



Trust. Value. Velocity

G-Cloud 15

Agile Service Management (ASM) 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 a context of high uncertainty and complexity while collaborating in 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:

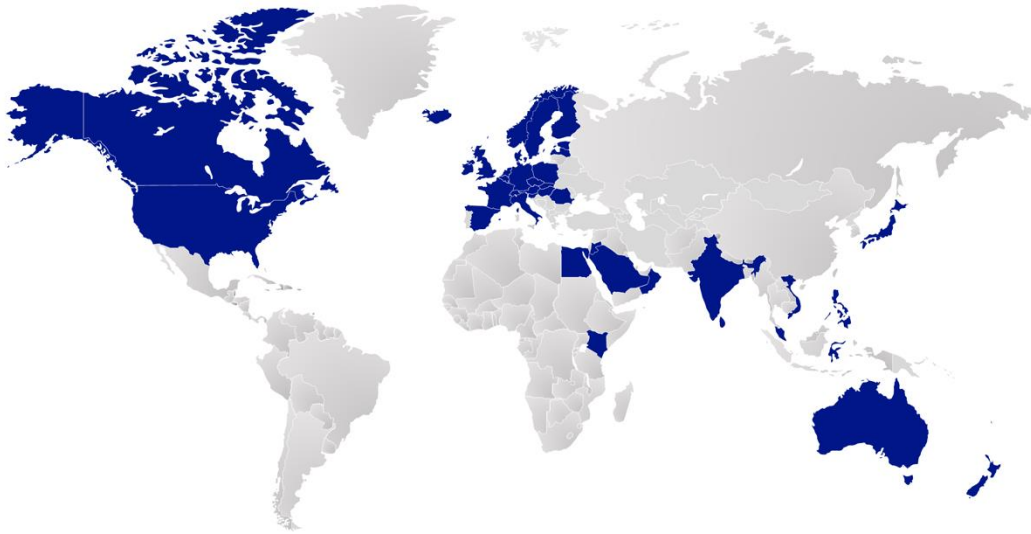
Working through a complex stakeholder landscape: We understand the importance of establishing effective communication channels, building trust and fostering a collaborative working environment that empowers stakeholders to contribute meaningfully to the project's success. Our approach is based on a deep 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, Ministry of Defence and NHS, we have a proven track record of working seamlessly with large stakeholder groups, including civil servants.

Standards, compliances: We comply with >20 policies and standards, including Government Digital Standards and Government CDDO Service Toolkit covering service standards, service manuals, TCoP, 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

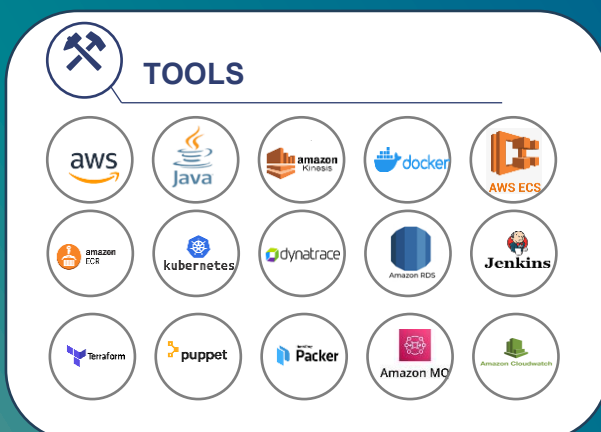
- Transition business-critical Platform services from incumbent supplier with minimal risk
- Migration from private cloud to AWS Cloud.

