

G-Cloud 15

Zaizi

Service Definition Document

Simple cloud without the complexity



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.

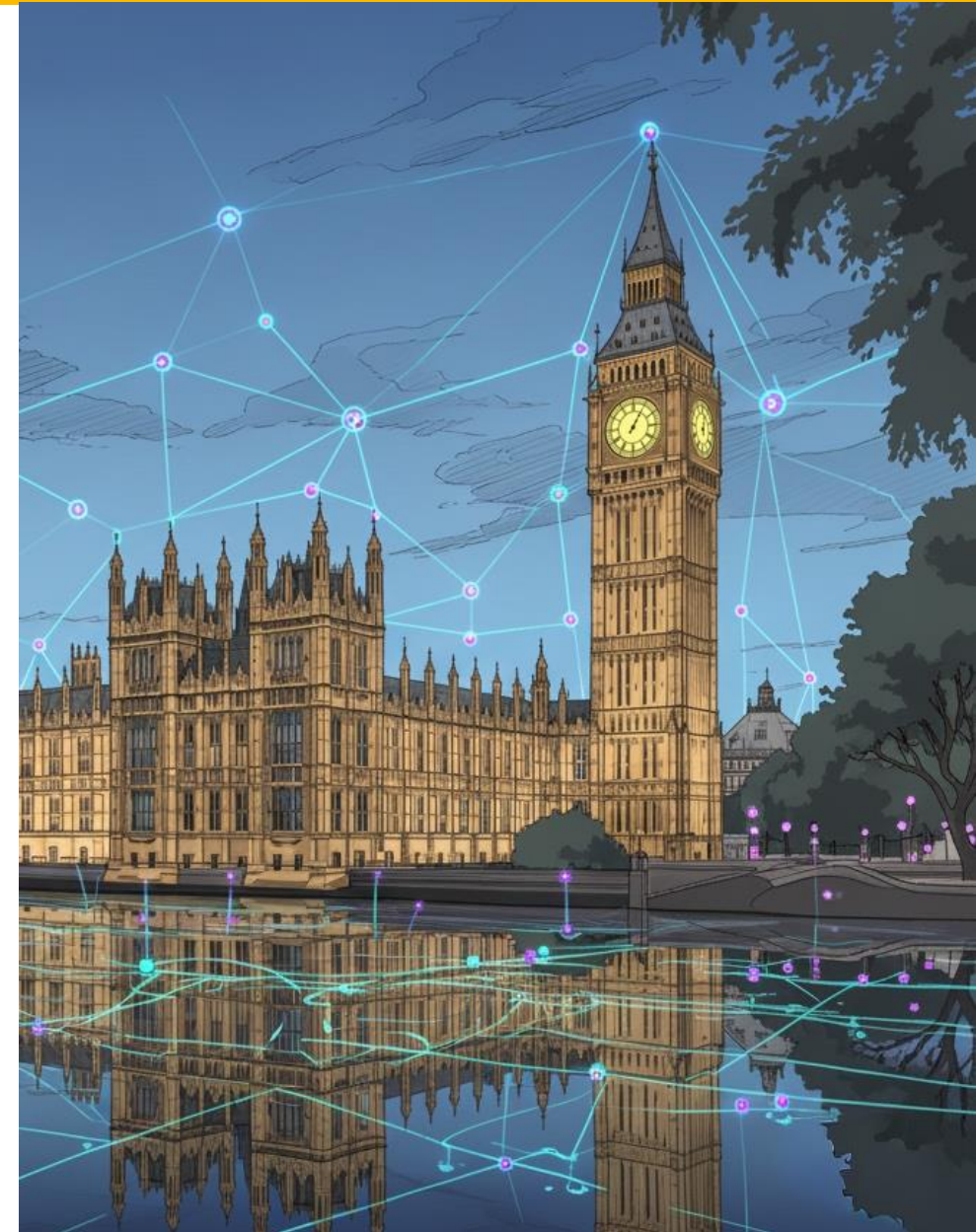
Our highly experienced security-cleared team includes former servants, military leaders, government staff, and policy insiders. We understand the pressures because we've lived them; we used to be you. We roll up our sleeves, get stuck in, and help you turn risky outdated processes into secure digital services using innovative approaches, and where it's right, the power of AI.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



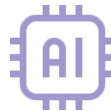
▶ Simple cloud without the complexity

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.

Simple cloud without the complexity

The future of government technology is flexible, scalable, and secure, but for many public sector organisations, legacy infrastructure stands in the way. We help you make the move to the cloud with confidence, transforming the way your services are hosted, managed, and scaled.

Whether you're migrating critical applications, modernising architecture, or building new cloud-native services, our approach balances security, compliance, and cost-efficiency. We work side by side with your teams to design and deliver cloud solutions that not only meet today's needs, but are future-proofed for innovation, growth, and resilience.

2,828,019 pages

OF EVIDENCE MANAGED

99.9%

SERVICE AVAILABILITY FOR A
MISSION-CRITICAL SYSTEM

3 MONTHS

TO FIRST GO LIVE

CLIENT VOICE

“

Zaizi has worked with us closely to understand our needs for the service, understanding and embracing our sometimes quickly changing business environment.

Home Office

“

Zaizi have been very professional in their work, bringing a wealth of knowledge to this project. They quickly grasped our requirements and built an MVP that can adapt to our future transformation needs

**Paul Young, Digital Archiving Specialist /
Researcher,
The National Archives**

Key Outcomes

- Secure, resilient cloud platforms aligned to government standards
- Faster, safer deployment through automation and CI/CD
- Reduced cost and complexity with clear cloud governance
- Lower operational risk through repeatable infrastructure
- Freedom to operate across AWS, Azure and Google Cloud Platform
- Security embedded across the full-service lifecycle
- Scalable foundations ready for future change
- Stronger internal cloud capability and confidence

