

G-Cloud 15

Zaizi

Service Definition Document

Modernising government technology and services



ABOUT US

What we do

Zaizi delivers **government technology solutions**. We work side by side with **public sector teams** to fix broken systems, creating joined-up services that are **simpler for users, safer to run and stronger for the future**.

If you work in the public sector, you've probably felt it. The drag of old systems. The pain of government technology that doesn't speak to other departments. The pressure to transform with tools that don't keep up. Zaizi exists to change that!

Zaizi helps public sector teams fix what others can't. Not with big promises from a distance, but by working right beside you.

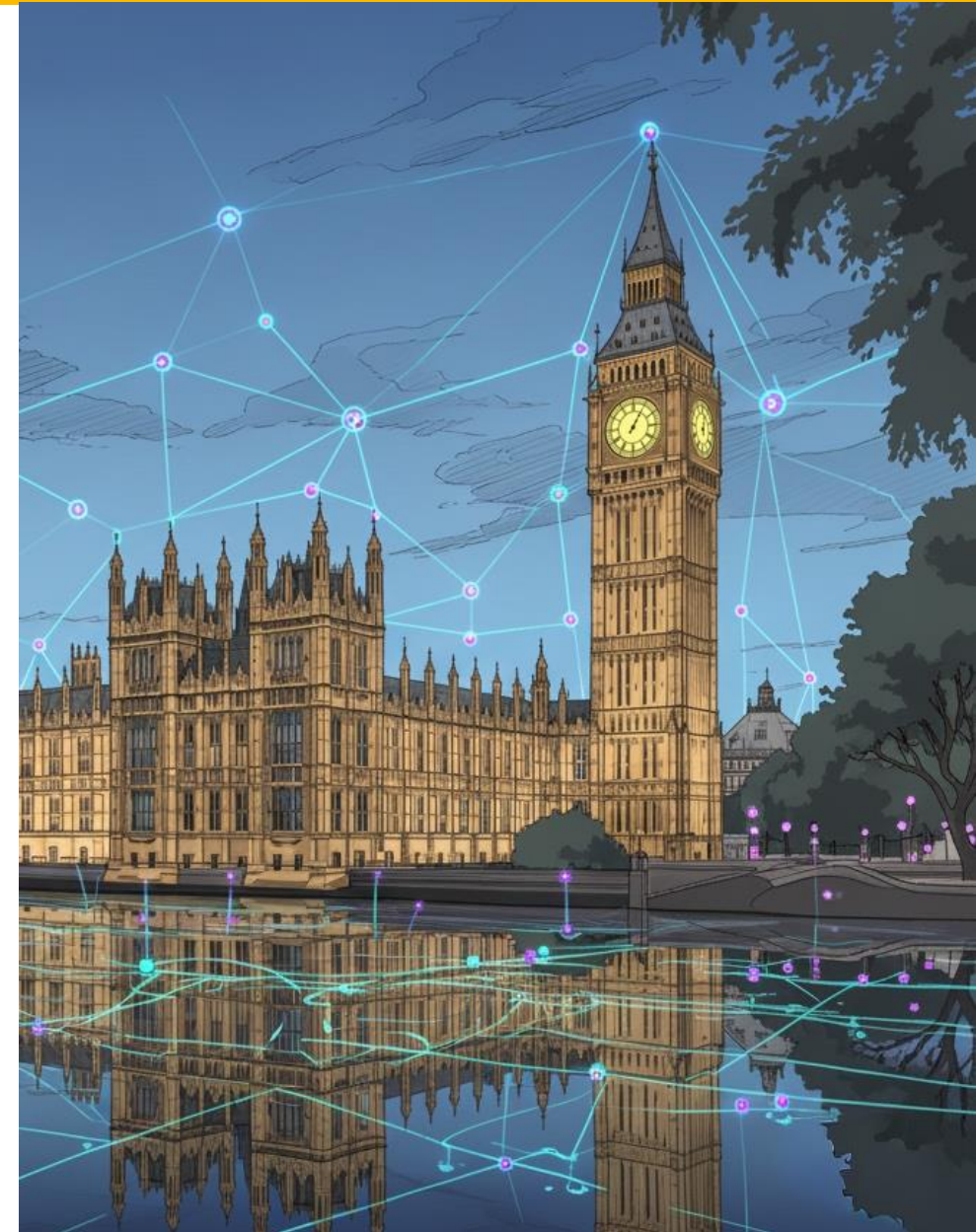
Our highly experienced security-cleared team includes former servants, military leaders, government staff, and policy insiders. We understand the pressures because we've lived them; we used to be you. We roll up our sleeves, get stuck in, and help you turn risky outdated processes into secure digital services using innovative approaches, and where it's right, the power of AI.

We don't just get you through today's challenges; we future-proof your services so they can evolve as citizens' needs change.

Our commitment

Joined-up digital services that are simpler for users, safer to run, and stronger for the future. And we leave your people with long-lasting capability, confidence, and control. Digital government is hard, but together we'll deliver on your mission.

Zaizi. The simpler, safer, stronger choice!



ABOUT US

Our service offerings

Zaizi delivers government technology solutions. We work side by side with public sector teams to fix broken systems, creating joined-up services that are simpler for users, safer to run and stronger for the future.



▶ Designing services around people

We uncover real user needs and design intuitive services that work in the real world and deliver meaningful results.



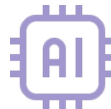
▶ Simple cloud without the complexity

We build secure, scalable, and flexible infrastructure that reduces cost and complexity.



▶ Secure, strong public services

We build and deliver critical digital services securely, even where others have struggled or failed.



▶ Smarter use of data and responsible AI

We help you harness data for smarter decisions and clearer insights to save you time and cut risk.



▶ Modernising government technology and services

We untangle legacy, join up processes and modernise systems so services can share data effectively, respond to change, and evolve over time.



▶ Digital skills gap and capability building

We don't just deliver services; we empower your teams with the skills and confidence to sustain them.

Modernising government technology and services

Paper forms, spreadsheets, and disconnected workflows slow down decisions, create errors, and frustrate users. In the public sector, these inefficiencies aren't just inconvenient; they can delay justice, hinder security operations, and block access to vital services. We help you replace outdated manual processes with streamlined digital workflows that keep pace with modern demands.

By mapping your existing operations, identifying bottlenecks, and applying the right mix of automation and user-centred design, we create solutions that reduce admin burden, cut costs, and speed up delivery. From border checks to case management, we turn clunky, manual processes into joined-up systems that work in real time. So, your teams can focus on what matters most.

35,000+

PUBLIC SECTOR USERS SUPPORT

100%

PAPERLESS, AUDITABLE WORKFLOWS

6 MONTHS

TO DELIVER CRITICAL SYSTEM VS 18 MONTHS FORECAST

CLIENT VOICE

“

Constant engagement, iteration and transparent ways of working from Zaizi helped the stakeholders shape the requirement. It led Zaizi to deliver a successful MVP and deploy live early in the lifecycle of the project. The solution addressed our pain points and allowed us to realise business benefits early.

Rabah Belatri, Senior Technical Delivery Manager, Home Office

“

Manual intervention is minimal, and this is a testament to the work we did with Zaizi to clean up data before migration. The data in Dynamics is really accurate and is allowing tests to pass through without intervention. Feedback from the Service Management Team has been extremely positive. Flicking between numerous spreadsheets has already decreased dramatically and we are all very positive about future releases!

