, validate ideas and introduce innovation in a controlled and cost-effective manner.

6.3 Increased Productivity and Operational Efficiency

Mastek's Azure services improve productivity by simplifying application development, deployment and management through automation, standardisation and reusable platform components. Integration with Microsoft productivity and data platforms enables better collaboration, streamlined processes and improved access to information across teams.

6.4 Resilience, Scalability and Service Continuity

Azure platforms delivered by Mastek are designed for resilience and scalability, supporting high availability and consistent performance as demand changes. Our live-service approach helps minimise downtime, improve operational stability and support continuous service delivery for business-critical and citizen-facing services.

6.5 Better Use of Data and Insight

Mastek enables organisations to better utilise data through modern analytics and reporting capabilities. Real-time and near-real-time insights support informed decision-making, operational monitoring and strategic planning, while maintaining appropriate governance and data protection controls.

6.6 Security, Compliance and Risk Reduction

Security and compliance are embedded throughout Mastek's Azure services. We help organisations protect applications and data, manage access and permissions and meet regulatory and assurance requirements, reducing operational and security risk while supporting ongoing compliance.

6.7 Sustainable and Future-Ready Platforms

By adopting cloud-native, serverless and managed services where appropriate, Mastek helps organisations reduce maintenance burden, improve time-to-market and build platforms that can evolve. This approach supports long-term sustainability and readiness for future capabilities without repeated rework or disruption.

7. Technologies, Languages, Tools, Methods and Vendor Support

#	Technologies	Languages	Methods	Vendor support
1	• Microsoft Azure services, including compute (IaaS, PaaS), containers and serverless, integration and messaging, data platforms (databases, data lake, analytics and reporting), AI and machine learning, identity and access management, networking, security, governance, monitoring, web and mobile application services, IoT and platform management. • Azure cloud migration and modernisation tools, including Azure Migrate, Azure Landing Zones, Azure Site Recovery, Azure Database Migration Service and Azure Monitor. • Developer and delivery tooling, including Azure DevOps, GitHub and GitHub Copilot, used to support secure, efficient software delivery and automation.	.NET, C#, Python, SQL, R, Java, JavaScript, HTML, CSS and Angular.	Agile delivery, DevSecOps, cloud-native and platform engineering practices, infrastructure as code, test-driven development, continuous integration and delivery (CI/CD)	Microsoft.

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