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

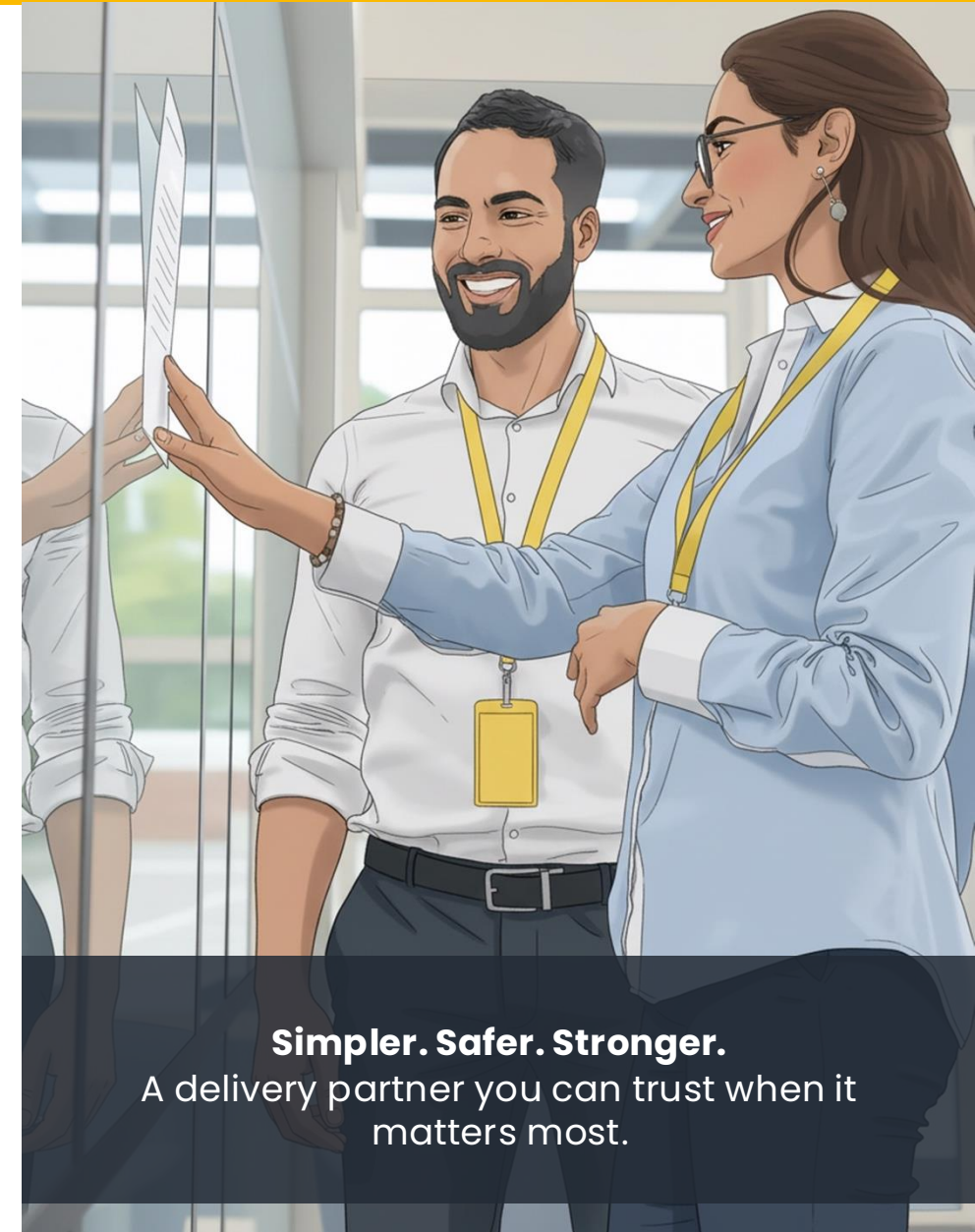
We embed alongside your people, understand your constraints, and adapt as things change. You get real collaboration, not a distant delivery factory.

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

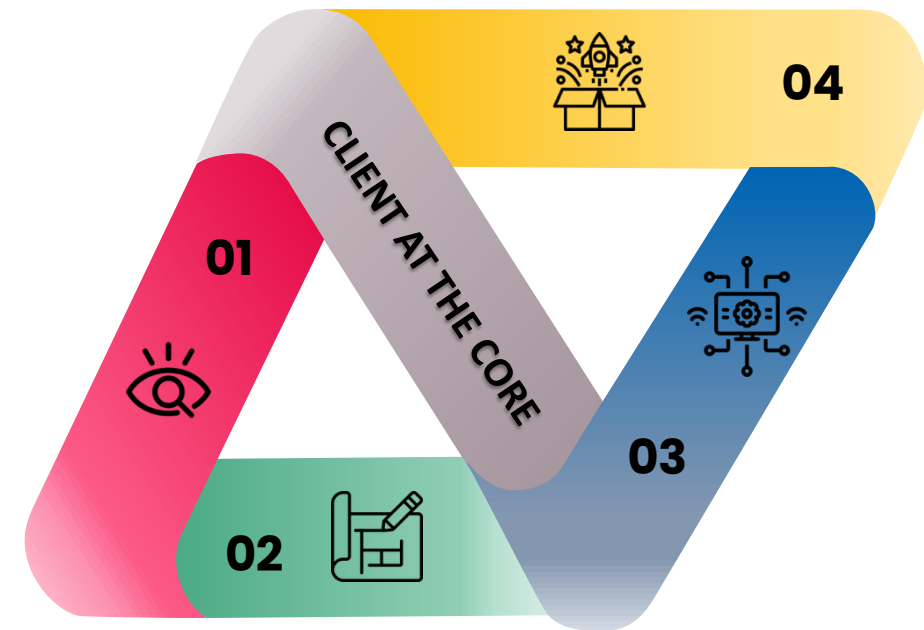
Beta: Build | Test | Modernise

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.

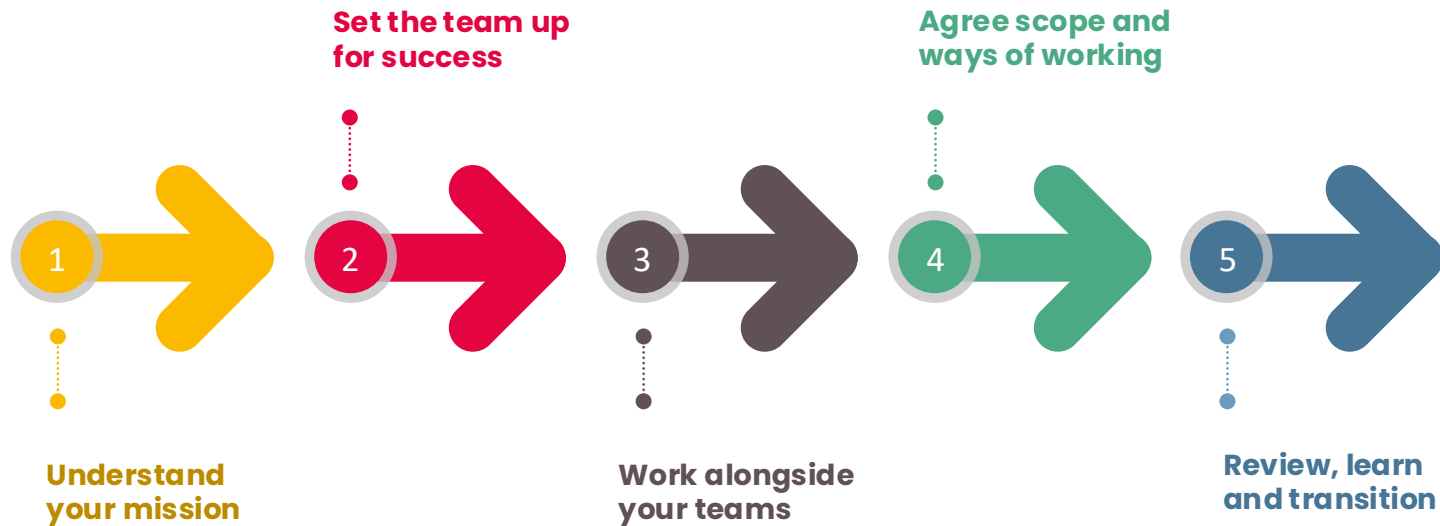
4. The Value Mission

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.

Simple cloud
without the
complexity

CAPABILITIES



Cloud engineering

Zaizi delivers secure, reliable and scalable cloud engineering services for government digital programmes. We design, build and operate cloud-native environments using modern DevOps tooling, infrastructure-as-code and automated pipelines. Our focus is resilience, cost efficiency and NCSC-aligned security, enabling teams to deliver and iterate digital services with confidence.



KEY FEATURES

- Infrastructure-as-code deployment
- Secure cloud environment configuration
- Managed CI/CD pipelines
- Automated monitoring and alerting
- Containerisation and orchestration support
- High-availability and resilience design
- Cost optimisation and cloud governance
- Network and identity configuration
- Integration with legacy systems
- Platform support and continuous improvement



CORE BENEFITS

- Deploy infrastructure quickly and safely
- Improve service reliability and performance
- Reduce operational and maintenance effort
- Increase automation and repeatability
- Strengthen security and compliance posture
- Speed up delivery through efficient pipelines
- Optimise cloud spend and resource usage
- Scale services based on demand
- Enable smooth integration across systems
- Provide stable foundations for digital delivery



OCI (Oracle cloud infrastructure)

Zaizi uses secure-by-design principles to build Oracle Cloud landing zones that support native AI tooling for automation and insights. Our solutions prioritise high performance, scalability, data integrity and compliance.