Home Office - Dave B2

Key Outcomes

- Decisions made faster with real-time, reliable systems
- Manual effort reduced through automation and digitisation
- Legacy constraints removed without disrupting live services
- Data unlocked and integrated across organisations
- Technology aligned to modern government standards
- Services built to adapt, not decay

Why Zaizi

Simpler

We cut through complexity and focus on what actually works. No bloated teams. No over-engineered solutions. Just clear, rapid and practical delivery that moves things forward.

Safer

We're trusted in high-assurance environments where failure isn't an option. Security, resilience and governance are built in from day one, not bolted on later.

Stronger

We leave your organisation stronger than we found it. Our work builds capability, confidence and ownership inside your teams, so you are not dependent on suppliers.

Your team at our core

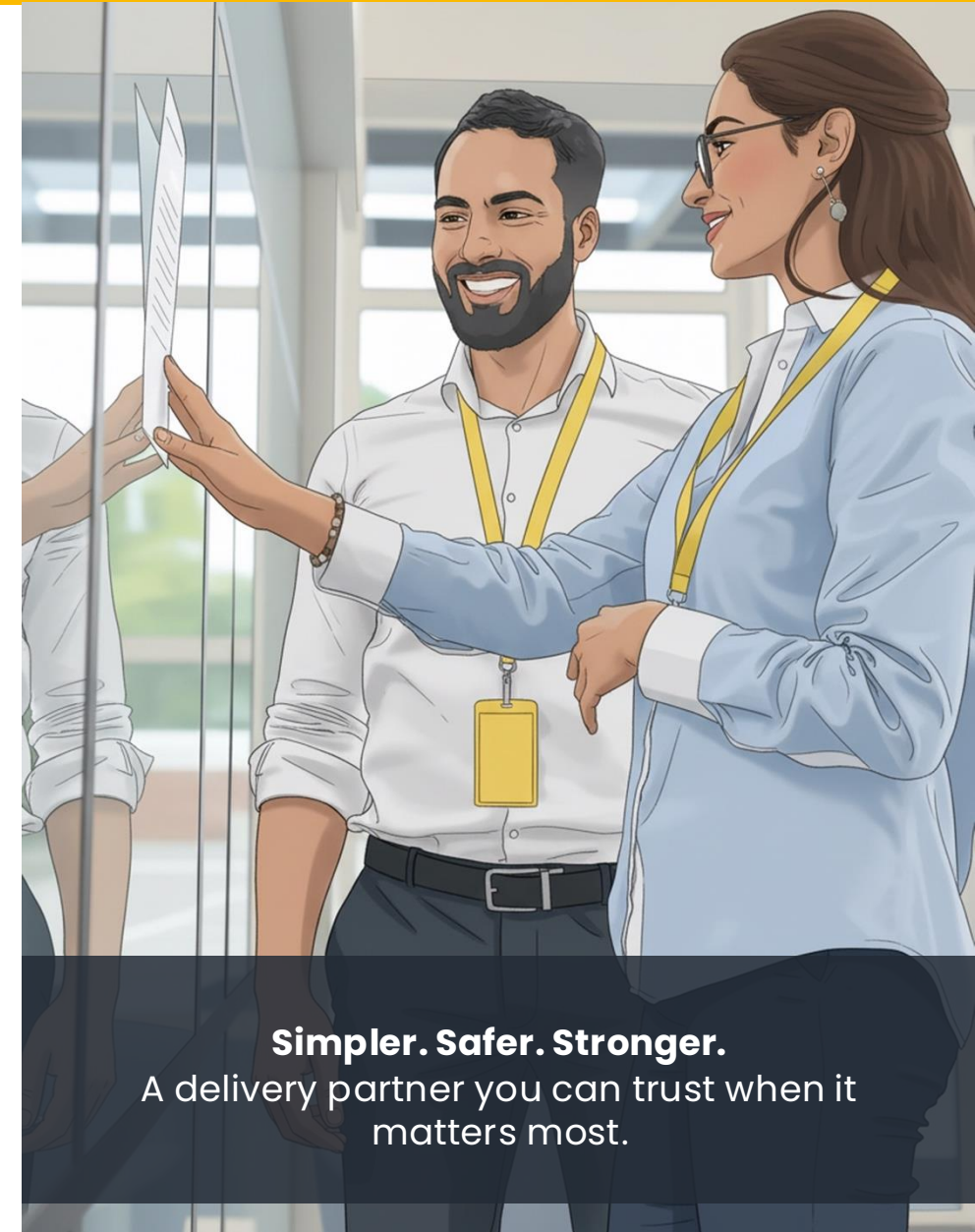
We embed alongside your people, understand your constraints, and adapt as things change. You get real collaboration, not a distant delivery factory.

Proven where others struggle

We're often brought in when programmes are stuck or under pressure. We move fast, reduce risk early, and deliver outcomes in complex, regulated environments.

Mission-led. Outcome-focused.

We care about what works in the real world. We share your mission. Our work is focused on delivering outcomes that matter, measured by the impact on improving the public services you deliver.



Simpler. Safer. Stronger.
A delivery partner you can trust when it matters most.

Zaizi credentials



Our Clients

Delivering secure, user-centred digital services with the UK's most trusted public sector organisations.



Border Force



Ministry of Justice



Home Office



Department for Levelling Up, Housing & Communities



Department for International Trade



National Cyber Security Centre
a part of GCHQ



Foreign & Commonwealth Office



Ministry of Defence



Department for Culture, Media & Sport



Innovate UK



Proof of delivery in high-security environments

Zaizi has already delivered AI and secure digital services where others failed.



Border Force

Border Force AI proof of concept (12 weeks):
anomaly detection in freight scans → **50%+ efficiency gains.**



Ministry of Justice

MOJ Gateway: secure data exchange across HMPPS and suppliers.



IICSA: secure case management system for sensitive abuse inquiry data.



National Cyber Security Centre

a part of GCHQ

NCSC: resilient, scalable secure testing platform.

What our clients say



Zaizi has been great with the day-to-day interactions between themselves and our project team. They understood the brief and worked quickly to establish user needs. The solution has landed well with our users, demonstrating the work put in to get us to this point.

Border Force



Zaizi have been a valued partner to the Home Office Central Operations Platform team, with a collaborative, flexible and down-to-earth approach.

Home Office



A consistently high level of service and professionalism. The team's expertise in agile working and understanding of the public sector have proved invaluable.

Foreign, Commonwealth & Development Office

At Zaizi, we measure success by the outcomes we deliver for our clients. From border security to housing policy, our work is trusted in some of the UK's most complex and sensitive environments. These testimonials reflect what partners value most about us: **clear communication, collaborative delivery, and services that work for users on day one.**

For almost two decades, government departments have turned to Zaizi when projects need to move from idea to reality, fast – and stay the course. Whether testing innovation in a secure sandbox or embedding new AI-driven services into live operations, our clients recognise that **we don't just advise, we deliver.**

Our mission-led approach

Deep expertise, delivered in partnership: A mission-led approach that keeps your team at the core of the solutions.