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:

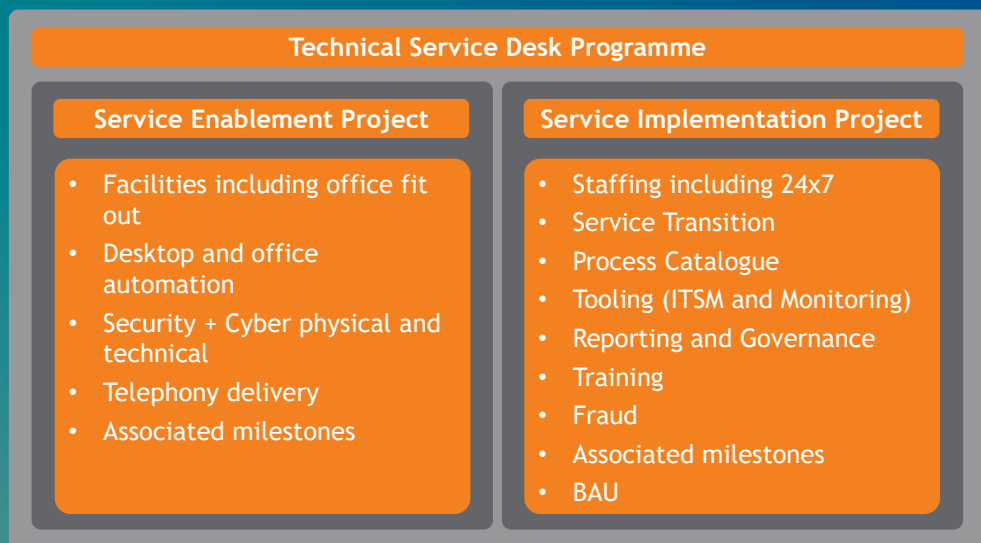
- Service Management Vice President
- Programme Director
- Chief Technology Officer
- Programme Management office lead.

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.

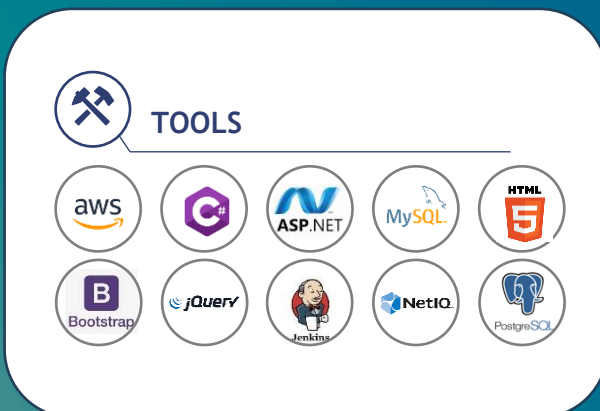
Solution

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

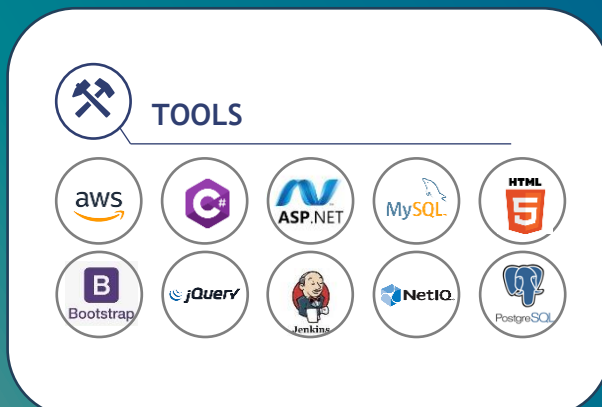
- Leveraging DevOps platform based on reusable GitHub, AWS and Azure DevOps Pipelines
- Introduce more flexible, scalable and reusable IaC capabilities
- Implement CI/CD pipelines.

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 helps organisations tackle their business and technology challenges across the end-to-end digital product/service lifecycle, as illustrated in the following figure:

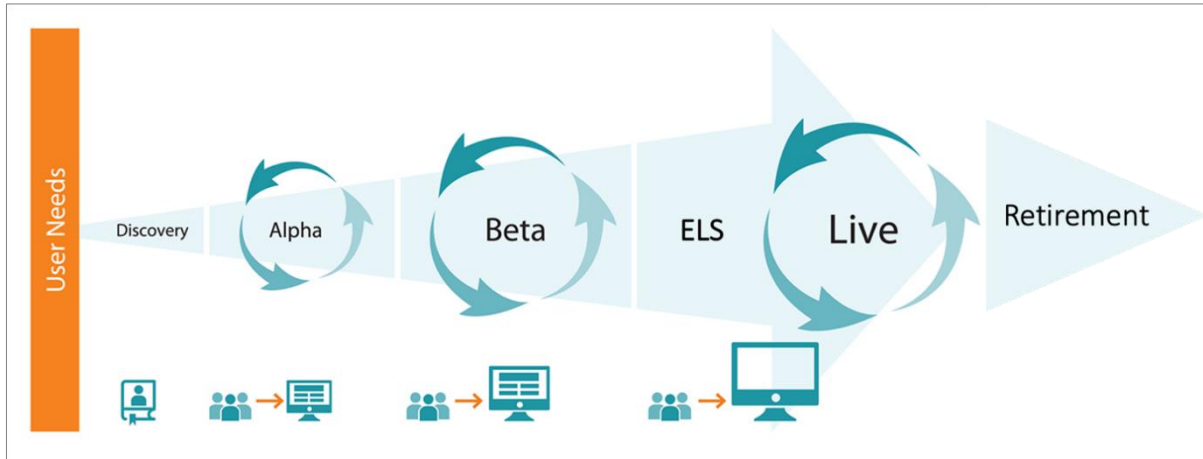


Figure 1: End-to-End Digital Product/Service Lifecycle

Our Agile Service Management (ASM) service is a DevSecOps-based approach to sustain and continuously improve applications and environments/platforms in live service operations, from Early Life Support (ELS) through Live to retirement.

Our ASM service is composed of several service components, which can be provided as an entire package or customised to meet your specific service needs, as illustrated in the following figure:

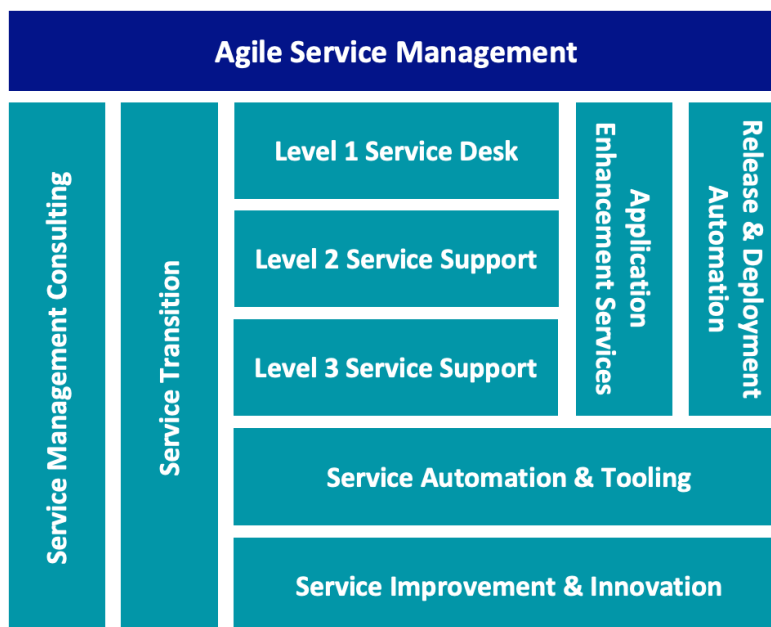


Figure 2: Agile Service Management

In delivering ASM and its service components, we adopt and blend Agile and ITSM methods and best practices to provide:

- Proactive monitoring and maintenance services to maximise your application landscape's availability and operational performance.

- Responsive support services to rapidly fulfil service requests, resolve incidents and eliminate their root causes.
- Accelerated delivery of changes and enhancements to your applications and cloud environments/platforms to improve service quality, optimise cost and meet new/emerging business needs.
- Quality assurance through automated testing of iterative deliveries to accelerate time to delivery and add value early.
- Service operations automation that leverages tooling to accelerate the execution of recurring, repetitive and effort-intensive tasks.
- Operational services for database, environment, platform and server (including IaaS and PaaS) to provide a rock-solid, high-performance foundation.
- Multi-modal delivery model options, operating with a “One Team” ethos.
- Overarching service management ensures that your expectations are met consistently and the continuous improvement pipeline is managed through governance and assurance activities.