With expertise in cross-domain networking, we ensure secure, interconnected operations that improve decision-making and operational efficiency.



KEY FEATURES

- Custom-configured, secure and efficient cloud environments following best practices
- Harness Oracle Cloud's AI tools for advanced analytics and automation
- Meets the needs of government operations, including performance and compliance
- Dynamic scaling to accommodate varying workloads without compromising performance.
- Advanced networking to connect security domains for safe data exchange
- Comprehensive measures to ensure integrity and security of data
- Automated tools and processes for compliance with government regulations/standards.
- Leverage AI for real-time analytics to inform better decision making
- Streamlined processes and automation reduce manual efforts and optimise operations
- Design systems with redundancy to ensure continuous service availability



CORE BENEFITS

- Emphasis on security ensures protection against evolving cyber threats
- AI-driven analytics unlocks new insights and enhances strategic planning
- Scalable cloud infrastructure adapts to changing demands
- Automated compliance checks meet government regulations and standards
- Automation and streamlined processes reduce manual workload
- Safeguard critical data against unauthorised access and corruption
- High availability minimises downtime, ensuring essential services remain accessible
- Cloud infrastructure that supports emerging technologies and future requirements.
- Efficient resource usage and reduced operational costs through automation.
- Secure data exchange facilitates cross-domain collaboration



Cloud hosting infrastructure service

Zaizi provides cloud services across design, build and ongoing support, with a focus on security, clear cost visibility and continuous optimisation. We design scalable, secure and cost-efficient cloud infrastructure that meets your business and hosting needs.



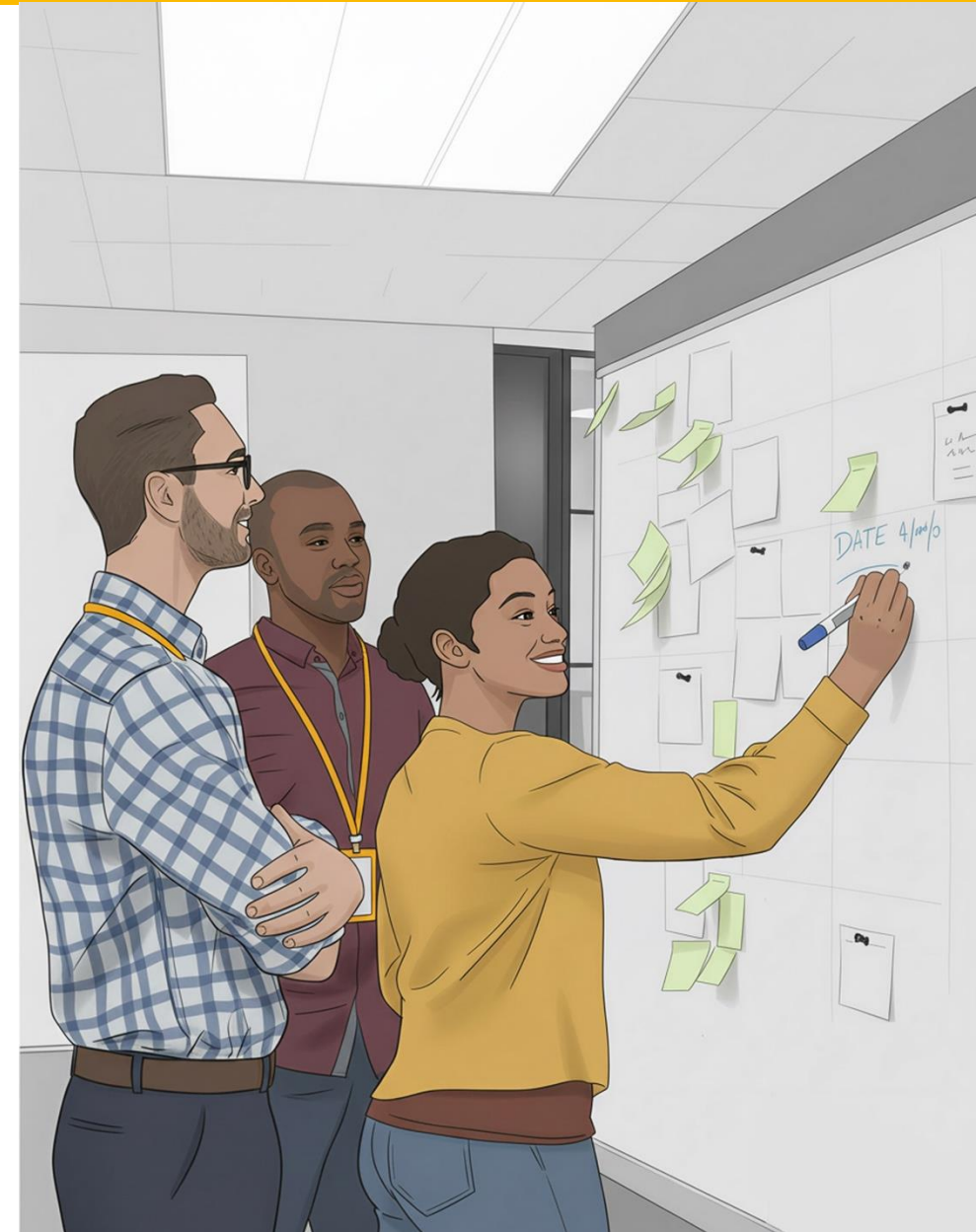
KEY FEATURES

- Cloud best practices and industry standards
- Build, test, package, deploy and support platform services
- Meet resilience, security and compliance requirements
- ITIL-based Incident, Change, Service Request and Release Management
- Automated build
- Rapid onboarding
- Data protection and disaster recovery



CORE BENEFITS

- Assessment of operational readiness and processes
- Scalable, high-performance solutions
- Security-cleared support teams
- 24 x 7 platform support
- Security controls to reduce common cloud risks
- ISO27001 service, NCSC principles



Multi-cloud services

Our multi-cloud services help public sector organisations design, deploy and manage secure, scalable infrastructure across AWS, Azure and Google Cloud.

We modernise legacy systems, improve interoperability and build cloud capability, using automation, secure engineering and resilient architecture. The result is reliable, cost-effective and future-ready digital services.



KEY FEATURES

- Multi-cloud architecture design and review
- Migration from legacy to cloud environments
- Secure configuration across AWS, Azure and GCP
- Infrastructure-as-code and automated deployments
- Landing zone setup and governance controls
- Cross-platform integration and data interoperability
- Performance, resilience and cost optimisation
- DevSecOps pipelines and continuous delivery
- Cloud security, identity and access management
- Capability uplift for internal cloud teams



CORE BENEFITS

- Reduced infrastructure cost and complexity
- Improved security, resilience and compliance
- Faster deployment of new digital services
- Stronger interoperability across cloud environments
- Reduced dependence on single-vendor solutions
- Scalable foundations for future transformation
- Better performance and user experience
- Lower operational risk through automation
- Greater transparency and governance control
- Enhanced in-house cloud engineering capability



Cloud solution architecture

Zaizi designs, delivers and implements secure, scalable, user-centred cloud services — adhering to the TCoP, government service standard and NCSC security guidance. We provide a full range of services from deploying new applications to legacy system migrations. Roadmaps and implementation plans are tailored to your needs and strategic goals.