1. The Insight Mission

Discovery: Listen | Research | Plan

We start by listening to your people and your users. Through deep discovery and evidence-based research, we move past assumptions to define the real problem. This mission ends with a clear, actionable plan that aligns your technical roadmap with your strategic goals.

2. The Validation Mission

Alpha: Ideate | Design | User test

We turn insights into tangible concepts. In this phase, we design and prototype core features to validate our approach with real users. This allows us to de-risk the project early, ensuring we are building the right solution before moving into full-scale production.

3. The Delivery Mission

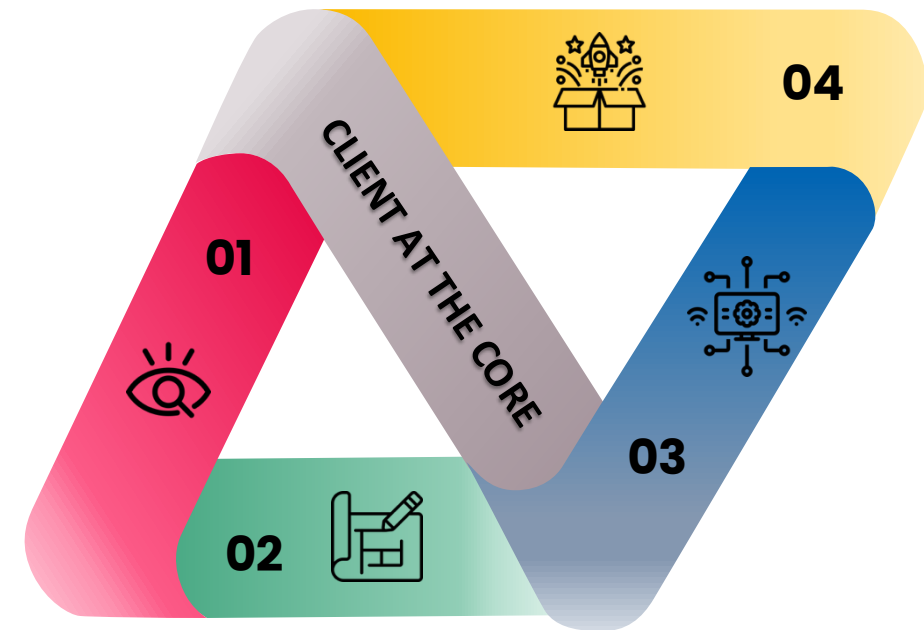
Beta: Build | Test | Modernise

This is the engine room of the project. We modernise legacy systems and build your production-ready service during Beta, applying rigorous testing at every stage. Our focus is on engineering high-quality, secure, and scalable digital tools that last.

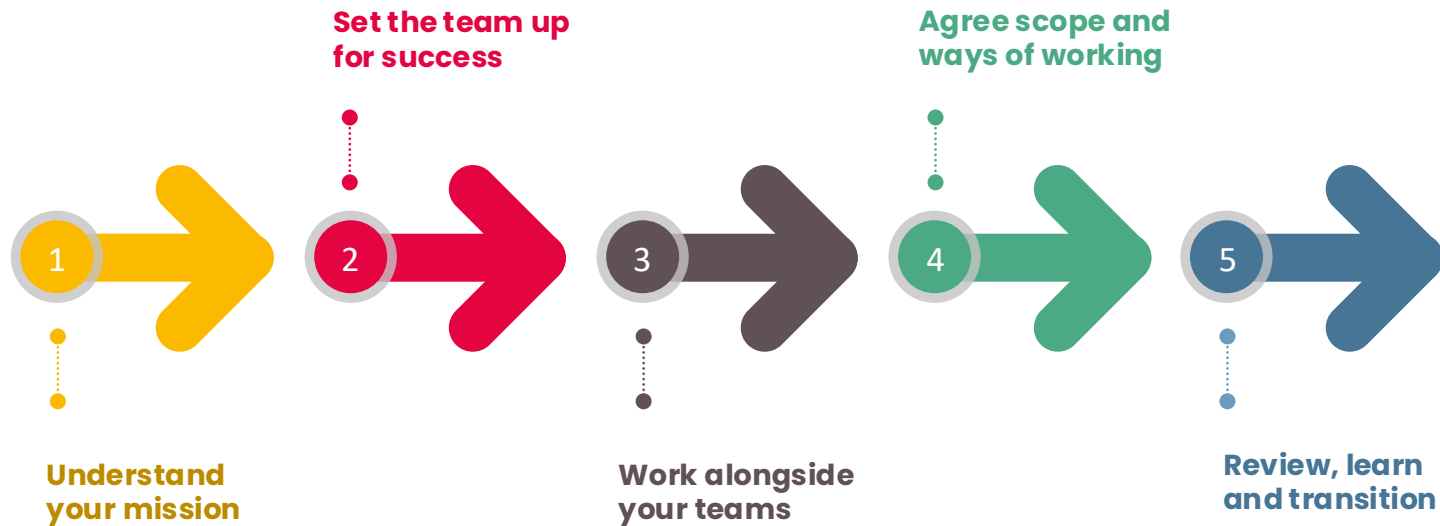
4. The Value Mission

Live: Run | Monitor | Evolve

Launching is just the beginning. We ensure your service runs smoothly in a Live environment while constantly monitoring performance and user feedback. We don't just 'hand over' — we iterate and evolve the service to ensure it continues to deliver measurable value and efficiency.



Onboarding and offboarding support



Simple to start. Safe to deliver. Strong when we leave.

We provide a structured onboarding process that includes welcome sessions, requirement validation, environment setup, access provisioning and knowledge transfer. For delivery services, we embed alongside your team to share ways of working, provide documentation, and establish communication channels.

Offboarding includes:

- Knowledge transfer and handover sessions
- Clear documentation (technical, operational, support)
- Runbooks, playbooks or clear, step-by-step operating guidance where relevant
- Access removal and environment handover
- Optional shadowing, training, or capability-building for your internal staff
- Support with transition to BAU teams or new suppliers

Our goal is to leave your team with capability, confidence and control, not dependence.

Modernising government technology and services

CAPABILITIES



Legacy modernisation and migration

Zaizi transforms legacy applications into modern and modular services. Using a user-centred, agile approach, we collaboratively redesign architecture to utilise public cloud and open standards to improve security and for long-term sustainability. Our teams iteratively reduce technical debt to cut operating costs and increase resilience/scalability.



KEY FEATURES

- Service design-led approach to replace existing applications
- Discovery, Alpha, Beta and implementation into Live
- Open standards aligned with government Service Standard, and open APIs
- Secure, scalable and cost-efficient cloud architecture
- Leveraging industry patterns, agile methodologies, and user-centred design
- Rapid benefits realisation
- Modern user experience with responsive, compatible JavaScript frameworks
- Delivered by multi-disciplinary teams using agile and DevOps approaches



CORE BENEFITS

- Compliance with government service standard, NCSC, ISO 27001
- Improve maintainability & extensibility of service
- Surface and integrate data from separate systems
- Reduce complexity and risk
- Real user validation through rapid prototyping
- Simplify and standardise business processes aligned to modern best practice.
- Reduce technical debt
- Unlock data and system integration potential by adopting open standards



Application modernisation and migration

Zaizi transforms legacy applications into modern and modular services. Using a user-centred, agile approach, we collaboratively redesign architecture to utilise public cloud and open standards to improve security and for long-term sustainability. Our teams iteratively reduce technical debt to cut operating costs and increase resilience/scalability.