We underpin our service delivery with an ethos of knowledge sharing and continual service improvement.

We deliver services from our best-shore service centres in the appropriate configuration to suit your needs. This can include on-site (co-located with your team), near-site (from one of our UK delivery centres), offshore (from our secure offshore delivery centres), or a hybrid that matches your requirements and security considerations.

We integrate service delivery end-to-end, using standardised Agile and ITSM methods and processes enabled by our tooling or integrated with your tooling environment. Through these methods and tools, we ensure the quality of service against agreed-upon performance measures and identify opportunities for continuous service improvement, ensuring that services continue to provide value for money, responsiveness, flexibility and safeguard operations.

3. Masteks Service

Mastek provides Agile Service Management (ASM) to all types of organisations, including those in the public and private sectors, as well as small, medium and large enterprises. We deliver the highest level of quality in the most demanding of engagements.

3.1 Service Components

Our ASM service is composed of several service components, which can be provided as an entire package or customised to meet your specific service needs:

- **Level 1 service desk:** Providing a single point of contact for all service requirements for your supported applications (service requests, incidents, problems, standard and non-standard changes).
- **Level 2 service support:** Providing event management, incident and problem resolution, change and enhancement services, routine maintenance and housekeeping; includes (in conjunction with Level 3 Service Support):
 - Database administration service - proactive monitoring and capacity management, availability and performance optimisation, database security services, automated backup and restore migration services.
 - Environment creation and management - automated environment build and application deployment, monitoring, alerting and capacity management, cloud enablement and provisioning.
 - Server and platform administration service - proactive monitoring, user management, patch management, disaster recovery, performance tuning, server consolidation, virtualisation and cloudification.
- **Level 3 service support:** Providing incident and problem resolution, major incident management and post-incident retrospective, change and enhancements, assurance and testing services and release and deployment management.
- **Application enhancement services:** Providing software defect fixes and new features to the supported applications, typically using agile-based methods.
- **Release and deployment automation:** Providing Continuous Integration (CI) - and Continuous Delivery/Deployment (CD)-pipeline-based automation of application release and deployment management.
- **Service automation and tooling:** Providing automation and tooling to support service operations activities in a DevSecOps way of working.
- **Service improvement and innovation:** Providing a structured approach to drive continual service improvement and bring innovation to your supported applications.
- **Service transition:** Providing a structured and rigorous method by which services are onboarded to Mastek's ASM service and transferred to our accountability.
- **Service management consulting:** Providing advisory services on service management vision and strategy, executive roadmaps, service maturity assessments, service design, automation and tooling evaluation, selection and implementation support and service transformation.

You can choose to augment these ASM components with Mastek's DevSecOps Advisory, Design and Implementation services.

3.2 Delivery model

Mastek deploys a customer-oriented, integrated delivery model to provide ASM, which can be organised in a traditional tiered support model (Level 1/2/3 Support) or a product-centric, multidisciplinary “squads” approach.

In each option, our delivery model comprises:

- Lean leadership capability to drive business-technology alignment through relationship management, governance, service delivery management, quality and standards compliance and continual service improvement.
- A delivery/service lead orchestrating the execution of service operations from our best-shore support centres to provide a seamless customer experience.
- On-site, near-site and offshore delivery teams, blended in the right mix to suit your organisation’s needs, including options for:
 - Solely Mastek-provided capability
 - Blended, rainbow teams formed of client-/Mastek-provided capability
 - “Ex-blended” rainbow teams formed of client-/Mastek-provided capability augmented by small-/medium sized enterprises (SMEs) and other partners.

We underpin our delivery with our Mastek 4.0 people culture, which focuses on delivering customer outcomes through our best-in-class capabilities, empowering our team to collaborate with our customers to provide value and innovation.