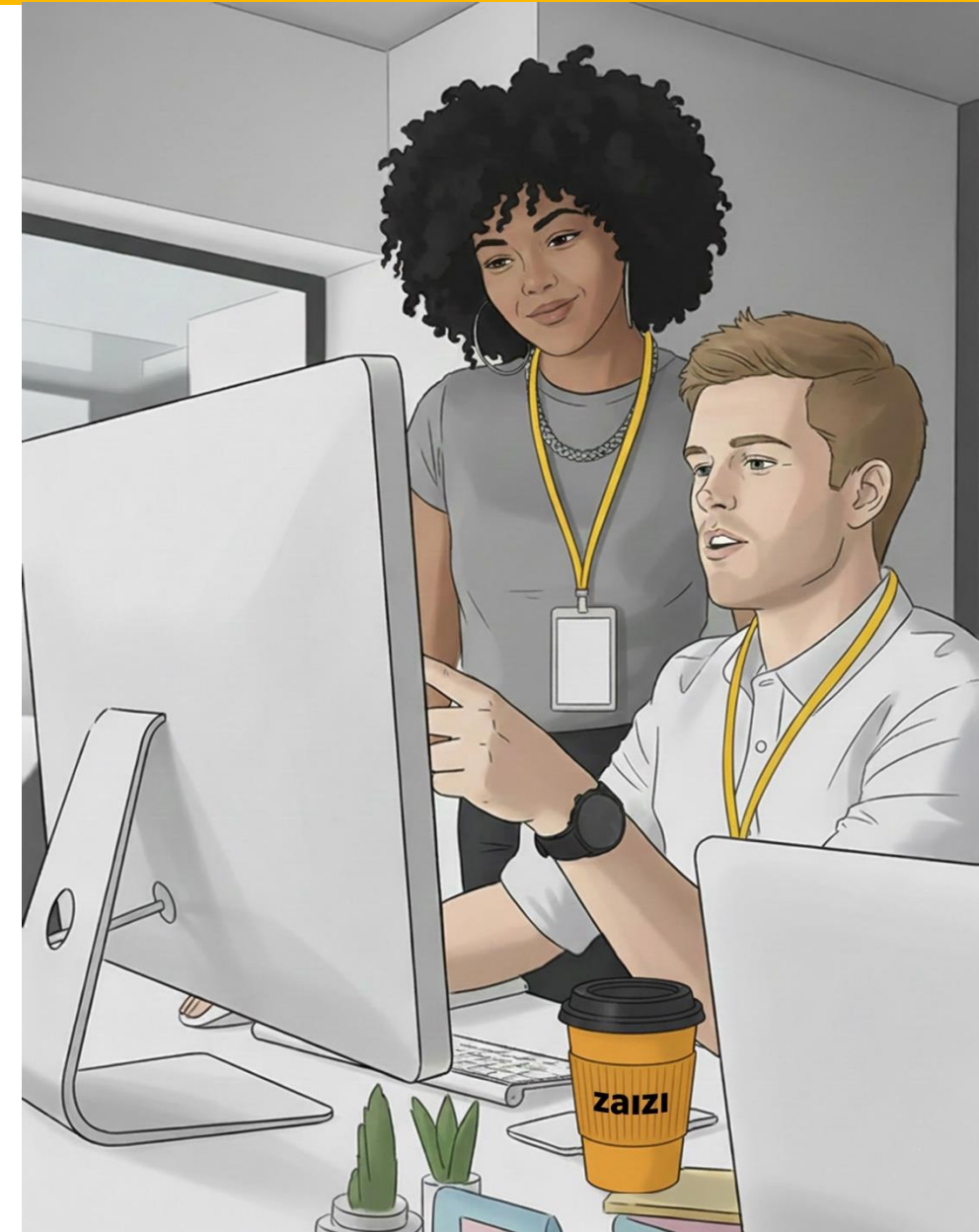
KEY FEATURES

- Multi-platform cloud design and delivery
- User-centric design, co-designed services
- Designed around low-risk releases
- Secure SaaS, IaaS, PaaS and GaaS services architecture
- Capable, adaptable, agile cloud solutions
- Multi-platform cloud design and delivery
- Knowledge transfer, capacity / capability building, upskilling
- Documentation for architecture created with your technical teams
- Architecture according to best practice
- Architected with a secure-by-design approach



CORE BENEFITS

- Cloud-native design and deployment patterns
- Government service standard design and security principles
- Align business strategy with user needs
- Reduce delivery risk
- Open standards for seamless cloud integration
- Reduction of cost and complexity of technology infrastructure
- Reusable and common methodologies
- Experienced team in Government transformation
- Documented process, optimised operating model



AWS Cloud

Zaizi provides AWS services across design, build, and support, with a focus on security, clear cost visibility, and continuous optimisation. We design scalable, secure, and cost-efficient AWS services that meet your business needs.



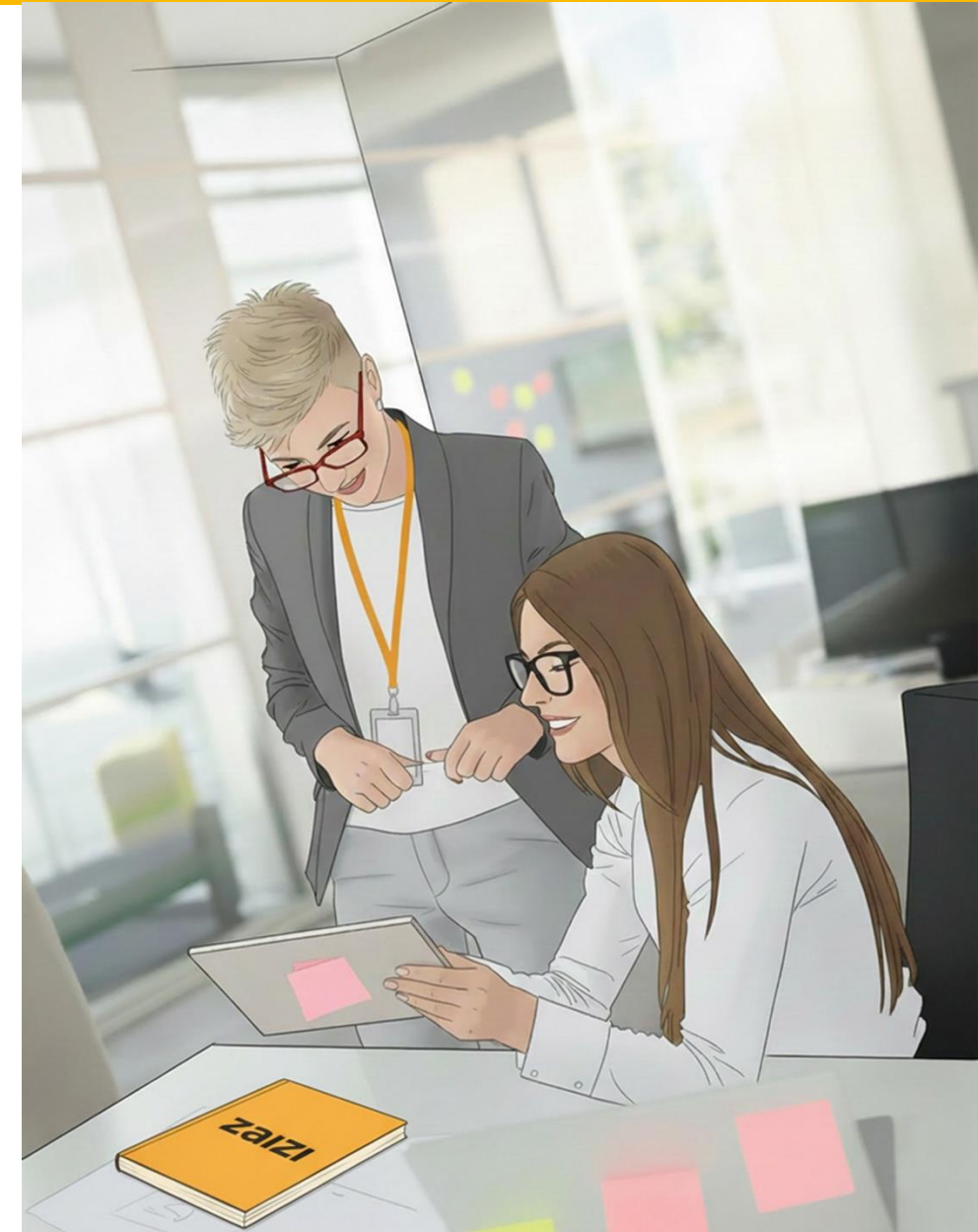
KEY FEATURES

- Cloud best practices and industry standards
- Build, test, package, deploy and support platform services
- Meet resilience, security and compliance requirements
- ITIL-based incident, change, service request and release management
- Automated build
- Rapid onboarding
- Data protection and disaster recovery



CORE BENEFITS

- Assessment of operational readiness and processes
- Scalable, high-performance solutions
- Security-cleared support teams
- 24 x 7 platform support
- Security controls to reduce common cloud risks
- ISO27001 service, NCSC principles



Azure cloud

Zaizi provides Azure services across design, build, and support, with a focus on security, clear cost visibility, and continuous optimisation. We design scalable, secure, and cost-efficient Azure environments that meet your business needs.