KEY FEATURES

- Service design-led approach to replace existing applications
- Discovery, Alpha, Beta and implementation into Live
- Open standards aligned with government Service Standard, and open APIs
- Secure, scalable and cost-efficient cloud architecture
- Leveraging industry patterns, agile methodologies, and user-centred design
- Rapid benefits realisation
- Modern user experience with responsive, compatible JavaScript frameworks
- Delivered by multi-disciplinary teams using agile and DevOps approaches



CORE BENEFITS

- Compliance with government service standard, NCSC, ISO 27001
- Improve maintainability & extensibility of service
- Surface and integrate data from separate systems
- Reduce complexity and risk
- Real user validation through rapid prototyping
- Simplify and standardise business processes aligned to modern best practice
- Reduce technical debt
- Unlock data and system integration potential by adopting open standards



Data transition & ETL (Extract, transform, load)

Zaizi's data transformation and ETL pipeline creation service is cloud-agnostic, aligning with your chosen technology stack. We begin with a transformation workshop to understand your context, data, and constraints. Our offering includes designing and implementing flexible, efficient pipelines that facilitate seamless data integration and transformation, driving actionable insights.



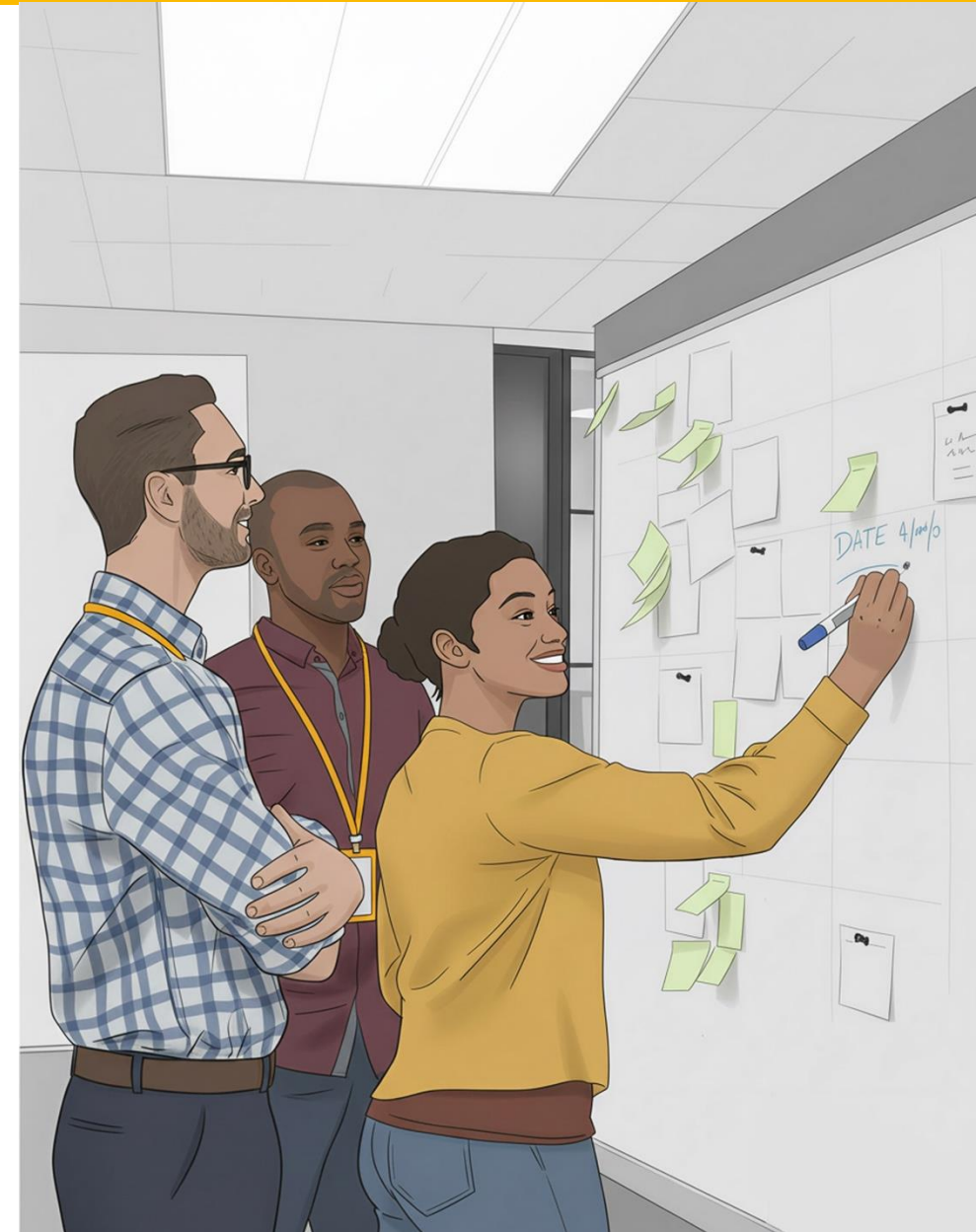
KEY FEATURES

- Automated extract-transform-load pipelines
- Data cleansing and validation
- Structured and unstructured data processing
- Legacy system data extraction
- Secure data migration tooling
- Metadata capture and governance
- Incremental and bulk migration options
- Quality checks and reconciliation reports
- Cloud-native or hybrid ETL solutions
- End-to-end migration planning and support



CORE BENEFITS

- Reduce risk during data migration
- Improve accuracy and data quality
- Automate complex manual transitions
- Ensure secure handling of sensitive data
- Enable smooth system cutover
- Reduce downtime during migration
- Provide clear audit and traceability
- Support scalable future data needs
- Integrate data across diverse systems
- Deliver consistent, repeatable migration processes



Process automation

Process automation services that streamline manual, repetitive and high-volume tasks across public sector operations. We design, build and integrate automated workflows using the right mix of robotic process automation (RPA), rules-based logic and AI. Our approach reduces operational burden, improves accuracy and builds long-term capability within your teams.



KEY FEATURES

- End-to-end process discovery and mapping
- Automation suitability and feasibility assessments
- Design and build of automated workflows
- RPA delivery across leading platforms.
- Integration with legacy and modern systems
- Data validation, enrichment and transformation automation
- Monitoring, reporting and performance dashboards
- Governance and controls for automated processes
- Pilot-to-scale automation programme support
- Capability uplift for internal automation teams



CORE BENEFITS

- Reduced manual effort and rekeying
- Lower operational cost and errors
- Faster processing and turnaround times
- Stronger compliance and auditability
- Clear prioritisation of automation opportunities
- Improved staff capacity for higher-value work
- Better use of existing data and systems
- Scalable automation foundations for the future
- Reduced risk from fragile manual processes
- Sustainable automation capability in-house



Enterprise case management

Zaizi designs, delivers and deploys cloud-based end-to-end case management solutions, tailored to your organisation's specific business needs.

We provide advice on best practice, standards and technology, guiding you through the process from discovery to implementation.