3.3 Quality

As a leading provider of Agile software support services to the UK Government, we pride ourselves on our highly responsive delivery, strengthened by standardised best-practice processes based on the IT Infrastructure Library (ITIL).

Our model conforms to ISO 20000 IT Service Management, ISO 9001 Quality Management and ISO 27001 Information Security standards.

We agree and implement Service Level Agreements (SLAs) and associated Key Performance Indicators (KPIs) to measure and manage the quality of service. These SLAs and KPIs can be selected from Mastek’s standard catalogue or tailored to your requirements.

End-to-end service delivery integration is enabled by deploying our leading tooling or integrating with your existing tooling environment.

3.4 Shift Left

In delivering our ASM service, Mastek strongly champions our Smartr Operations approach, enabling the use of “shift left” for cost efficiency, productivity and customer experience benefits.

In the ASM world, Smartr Operations enables 'shift left' to move service request fulfilment and incident resolution to the lowest support tier possible (i.e., as close to the end-user as possible). By shifting left, these activities are transferred to lower-cost delivery channels, freeing up senior resources to focus on value-based delivery and continuous improvement.

Mastek’s Smartr Operations approach to shift left includes:

- Introducing self-service (where it does not already exist) to enable tasks currently executed by the Level 1 Service Desk to be performed by end-users themselves via a self-service portal (so-called “Level 0”).
- After careful consideration and selection, transitioning a subset of Level 2 Service Support activities from Level 2 to Level 1 Service Desk (e.g. those activities that can be resolved with a standardised (or scripted) response and recur with a high degree of frequency).
- Likewise, transitioning Level 3 Service Support activities to Level 2 (e.g. those activities that can usually be resolved with a semi-standardised response from a set of fixed scenarios) and so on.

Mastek considers the following three critical success factors for shift left:

- **IT self-service:** A fit-for-purpose self-service capability is critical for delivering shift-left benefits and improving first-time fix
- **Knowledge management:** The availability of fit-for-purpose knowledge articles and FAQs is crucial for winning with IT self-service and, thus, Level 0 support. Making knowledge management a BAU activity embedded within day-to-day operations is imperative
- **Automation is key** to delivering the benefits related to increased speed of resolution/provisioning and cost reduction. Additionally, it offers a more enhanced customer experience.

3.5 Continual Service Improvement (CSI)

Continual Service Improvement is an integral part of Mastek service support. CSI initiatives aim to improve operations and quality, provide better information flow, enhance stakeholder interaction, resource utilisation and improve resource productivity and cost control.

Prioritising CSI initiatives based on business relevance and making investments to achieve the desired outcome, CSI initiatives will be embedded in day-to-day work. Initiatives will be tracked and progress discussed in service review meetings. Mastek will utilise an Agile approach for CSI initiatives, enabling continuous improvement and rapid benefits.

Mastek has adopted the following principles along with the 7-step ITIL-based improvement process:

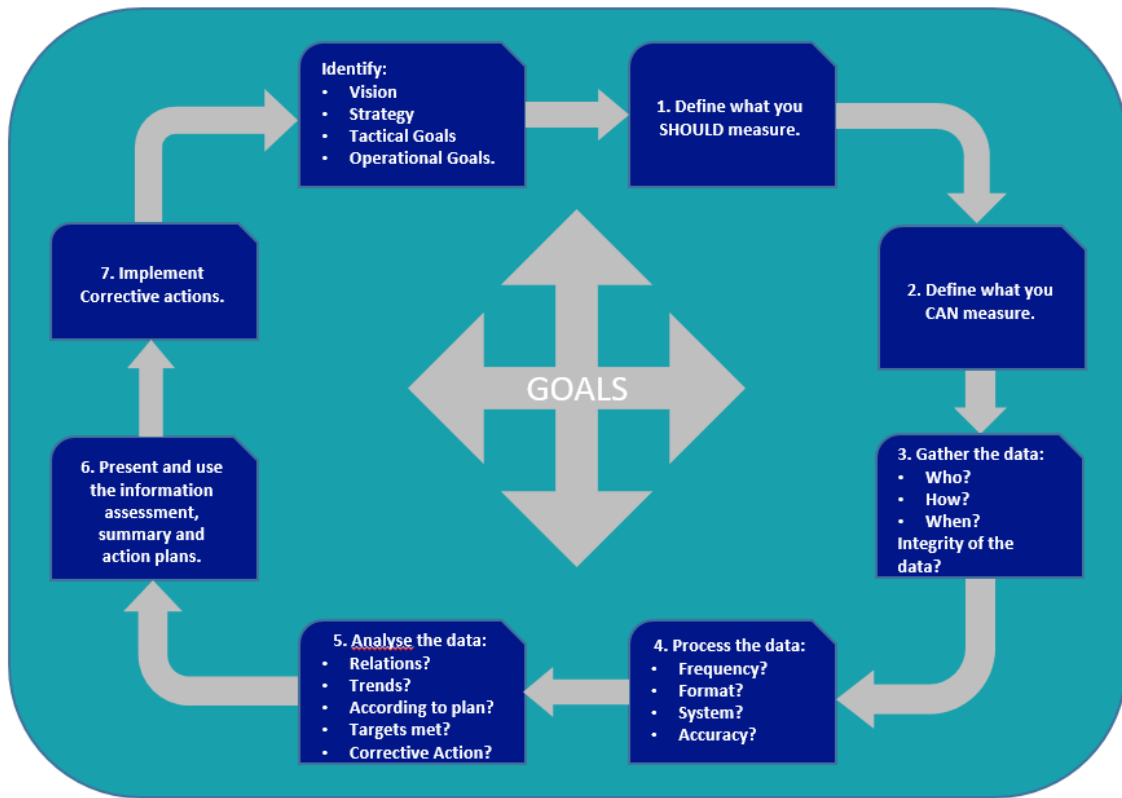


Figure 3: Seven-step ITIL-based improvement process

Our Service Management practice provides Consultancy advice and support to both customers and our internal teams, to ensure we are in line with or ahead of Industry standards. Insights from service maturity assessments feed directly into our Continual Service Improvement (CSI) framework. This ensures improvement initiatives are prioritised based on business impact and measurable outcomes, creating a cycle of evaluation, improvement and innovation embedded within day-to-day operations.

This is a structured method of implementing corrective actions based on identifying goals, defining measurements and analysing information.

3.6 Service Maturity

Mastek integrates **service** maturity assessments as a key differentiator within our Agile Service Management (ASM) offering. These assessments provide a structured evaluation of your current service management capability against recognised industry frameworks and best practices (such as ITIL and ISO 20000). By identifying strengths, gaps and opportunities, we enable organisations to prioritise improvements and align service operations with strategic objectives.

Our Assessment Approach:

- **Baseline Assessment:** Review of current service processes, governance and tooling maturity.
- **Benchmarking:** Comparison against industry standards and maturity models.
- **Gap Analysis:** Identification of improvement areas and associated risks.
- **Actionable Roadmap:** Recommendations for short-, medium- and long-term improvements aligned to business priorities.

- **Continuous Reassessment:** Periodic reviews to track progress and recalibrate improvement plans.

3.7 Innovation

Over the years, Mastek has developed an innovation culture that has enhanced our customers' services. As proactive adopters of emerging technologies, we will develop and improve your technology through our innovation culture and skills.

Our hands-on training workshop, "Innovation through Design Thinking Behaviours," embeds an innovation culture into our organisation. Our specialist Research and Innovation (R&I) unit focuses on emerging and open-source technology trends.

We apply cutting-edge technology to solve business problems for our customers across various sectors. Innovation is a key element of our service delivery to customers. We offer "idea execution @speed" and "continuous innovation @precision" via our innovation labs.

3.8 Application and environment/platform self-healing

Mastek's self-healing service can identify errors in the operation of cloud applications and environments/platforms and make pre-defined and safe changes to them without intervention from service support engineers. Thus, it restores them to a better functioning state at a minimal cost, allowing service support engineers to focus on more complex incidents, problems and maintenance activities.