KEY FEATURES

- Cloud best practices and industry standards
- Build, test, package, deploy and support platform services
- Meet resilience, security and compliance requirements
- ITIL-based incident, change, service request and release management
- Automated build
- Rapid onboarding
- Data protection and disaster recovery



CORE BENEFITS

- Assessment of operational readiness and processes
- Scalable, high-performance solutions
- Security-cleared support teams
- 24 x 7 platform support
- Security controls to reduce common cloud risks
- ISO27001 service, NCSC principles



Google cloud platform (GCP)

Zaizi provides GCP services across design, build, and support, with a focus on security, clear cost visibility, and continuous optimisation. We design scalable, secure, and cost-efficient infrastructures that meet your business needs.



KEY FEATURES

- Cloud best practices and industry standards
- Build, test, package, deploy and support platform services
- Meet resilience, security and compliance requirements
- ITIL-based incident, change, service request and release management
- Automated build
- Rapid onboarding
- Data protection and disaster recovery



CORE BENEFITS

- Assessment of operational readiness and processes
- Scalable, high-performance solutions
- Security-cleared support teams
- 24 x 7 platform support
- Security controls to reduce common cloud risks
- ISO27001 service, NCSC principles



Data analytics

Zaizi focuses on understanding your operational context and analytics needs. We map your existing system data and processes, improving data quality and coverage to optimise operational visibility.

From this foundation, we will implement dashboards and alerting to provide timely insights that improve processes, operational effectiveness, and KPI tracking.



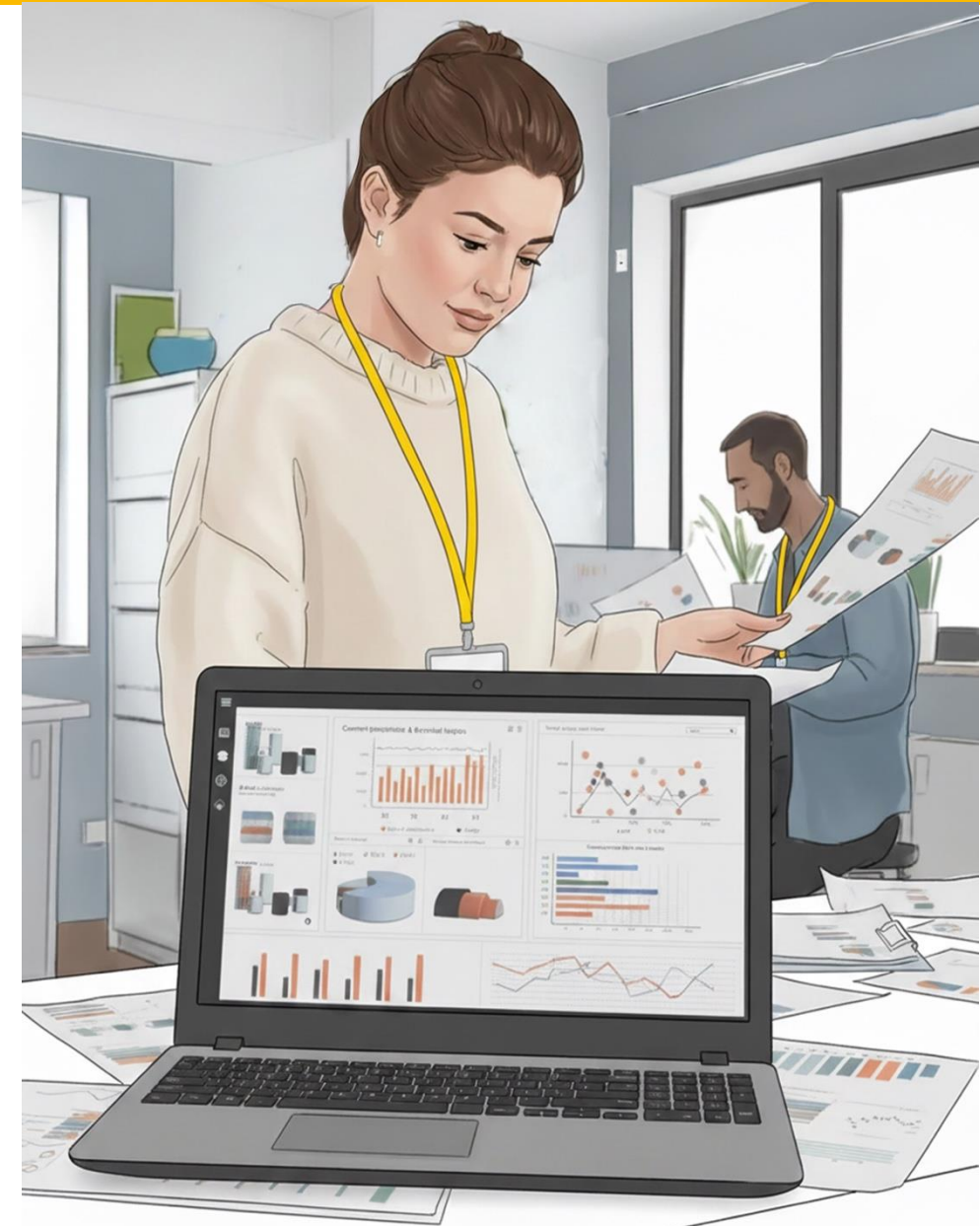
KEY FEATURES

- Documenting your operational MI/BI requirements
- Develop ETL processes to aggregate disparate data sources
- Data stores & data models,
- MI/BI tooling and cloud provider services
- Dashboards and reporting (Power BI, Tableau, AWS QuickSight or custom)



CORE BENEFITS

- MI documentation provides reference point for future development
- Faster prototyping and iteration (4-10 times faster)
- Enables testing of ideas
- Supports evidence-based decision making



Data mesh

Zaizi helps government organisations design and implement data mesh architectures that decentralise data ownership while maintaining strong governance, interoperability and security.

We support domain-led data product design, federated governance models, platform enablement and cultural change. It enables teams to publish high-quality, reusable data products that scale across programmes and departments.



KEY FEATURES

- Domain-driven data product design
- Federated data governance models
- Secure, standardised interoperability patterns
- Self-service data platform enablement
- Metadata and lineage management
- Data product quality and validation standards
- Cross-domain API and schema design
- Access control and privacy management
- Observability and monitoring for data products
- Guidance on operating model and roles



CORE BENEFITS

- Empower domains to own their data
- Improve cross-team data interoperability
- Increase scalability of data initiatives
- Strengthen governance without central bottlenecks
- Publish reliable, reusable data products
- Reduce duplication and inconsistent datasets
- Accelerate delivery of analytical insights
- Enable secure cross-organisational data sharing
- Improve long-term maintainability and evolution
- Support modern, distributed data architectures



Data visualisation

Zaizi helps users explore data and tell a narrative using tools such as Power BI and Tableau. We focus on accessible dashboards that meet government standards. Our engineers and UX designers bring visual metaphors and data-slicing tools together into a flexible, extensible solution.