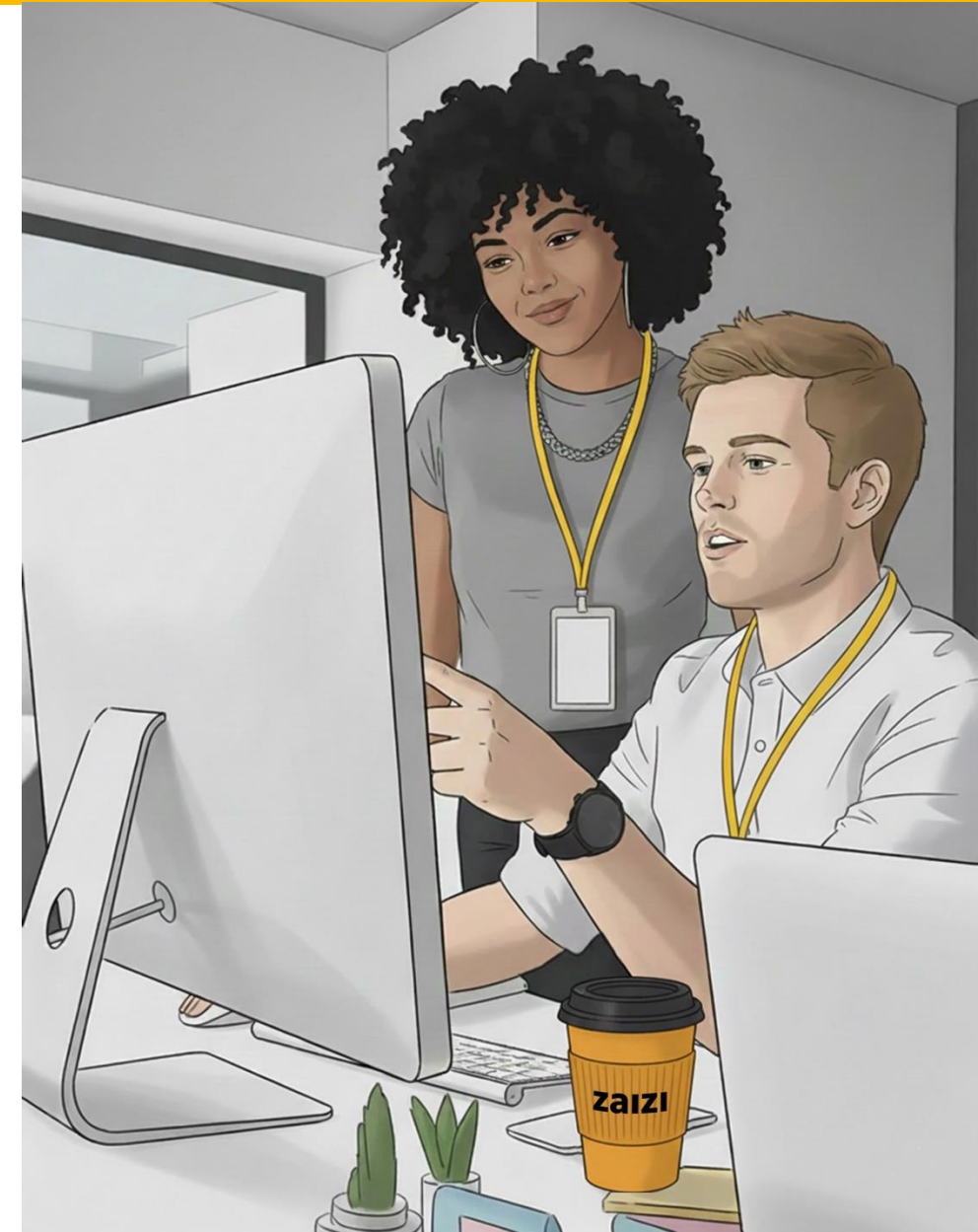
KEY FEATURES

- Enterprise case, workflow and records management
- Forms engine, rules builder, multi-page, custom fields, automation and integrations
- Modular service architecture supporting open standards, built on open source
- End-to-end, design, implementation, support
- Dashboards and management information (MI)
- Secure sign-in, multi-factor authentication (MFA)



CORE BENEFITS

- Available on a secure UK-hosted cloud environment
- Deployable on Azure, AWS and Google Cloud
- Rapid deployment, configuration and implementation
- Optimise user experience
- Scalable enterprise solutions
- Open standards and ease of integration remove legacy application constraints



Open-source workflow

Using open-source workflow engines, we implement a robust and integrated platform to establish and continuously improve services, deployed in the cloud or on-premises.

We provide a transformation workshop to map your as-is process, develop the to-be version, and codify it using workflow tooling and integrate it with existing systems/services.



KEY FEATURES

- Documenting and standardising business processes
- Model-driven tools that support rapid digitisation
- Auditability and non-repudiation
- Faster experimentation through greater agility
- Tools: Camunda, Flowable, Activiti



CORE BENEFITS

- Documentation provides a reference point for future improvement
- Faster prototyping and development
- Automated audit trails of activity
- Evidence-based decision-making through rapid testing



Mission delivery

Zaizi's mission delivery service involves a multidisciplinary team working with users to define problems and iterate solutions. We focus on achieving measurable goals, aligned to organisational strategy and delivered within a set period.

Ideal for:

- roadmap delivery with fixed timeframes and ambiguous scope
- continuous improvement of a live service



KEY FEATURES

- Content audits across services and Aligned with government service manual
- Agile methodologies
- User-centred design
- Iterative delivery of value
- Product management
- CI/CD
- Accessible to WCAG 2.2 AA standards
- Cloud
- Secure by design



CORE BENEFITS

- Teams empowered to deliver
- Approach based on delivering the most valuable first
- Clear understanding of why we are delivering
- Focus on prioritisation
- Ability to pivot quickly
- Increased visibility of what is important
- Ease and flexibility of planning
- Teams focused on outcomes
- Increased alignment teams/leadership
- Increase team morale and satisfaction



Modernising government technology and services

CASE STUDIES



Border Force

Digitising and transforming port scanning operations with ScanApp

CASE STUDY



THE CHALLENGE

Border Force relies on freight scanning at UK ports to identify high-risk vehicles, trailers and containers.

Existing processes were heavily manual and paper-based, making it difficult to share data across ports or monitor operational performance.

The service needed to modernise scanning operations while prioritising the needs of frontline officers working in challenging environments.

The solution has landed well with our users, which demonstrates the work put in to understand user needs. ScanApp will be the foundation we build future capability on.

Senior Border Force official



OUR APPROACH

Zaizi delivered a user-centred digital service through Discovery, Alpha and Beta.

We embedded researchers, designers and product specialists to work closely with officers and stakeholders, ensuring the service reflected real operational needs.

The solution combined service design, automation and secure engineering, including offline capability to support ports with unreliable connectivity.

What this enabled next

A secure digital platform that supports future capability, including deeper data integration and the safe adoption of AI in port operations.

WINNER

of the Global Customs Innovation Award for ScanApp

Reduced 95%

of image analysis time

RESULTS

- Standardised and digitised port scanning workflows across sites
- Automated examination processes with a full audit trail
- Secure, role-based access to real-time scan data shared across ports
- Operational dashboards providing performance metrics and reporting
- Positive feedback from frontline officers on usability and reliability
- A strong foundation created for future technology, including AI integration

Central Government Organisation

Creating more efficient operations for a central government organisation

CASE STUDY



THE CHALLENGE

A major central government organisation relied on paper-based processes and ageing IT systems to run critical operational activity.