3.9 Cloud application layer

In cloud applications, issues are written to an 'exceptions log'. Serious issues may require the application to stop (e.g. inability to connect to a database).

Mastek's self-healing application incorporates design elements that resolve these problems. For example, applications that use specific libraries arrange elements in a hierarchy and assign an actor's problems to its supervisor. Many such libraries and frameworks facilitate applications that self-heal by design.

3.10 Environment/platform layer

Environment/platform-level self-healing does not depend on a programming language or specific components. It can be generalised and applied to all services and applications, independent of their internal components.

The most common environment/platform-level issues include process failures (often resolved by redeploying or restarting) and response time issues (often resolved by scaling and descaling). Self-healing systems conduct health checks on different components and automatically attempt fixes (such as redeploying) to recover to their desired states.

3.11 Real-time and proactive monitoring

Feeding monitoring into your IT Service Management tool allows a single point of reference for the health and performance of your IT estate. Not only this, but it will also enable monitoring to feed into the appropriate process within your tool.

Mastek has experience implementing various monitoring tools, enabling us to advise customers on the best fit for their organisation, whether it involves operating front-end web-heavy or database query-heavy systems. We will then work with the customer to optimise the alerting based on

baseline thresholds to not flood the Service Desk with spurious alerts. We can also fine-tune this on an ongoing basis to ensure that your monitoring changes to ensure optimum operation as your IT estate changes. In addition, we also provide a 24/7/365 eyes-on monitoring capability for Secure Government customers who require this level of visibility and responsiveness.

3.12 Security

Our ASM service is secure by design. This includes deploying personnel with appropriate security clearances, including BPSS, SC and NPPV3.

We comply with IT industry best-practice processes:

- ISO 20000 Service Management
- ISO 9001 Quality Management
- ISO 27001 Information Security.

We operate to sector- or client-specific standards, as needed, for example:

- GDS Service Standard and Service Manual
- GDS Technology Code of Practice
- HMG Security Policy Framework and Security Classification Policy
- NCSC Cyber Essentials
- Client-/engagement-specific standards, such as SIAM, engineering, or test standards.

3.13 Innovation

We are thought leaders in Agile and DevSecOps, having developed innovations in service delivery, including ChatOps, chatbots, robotic process automation (RPA), “evergreen” technology planning and technology obsolescence planning, as well as cloud-based tooling and infrastructure and shared services.

3.14 Commercial approach

Mastek is keenly priced and competitive. It prefers to engage with clients based on agreed-upon outcomes, working in true partnerships to deliver as One Team. We discuss and decide on the right commercial structure to meet the needs of each specific customer.

Each approach has its advantages, from predictability to flexibility and typical options include:

- **Fixed fee:** a fixed annual service charge for a defined scope of service with agreed service levels and service hours.
- **Time and Materials (T&M):** a consumption-based charge-out of resources according to an agreed set of rates for particular capabilities and experience levels.
- **Blended Fixed fee/T&M:** a combination of a fixed fee for the agreed-upon core scope of service and time and materials charge-out for elective and “flex” scope of services.