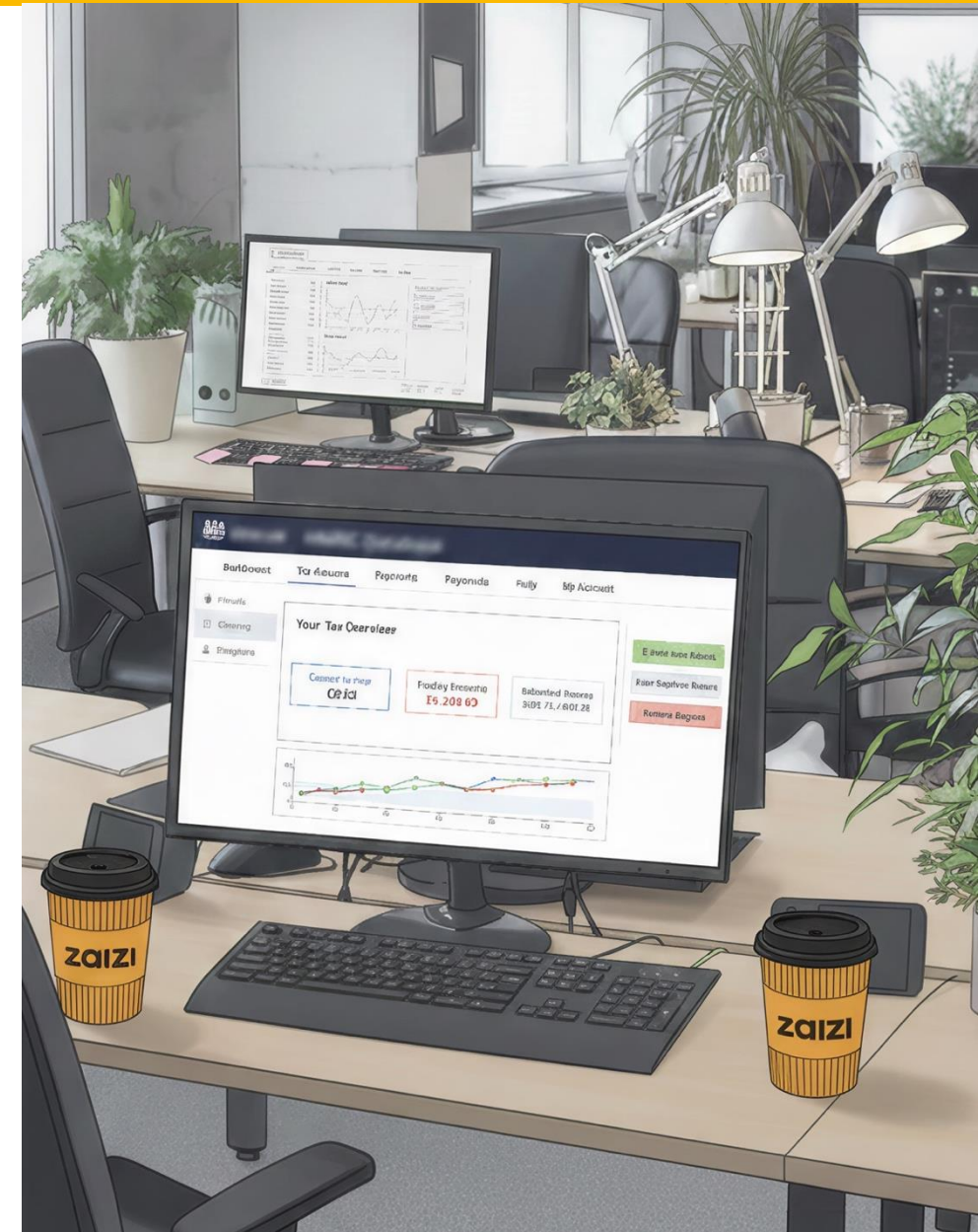
KEY FEATURES

- Documenting your operational MI/BI requirements
- Data stores & data models
- MI/BI tooling and cloud provider services
- Dashboards and reporting (Power BI, Tableau, AWS QuickSight or custom)



CORE BENEFITS

- Enables actionable insights for faster, data-driven decision making
- Supports secure dashboard access with row-level security controls
- Allows staff across the organisation to view relevant data
- Supports scalable reporting through flexible, extensible visualisation solutions



Data engineering

Zaizi develops ETL/ELT pipelines to produce high-quality enriched datasets using multiple disparate sources, including legacy systems. Our engineers work in multidisciplinary teams to understand and document business/service data needs, ensuring the final solution solves existing and future needs.



KEY FEATURES

- Data lineage and orchestration
- Data models and data stores
- Data engineering and ETL/ELT pipelines
- Data warehouses
- Cloud services (AWS, GCP)



CORE BENEFITS

- Build the data foundations for faster, data-driven decisions
- Improve data quality and reliability
- Support analytics and AI solutions development
- Build scalable systems driven by high-quality data
- Enhance productivity and collaboration
- Enable data and metric auditing and tracking



Cross domain continuous integration / continuous deployment (CI/CD) pipelines

Zaizi provides cross-domain CI/CD pipelines that link clouds and secure on-prem environments to fast-track development while ensuring code integrity and security. Our approach enhances development speed and enforces robust security checks, including version control, vulnerability scanning, and cryptographic signing. This enables faster, secure releases with superior code visibility over traditional methods.



KEY FEATURES

- Custom-built pipelines that seamlessly connect cloud and on-prem environments
- Streamlined processes that accelerate development cycles
- Rigorous checks and balances, including cryptographic signing
- Embedded security practices, like vulnerability scanning and secure coding standards
- Sophisticated version control mechanisms to manage code changes efficiently
- Continuous detection of security vulnerabilities within the codebase and dependencies
- Ensures code authenticity and integrity before deployment
- Smooth integration between cloud services and secure on-prem environment
- Real-time monitoring and feedback loops promptly identify and address issues
- Tailored security policies and checks integrated into the CI/CD pipeline



CORE BENEFITS

- Faster development cycles accelerate delivery of new features and updates
- Higher-quality code reduces the likelihood of errors and rework
- Advanced security integrations enhance the security of applications
- Automation reduces manual efforts and lets teams focus on innovation
- Adherence to industry and regulatory standards reduces compliance risks
- Helps developers write better code quicker, boosting overall productivity
- Development process visibility and code deployment control facilitate better decision-making
- Adapt to changing requirements without compromising on security or quality
- Efficiency gains and accelerated development cycles lead to cost savings
- Commitment to security, quality, and efficiency builds trust among stakeholders



Cross domain hybrid architecture design, build & support

Zaizi specialises in Cross-Domain Hybrid Application (CDHA) design, ensuring secure information sharing across air-gapped networks. Utilising zero-trust principles, our solutions enable secure, robust, and scalable operations across security domains. Incorporating diodes, high-assurance gateways, and modular cryptography, our future-proof solutions prepare for Post-Quantum Cryptography while maintaining the highest security standards.