Frontline staff were required to re-enter the same information multiple times across different systems, slowing response times and increasing the risk of error.

Leadership also lacked consistent, reliable data to support operational oversight and decision-making.

Working on the frontline is a very high-pressure environment – a new process mustn't slow us down.

Frontline officer (research insight)



OUR APPROACH

We worked in partnership with frontline staff, delivery teams and senior stakeholders to co-design a secure, mobile-first platform that captured data at source and shared it across systems in real time.

Using an agile, user-centred approach, we combined service design, engineering, process automation and product strategy to simplify workflows, improve data quality and support long-term adoption across the organisation.

What this enabled next

A scalable, secure and open platform foundation that continues to support new capabilities, integrations and operational improvements across the organisation.

60–78%

time savings achieved across key operational processes

Multi-year

delivery partnership supporting continuous improvement

RESULTS

- Paper-based processes replaced with secure mobile data capture
- Reduced duplication through single data entry feeding multiple systems
- Improved data quality via standardised categories and validation rules
- Increased stakeholder confidence, securing further funding and programme expansion
- Reduced training and support demand through consistent design and clear guidance

Ministry of Housing, Communities and Local Government

Exploring the case for a national landlord register

Improving standards in England's private rented sector

CASE STUDY



THE CHALLENGE

Local authorities faced significant barriers in enforcing housing standards due to fragmented data, inconsistent landlord information and limited visibility across the private rented sector.

Tenants struggled to understand their rights, while enforcement teams lacked the insight needed to target criminal landlords effectively.

Government needed robust evidence to assess whether a national landlord register could improve outcomes at scale.

Following a competitive tendering process, Zaizi have been a pleasure to work with, rapidly advancing our policy thinking and tailoring their approach to our feedback throughout.

Deputy Director, DLUHC



OUR APPROACH

Zaizi led a government service standard aligned discovery combining large-scale user research, policy exploration and technical feasibility testing.

We worked in partnership with DLUHC to understand user needs across tenants, landlords, agents and enforcement teams, while assessing how a register could integrate with existing national datasets.

Our multidisciplinary team translated these insights into clear delivery options and evidence-based recommendations.

What this enabled next

This discovery directly informed subsequent policy and service development that later transitioned into the **Private Rented Property Portal (PRPP)**.

6,200 Tenants

Engaged via nationally boosted survey

Research conducted with

20 landlords, **14** local authorities and **9** letting agencies

RESULTS

- Clear evidence on whether and how a national landlord register could improve enforcement outcomes
- Detailed user journeys and personas representing landlords, tenants and local authority officers
- Technical feasibility models showing integration with existing housing and enforcement datasets
- Ministerial-ready outputs supporting informed policy decision-making
- Alpha-stage recommendations grounded in real user needs and operational constraints

Home Office

Transforming a mission-critical case management service for Homeland Security

CASE STUDY



THE CHALLENGE

A Homeland Security team relied on an outdated spreadsheet-based system to manage highly sensitive law-enforcement cases.

The process involved paper files, manual workarounds and tolerated security risks, with no reliable audit trail or management information.

Seven previous supplier attempts had failed to replace the system, largely due to poor user engagement, high-risk “big bang” delivery approaches and lack of shared ownership.

Constant engagement, iteration and transparent ways of working from Zaizi helped stakeholders shape the requirement. It led to a successful MVP deployed live early, realising business benefits quickly.

**Rabah Belatri, Senior Technical Delivery Manager,
Home Office**



OUR APPROACH

We worked closely with users, leadership and digital teams to reframe the problem and define a genuinely transformed future state.

Through intensive co-design workshops, rapid prototyping and a mission-led delivery model, we replaced paper and spreadsheets with a secure, workflow-driven service, delivering early value through iterative releases rather than delaying for completeness.

What this enabled next

A sustainable, secure platform that continues to evolve, supporting advanced analytics, further automation and wider transformation across highly sensitive operational services.

19 design iterations

Delivered within the first four months
before initial live release

100%

Paper process removed, with automated
workflows and full auditability

RESULTS

- Fully digitised, secure case management replacing spreadsheets and paper files
- Automated common actions and end-to-end workflow visibility
- Real-time analytics enabling operational insight and informed decision-making
- Secure deployment across low-side and air-gapped high-side environments
- A trusted delivery model that succeeded where seven prior attempts failed

Ministry of Justice (MOJ)

A secure case management system to support rehabilitation and reduce reoffending

CASE STUDY



THE CHALLENGE

Her Majesty's Prison and Probation Service (HMPPS) needed to modernise a legacy system to support rehabilitation through education and employment.

The service had to securely manage sensitive citizen data and exchange it with multiple third-party suppliers operating across the justice system.

Any solution needed to meet high security standards while operating reliably in a complex, multi-supplier environment.

The platform has made it significantly easier for people to access jobs and learning by removing the technical barriers that previously slowed down data sharing between the Authority and Community Rehabilitation Companies (CRCs)

User experience (HMPPS)



OUR APPROACH

Zaizi partnered with the Ministry of Justice to design and deliver a new, cloud-based case management platform.

We implemented a high-assurance, role-based integration service to enable secure data exchange between MoJ systems and external partners.

Security, automation and resilience were embedded throughout the design and delivery process.

What this enabled next

A secure, scalable foundation for continued digital transformation across prison and probation services.

95% improvement

In infrastructure costs and data quality

Sensitive citizen data

Securely exchanged across multiple suppliers replacing legacy platforms

RESULTS

- A modern, secure platform supporting rehabilitation-focused services
- Reliable data exchange between MoJ systems and external providers
- Reduced reliance on legacy technology
- A solution designed to scale and evolve as policy and service needs change
- Ongoing enhancements successfully transitioned to MoJ's internal digital studio

Ministry of Housing, Communities and Local Government

Working with users to improve support services for leaseholders and park homeowners

CASE STUDY



THE CHALLENGE

Many leaseholders and park homeowners were unaware of available support or struggled to find information relevant to their individual situation.

Users were often confused, frustrated or distressed by complex rules and inconsistent guidance, leading to long calls and unmet expectations.

The existing service needed clearer direction, greater empathy for users, and a stronger evidence base for improvement.



OUR APPROACH

Zaizi led a user-centred Discovery to understand real user needs and emotional experiences.

We conducted primary research with leaseholders and park homeowners, adapting methods to support older and hard-to-reach users.

Insights were translated into personas, user journeys and practical recommendations to improve content, interfaces and service structure.

What this enabled next

A clear, evidence-based foundation to improve services, strengthen policy decisions, and confidently progress future design and delivery work.

The team from Zaizi led me through the Discovery expertly. Their flexibility and willingness to go the extra mile, combined with clear and insightful outputs, made the experience hugely valuable.

Ed Pitchforth, DLUHC

35

Leaseholders and Park homeowners interviewed

38-Page

Discovery report delivered with actionable next steps

RESULTS

- Evidence-based understanding of user needs and pain points
- Clear opportunities identified to improve content and service design
- Actionable recommendations to support future service improvements
- Strong foundations for further design and delivery work

Department for Education (DfE)

Transforming a critical funding process into a digital service

CASE STUDY



THE CHALLENGE

The Department for Education needed to modernise a critical service used to manage schools funding across England and Wales.