4. Key Features

- Comprehensive service solution with flexible service components tailored to your organisation's needs.
- Comprehensive coverage of the entire solution stack (application, database, environment, platform and server).
- Strong customer-oriented team, empowered to collaborate with our customers, led and assured by strong delivery management.
- Highly responsive and proactive service delivery.
- Voice, chat/collaboration and email interaction channels.
- Integrated and automated service delivery enabled through tooling.
- Service Level Agreements/Key Performance Indicators negotiated to match your business needs.
- Extended service hours options delivered in various models (e.g. full 24x7x365, extended hours shift patterns, on-call/call-out).
- Embedded service improvement and innovation.
- Suitably qualified and experienced IT professionals with deep application, technical and operational know-how backed by a knowledge management platform.
- Appropriate personnel security clearance (e.g. BPSS; SC Cleared; NPPV3 Cleared) and secured environments.
- DevSecOps approach for modern, hybrid Agile and ITSM delivery, combining agility with control.
- Model for service strategy, design, transition, operations and continual service improvement.
- End-to-end service integration enabled through leading DevSecOps-enabling tooling.
- Highly automated service operations to accelerate recurring, repetitive and effort-intensive tasks.
- Multi-modal delivery options, including blended, rainbow teams that embed Mastek, Civil Servant and SME/partner capabilities in a "One Team" ethos.
- On-site (co-located); near-site (UK service centres); offshore (secure offshore delivery centres); hybrid delivery models.
- Flexible commercial models tailored to your circumstances.
- ISO 20000 IT Service Management compliance.
- ISO 27001 Information Security Management compliance.
- ISO 9001 Quality Management standards compliance.
- Client-/programme-specific standards compliance.

5. Business Benefits

5.1 Value

- Exploiting the value of your products/services by helping you realise the benefits of your application investment, optimising the cost of ASM services and adding value through innovation and non-financial value (such as Social Value)
- High levels of customer satisfaction through positive client engagement and positive relationship management
- Keenly and competitively priced service provision with easy-to-understand contracts, helping your organisation reduce overall IT spend
- Options to achieve price predictability or flexibility in the commercial model tailored to your business needs
- Re-focus IT spend away from “keeping the lights on” to growth and innovation
- Increased return on the investment in your application landscape (ROI); rapid return to productive work by business users following service interruption; continual improvement of service and software quality; collaborative identification of opportunities to derive extra value
- Year-on-year cost optimisation and incident volume reduction for multi-year engagements
- High end-user productivity through rapid incident resolution
- Qualified IT professionals with deep application, technical and operational know-how backed by a knowledge management platform
- Seamless delivery experience through integrated service delivery model, on-site, on-shore and offshore – even where teams are not co-located – through end-to-end processes and tooling.
- Improved alignment of IT services with business objectives.
- Enhanced governance and compliance readiness.
- Increased operational efficiency and cost optimisation.
- Clear visibility of progress through maturity scorecards and dashboards.

5.2 Agility

- Replicating the responsive, at-pace delivery approach realised in Agile digital transformation programmes in ASM-managed services through a DevSecOps-based model with hybrid Agile and ITSM best practices and methods
- Rapid service outcomes realised through an Agile, collaborative and flexible approach to engaging with you, your teams and business users
- Scalable service model to allow you to flex up as your business grows and requirements change
- Rapid adaptation of applications to respond to new and changing business needs
- Up to 24/7/365 highly responsive service to match your business needs
- A high degree of business-IT alignment through close cooperation, making it our business to understand yours
- Accelerated time-to-market through Agile delivery, DevSecOps, automated assurance, testing, release and deployment.

5.3 Control

- Retaining the necessary governance and control mechanisms needed to safeguard your vital business and technology operations through proportionate, tried and trusted ISO-based standards for ASM delivery
- Assured quality through the implementation of best practice-based methodology and process frameworks
- Minimised business disruption through IT Service Management capability and service-level management
- Future-proofed service through the use of leading-edge design patterns and technologies
- Predictable high-quality software deliverables through robust assurance and testing
- Safe and secure data through strong Information Security Management and IT Service Continuity Management in the event of a disaster
- Maximum levels of application availability through proactive and preventive monitoring and housekeeping
- The security of precious data and information is assured with appropriately security-cleared personnel (as required) and best-practice process compliance.

6. Technologies, Tools, Methods and Standards

All major technologies, the latest toolsets, best practices, methods and standards are supported.

Mastek has significant experience delivering in our G-Cloud clients' environments across User Experience and Frontend, Integration, Back-end processing, Workflow, Services, Security, Microservices, BPM, Operations, Data, Insights, Warehouse, Analytics, BI, Data Lake, Data Virtualisation, Visualisation, AI, Build, Deployment Storage, Code Quality, Source Code Repositories, Environment and platform technologies and multiple delivery tools.

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