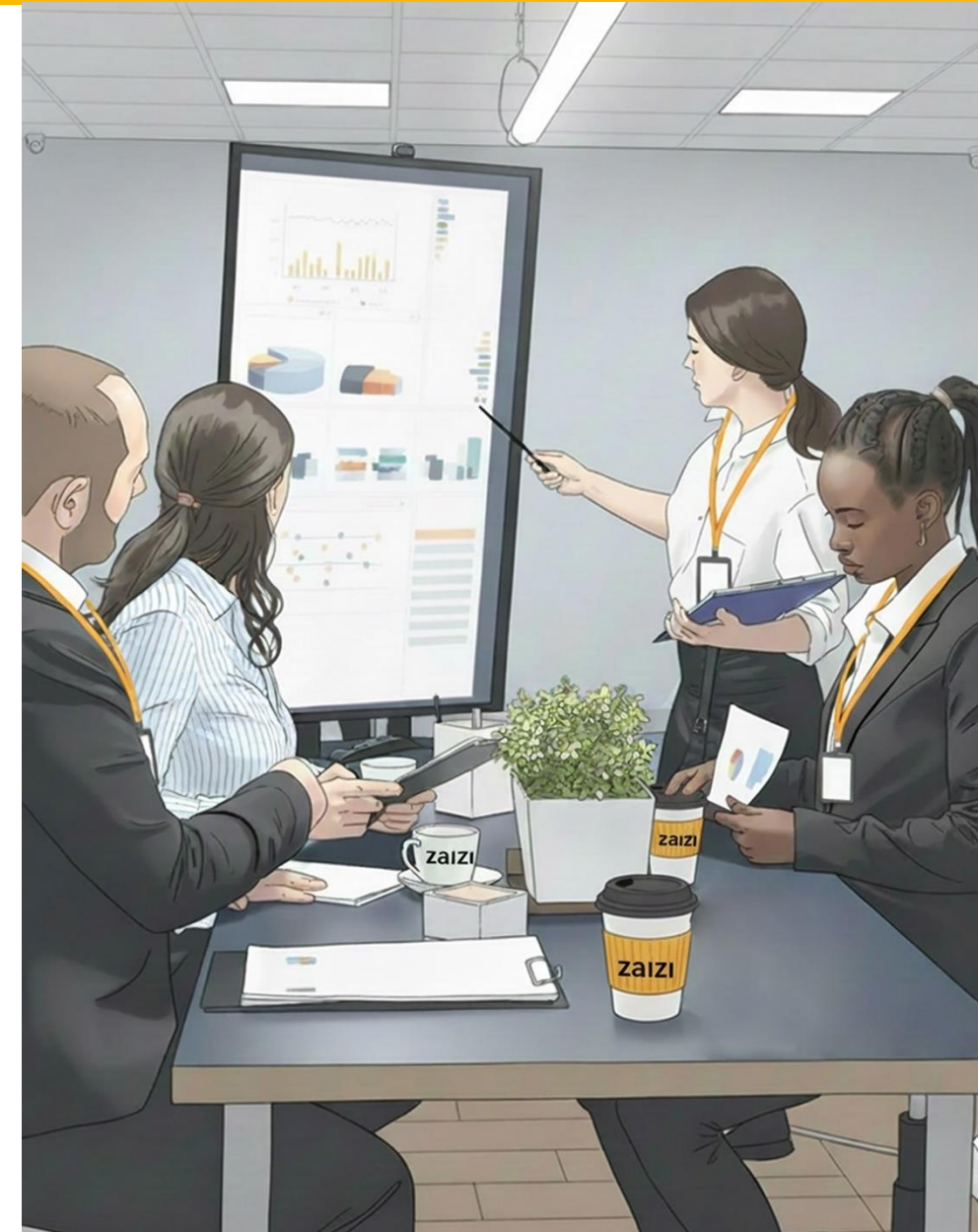
KEY FEATURES

- Secure cross-domain application design for air-gapped environments
- Zero-trust security ("never trust, always verify")
- Controlled data transfer using secure gateways and data diodes
- Resilient, scalable infrastructure for mission-critical services
- Cryptography designed to evolve, including post-quantum readiness
- Continuous auditing aligned to stringent regulatory standards
- Advanced threat detection and rapid response capabilities



CORE BENEFITS

- Ensure the integrity and confidentiality of sensitive information
- Stay ahead of cyber threats, including those from quantum computing
- Ensure uninterrupted operations with high-availability and disaster-recovery solutions.
- Meet regulatory and compliance requirements for secure operations
- Scale operations efficiently while maintaining uncompromised security
- Secure methods for transferring data across air-gapped and secured networks
- Strengthen security posture by enforcing strict access controls and verification
- Layered security reduces data breach risk, providing advanced threat detection.
- Automate security protocols and optimise data flow for streamlined operations
- Commitment to security, quality, and efficiency builds trust among stakeholders



Cross domain solutions workshops

Zaizi delivers bespoke CI/CD pipelines for seamless transitions from development to deployment, minimising downtime and securing delivery. As specialists in Cross-Domain Hybrid Application design, our solutions ensure secure, scalable operations, ready for Post Quantum Cryptography.



KEY FEATURES

- Tailored integration and delivery pipelines for efficient transitions from dev-to-prod
- Automated deployment processes to reduce manual errors and downtime
- Solutions that operate securely across different security domains
- Flexible architecture supporting both cloud-native and on-premises components
- Future-proof security measures designed to withstand quantum computing threats
- Infrastructure designed to scale seamlessly with the growing needs
- Security integrated into every layer of the application and infrastructures
- Real-time monitoring and automated compliance checks
- Embedding security practices within the CI/CD pipeline for secure code
- Cutting-edge technologies and tools for robust and efficient solutions



CORE BENEFITS

- Continuous availability of critical services with efficient deployment processes
- Protect sensitive data against evolving cyber threats, including quantum attacks
- Streamlined workflows and automation reduce manual effort and increase productivity
- Reduce operational costs through automation, efficiencies and minimised downtime
- Scale with your needs, ensuring long-term viability and performance
- Solutions that work within various environments/constraints of public sector
- Position your organisation as a leader in adopting next-generation technologies
- Automated checks and monitoring keep you ahead of regulatory requirements
- Facilitates better collaboration between development, security, and operations teams
- Deliver reliable and secure services to public sector stakeholders' expectations



One login roadmap development

Zaizi's service helps public sector organisations adopt OneLogin for new or existing services, aligning with the GOV.UK strategy. We offer guidance on implementation, integration, and migration to GOV.UK One Login. An initial workshop will explore user journeys, service context, and requirements to ensure that constraints, integration, and migration paths are understood.



KEY FEATURES

- Agile delivery
- User-centred design
- User research
- Service design
- Architecture design
- Aligned with government service standard



CORE BENEFITS

- Met obligations to have migration plans in place
- Alignment on roadmap for adoption
- Path to benefits delivery
- Path to user experience benefits



Simple cloud without the complexity

CASE STUDIES



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

Foreign, Commonwealth & Development Office

Supporting a mission-critical service for emergency travel documents

CASE STUDY



THE CHALLENGE

The FCDO provides emergency travel documents (ETDs) to UK citizens who lose or damage their passports while abroad.

ETD Central is a mission-critical, global service that must operate securely and reliably, often in time-sensitive and high-pressure situations.

FCDO needed to complete the global rollout of the service, provide 24/7 support, and ensure the system could respond quickly to global events.

Zaizi have been a pleasure to work with, and we've very quickly built up a strong collaborative working relationship with them.

The team consistently deliver a high level of service and professionalism, and their expertise in agile ways of working and understanding of the public sector have proved invaluable.

Adam O'Shea, Product Manager, FCDO



OUR APPROACH

Zaizi provided ongoing technical, security and delivery expertise to support and enhance ETD Central.

We worked as a trusted partner, delivering 24/7 support, incident management and continuous improvement within a complex, multi-supplier environment.

Our security-cleared teams collaborated closely with FCDO and partner suppliers to keep the service stable, secure and responsive throughout delivery.

What this enabled next

A secure, reliable global service capable of responding quickly to changing travel conditions and future consular demands.