The existing process was manual, spreadsheet-based and prone to errors, delays and inconsistent formats.

This made it difficult to understand budgets, track funding accurately and manage reporting at scale.

Our work has achieved customer satisfaction scores of 80%+ in official government supplier performance monitoring, and we've helped the Department reduce manual processing time by 400 hours.



OUR APPROACH

Zaizi designed and delivered a secure, cloud-based digital portal using open source and open standards.

We replaced fragmented manual processes with a single, standardised online service accessible to all users.

The solution was designed to improve governance, accuracy and transparency without increasing operational burden.

What this enabled next

DfE established a foothold in cloud-based delivery and created the foundations to better use data to improve workflows and decision-making across the department.

6 MONTHS

Delivery against an 18-month target

35,000 USERS

Supported, including 152 authorities and 4000+ schools

RESULTS

- Manual, error-prone processes replaced with a single digital service
- Standardised reporting across authorities and schools
- Improved governance, accurate accounting and full audited treasury reporting
- No increase in staff headcount required
- A strong foundation established for future cloud and data-led transformation

Department for Digital, Culture, Media and Sport (DCMS)

Shaping safer digital services through published “safety by design” guidance on GOV.UK

CASE STUDY



THE CHALLENGE

The UK government, committed to making the UK the safest place in the world to go online, recognised the role platform design plays in preventing online harms.

DCMS needed to develop voluntary guidance for small and medium-sized organisations ahead of new online safety legislation.

The guidance had to be clear, practical and credible, despite legislation still being in draft form.

Delivered full Discovery, Alpha and Beta within a 10-week timeframe, including research, testing and GOV.UK-ready content



OUR APPROACH

Zaizi led user research, service design and content development to create GOV.UK guidance focused on “safety by design”.

We conducted contextual research and usability testing with designers, industry bodies and owners of small and medium-sized organisations.

Insights were translated into clear, navigable guidance that reflected future legislation while helping organisations take practical action now.

What this enabled next

DCMS established a credible, research-led foundation for evolving online safety guidance as legislation progresses.

61 PAGE

Write-up delivered, capturing research findings, personas and user needs

GUIDANCE DESIGNED

Tested and published on GOV.UK for small and medium-sized organisations

RESULTS

- Clear, user-centred guidance explaining online harms and platform responsibilities
- Practical design recommendations tailored to different platform types and risks
- Improved understanding of future online safety legislation among SMEs
- Content structured to help users quickly find information relevant to their services
- A strong evidence base to evolve guidance as legislation develops

Independent Inquiry Into Child Sexual Abuse (IICSA)

Protecting highly sensitive inquiry data through secure digital case management

CASE STUDY



THE CHALLENGE

ICSA was handling extremely sensitive information using spreadsheets, emails and shared folders, which was no longer secure or scalable.

As a statutory inquiry, it required a system that met strict security requirements, operated in an official environment, and could be trusted with highly confidential data.

The solution also needed to be delivered at pace, without disrupting the inquiry's ongoing work.

The new system has allowed us to move away from a series of manual processes to a more attuned, efficient and reliable system, providing a solid foundation for our future business.

Head of Information Technology, IICSA



OUR APPROACH

Zaizi worked in an agile, multidisciplinary way to research, design and build a secure case management system.

We combined user-centred delivery with DevSecOps, automation and continuous assurance to meet strict security requirements while staying within budget.

Alongside delivery, we supported IICSA teams to adopt agile ways of working and new digital tools..

What this enabled next

Enabled IICSA to operate securely at scale, meet statutory obligations with confidence, and modernise ways of working while protecting some of the most sensitive data handled by government.

99.9%

service availability for a mission-critical system

2,828,019 pages

of evidence managed

RESULTS

- A secure, cloud-based case management system for highly sensitive data
- All correspondence captured, tracked and managed in one place
- Faster response times through automated workflows
- Scalable architecture supporting the full lifecycle of the inquiry
- Improved operational confidence through robust security controls

Department for Business, Energy & Industrial Strategy, now DSIT

A modernised records management platform for a new government department

CASE STUDY



THE CHALLENGE

BEIS was formed by merging two government departments, inheriting fragmented, outdated records systems with unclear ownership and limited searchability.

As a Public Records Act body, BEIS also needed to manage retention, review and release of records securely and at scale.

The existing platform could not support modern collaboration or compliance needs.

The new platform gives BEIS a clear system of ownership, improved searchability and a secure foundation for collaboration across the department.

BEIS programme outcome



OUR APPROACH

We designed and built a new cloud-based electronic document and records management (EDRM) platform, working closely with BEIS to modernise information governance while enabling flexible, secure access.

Alongside platform delivery, we planned and executed a large-scale data migration to consolidate records from across multiple organisations without disrupting day-to-day operations.

What this enabled next

This enabled DSIT to inherit a scalable, compliant information management foundation, supporting future policy delivery, cross-government collaboration and long-term records governance.

14 million items

into a single cloud-based source of truth

4.6TB of data

moved from siloed core departments and agencies

RESULTS

- A single, cloud-based EDRM platform supporting secure collaboration
- Clear ownership and retention rules managed by departmental records officers
- Improved search, access and document lifecycle management
- Better handling of FOI and subject access requests
- Flexible, mobile-enabled working for staff across BEIS and partner bodies