24/7 second & third

line support for a globally used, mission-critical service

6 Months

Global rollout completed, including onboarding remaining consular posts

RESULTS

- Successful completion of the global transition to ETD Central
- A more stable, resilient and reliable platform
- Faster response to incidents and operational issues
- Improved operational data and visibility to support decision-making
- Strong collaboration across suppliers, regions and internal teams

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

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

PASSED

Home Office internal service standard assessment

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

The National Archives

Secure, cost-effective archiving of court judgments using serverless technology

CASE STUDY



THE CHALLENGE

As the UK's official archive and publisher of government records, The National Archives needed a reliable way to ingest, process and publish court judgments for public access.

The solution had to securely transform and enrich documents from multiple systems, meet strict data integrity requirements, and operate cost-effectively at national scale.

Crucially, an MVP was required within three months to support the launch of the new Find Case Law service.

Zaizi have been very professional in their work, bringing a wealth of knowledge to this project. They quickly grasped our requirements and built an MVP that can adapt to our future transformation needs

**Paul Young, Digital Archiving Specialist / Researcher,
The National Archives**



OUR APPROACH

We worked closely with The National Archives to design a sustainable, cloud-native data transformation pipeline that connected the Transfer Digital Records service with Find Case Law.

Using serverless and event-driven architecture, we automated validation, parsing and enrichment of court judgments, minimising operational overhead while ensuring the service was resilient, extensible and aligned to future transformation needs.

What this enabled next

A future-ready data platform that continues to evolve, supporting ongoing improvements to Find Case Law and wider digital archiving services across The National Archives.

3 Months

To deliver MVP meeting deadlines

Nearly 5,000

Court judgements processed through the pipeline since launch

RESULTS

- Secure ingestion, transformation and publication of court judgments
- Rich, searchable metadata enabling discovery by court, date, judge and parties
- Lower operating costs through on-demand, serverless cloud services
- Improved resilience and scalability using event-driven architecture
- Internal teams enabled to operate, maintain and enhance the service independently

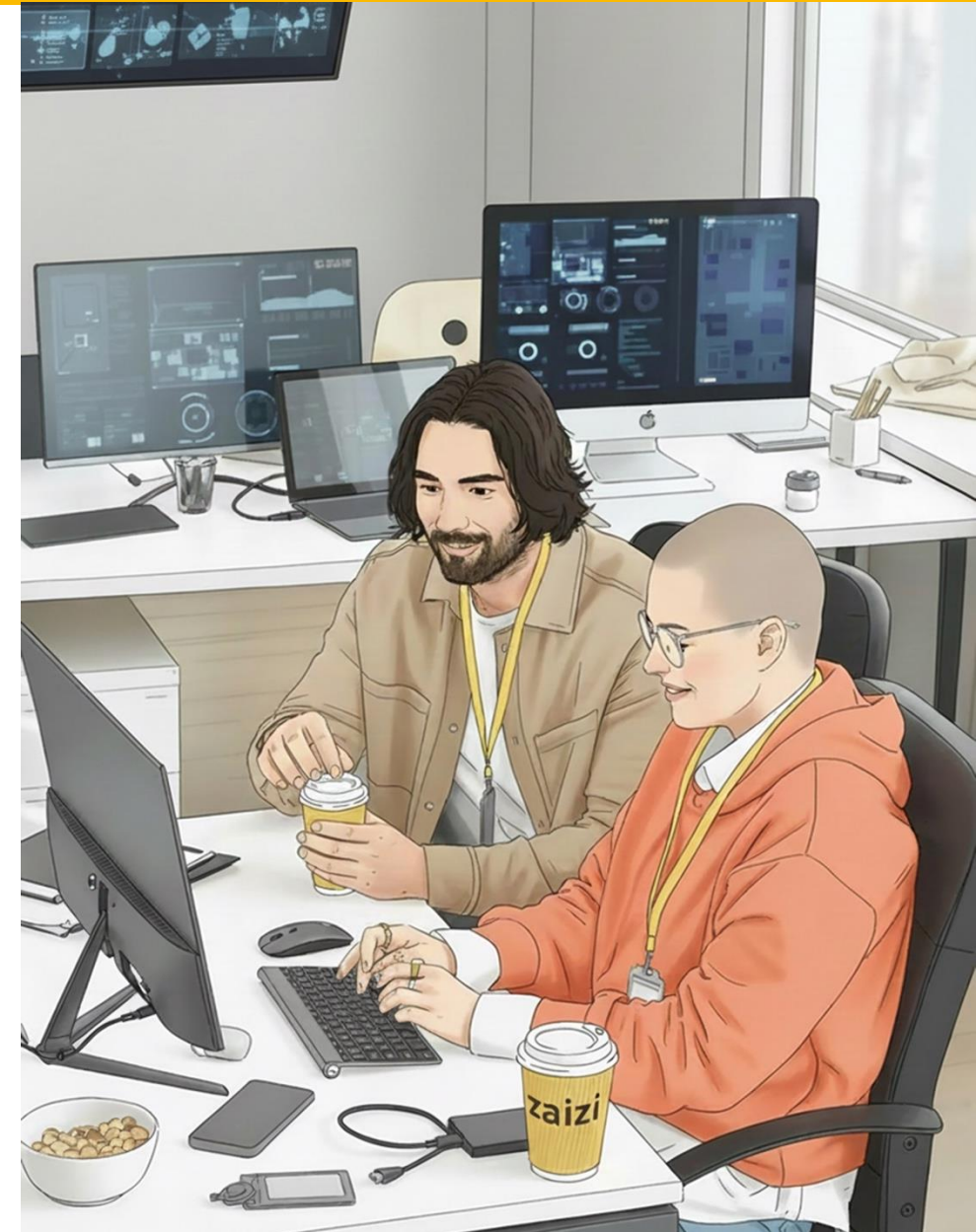
What technology we use

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.

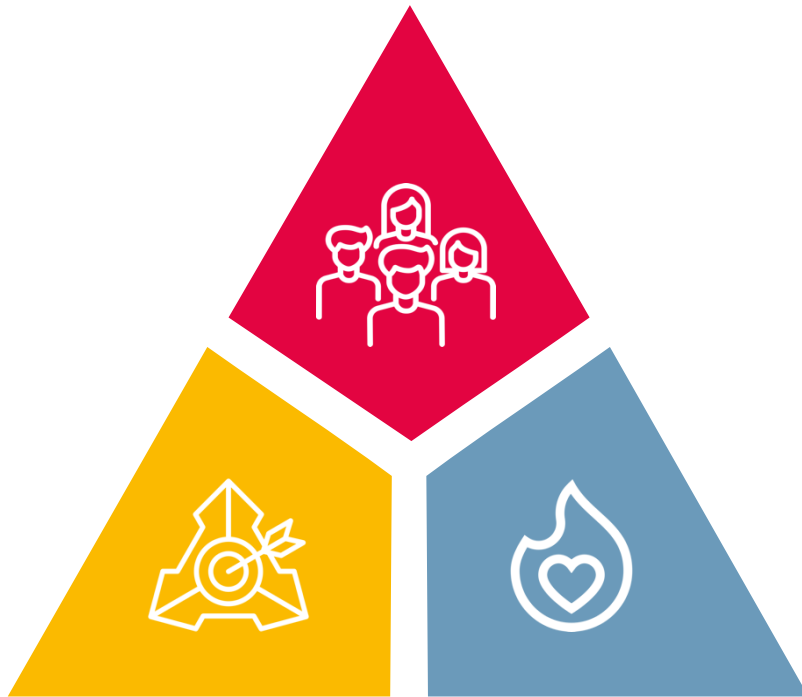
From safeguarding national security and protecting the public to supporting border services, we work behind the scenes to strengthen what matters most. Not just through technology, but through understanding, partnership and capability that lasts.

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

www.zaizi.com