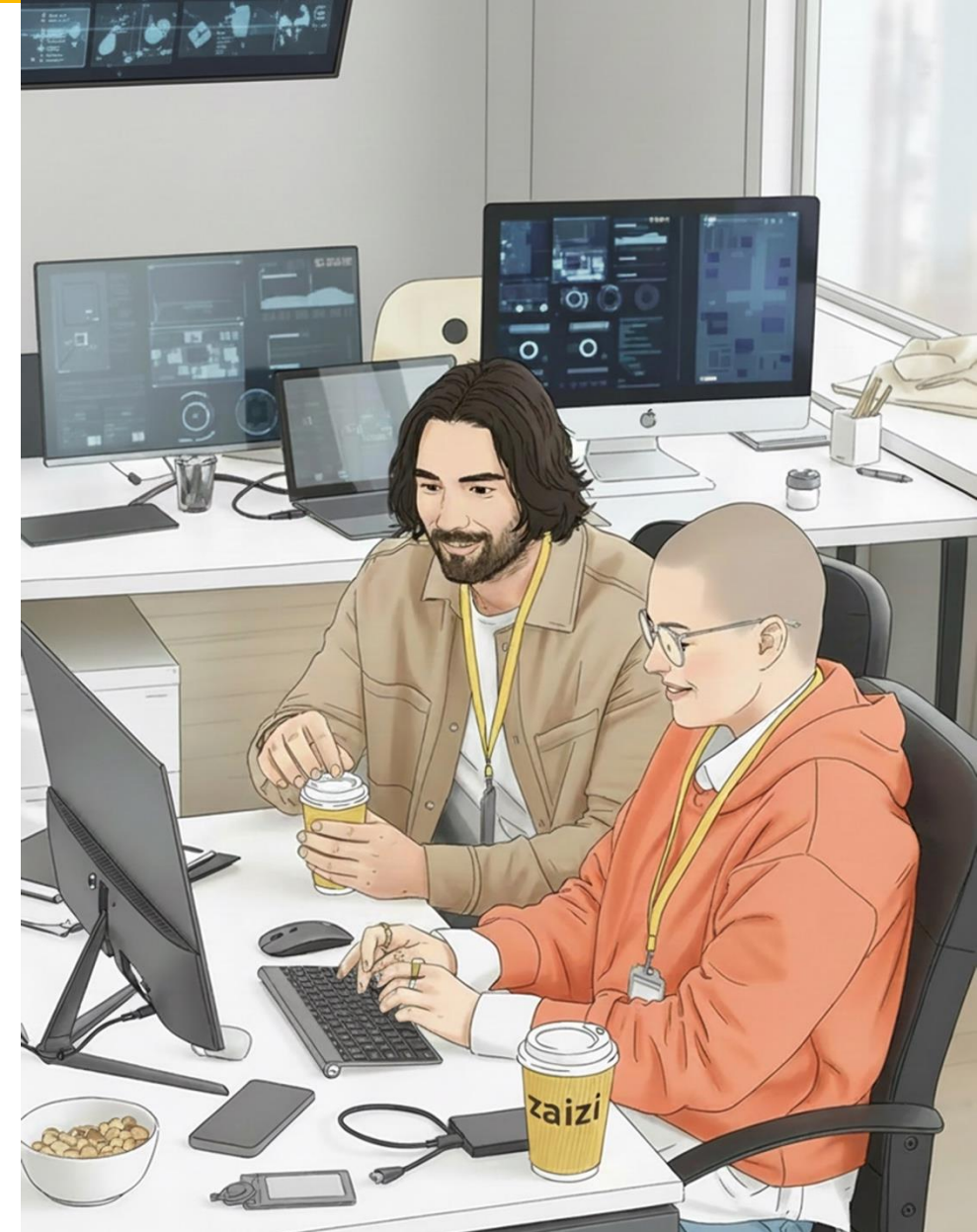
What technology we use

Zaizi uses trusted, open-standards, cloud-first technologies that comply with government service standards, security requirements, and accessibility guidelines. Wherever possible, we use open-source tools to avoid vendor lock-in. Our teams work across AWS, Azure and Google Cloud Platform (GCP), with experience in secure environments and on-premise deployments.

Depending on the service, we may use:

- Open-source frameworks, coding languages, and design systems
- Government digital service standard (GDS), GOV.UK Prototype Kit, WCAG-aligned tools
- Automation, workflow and case-management platforms
- Cloud-native services and containerisation technologies
- Data pipelines, analytics platforms, and responsible AI tooling
- DevSecOps, CI/CD tooling and monitoring platforms

Every technology choice is made collaboratively with the customer, ensuring long-term flexibility, value for money, and compliance with government policy.



Security



Security is embedded into every aspect of our work. Zaizi operates with a minimum of SC-cleared staff, with some holding DV clearance. We work across all classifications and have significant experience working in S and TS environments.

We follow:

- NCSC cloud security principles and cyber assessment framework (CAF) in all our customer delivery
- Government security classification principles
- NCSC, cyber-essentials plus, and zero-trust approaches
- NSCS, software security code of practice ambassadors
- DevSecOps pipelines with automated testing
- Secure coding practices and vulnerability management
- Access control using least-privilege and MFA
- Data protection aligned with GDPR
- Hold ISO27001, ISO9001 & ISO14001 certification.

We only use approved tools and processes for sensitive government work and adapt to department-specific security requirements.

Clear Intentions, Big Results

At Zaizi, our vision is bold but simple:

Beyond 2030, we want every person in the UK to feel the impact of better public services – simpler, safer and built to last.

We believe everyone deserves services that just work. Whether you're sending or receiving goods, travelling across borders, or relying on public services that keep you safe.

That's why we work with the people who keep this country running, helping them replace broken processes or systems, connect disconnected services, and build digital foundations that will stand the test of time.

We're not here to chase the latest trends or short-term gains. We're here to help the public sector make real, lasting change, and to leave it stronger than we found it.



Aligning Our Mission

“We exist to make the UK safer and stronger by building better public services — together.”

At Zaizi, our mission is simple:

To help make the UK a safer, stronger and better place to live, for everyone.

We do that by working side by side with public sector teams, fixing the processes and systems that aren't working, and building better ways of delivering vital services.

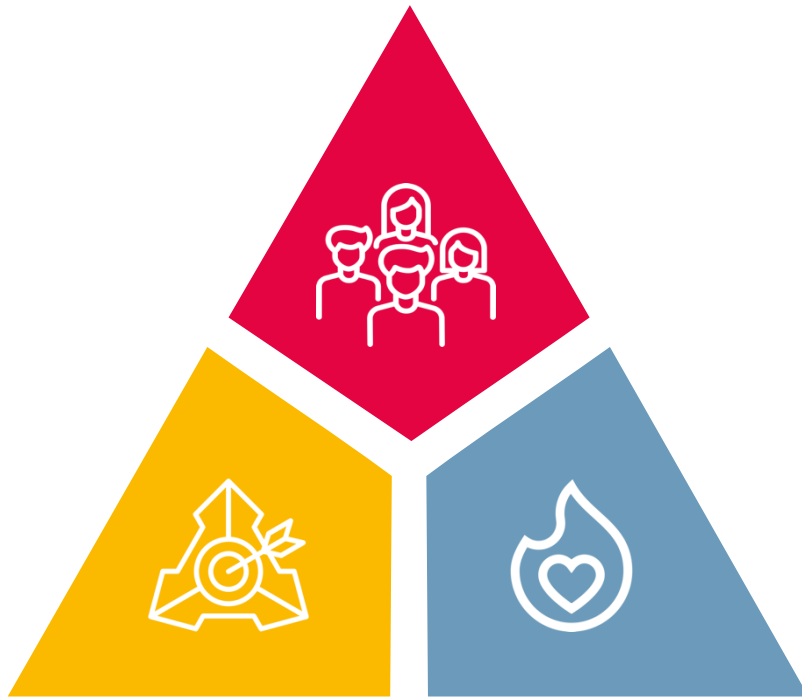
From safeguarding national security and protecting the public to supporting border services, we work behind the scenes to strengthen what matters most. Not just through technology, but through understanding, partnership and capability that lasts.

We're here to support the people who serve the public, so they can do their jobs with more confidence, more clarity, and more impact.



VALUES

Our Ethos



People

Inclusive and principled. Caring and respectful, fun and friendly. We put people at the heart of everything we do — our teams, our clients and the people who use the services we help to build.

"We put people first."

Purpose

We serve and support, realise potential, make a difference. We work in partnership with the public sector to solve real problems and deliver change that makes a difference to people's lives.

"We are proud to deliver Impactful outcomes."

Passion

We enthuse and inspire, love what we do, always want better. We care about doing great work, never settle for average, and aim to leave things better than we found them.

"We do exceptional things."

If you'd like to find out more about how we can help your organisation, **get in touch...**

(+44) 0203 582 8330

Kings House
174 Hammersmith Road,
London, W6 7JP

hello@zaizi.com

<http://www.zaizi.com/>

