

G-Cloud 15

Zaizi

Service Definition Document

Secure, strong public 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.

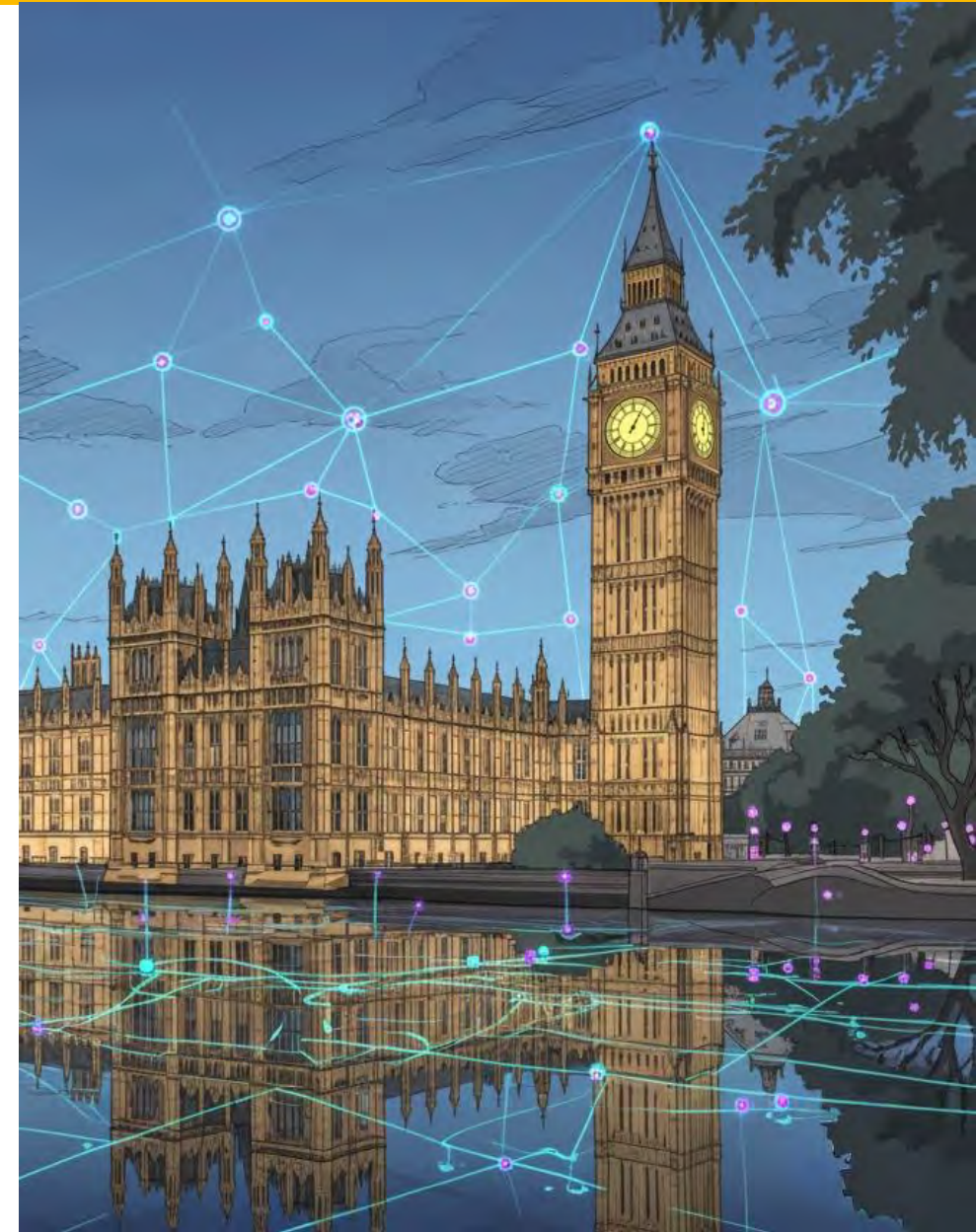
Our highly experienced security-cleared team includes former servants, military leaders, government staff, and policy insiders. We understand the pressures because we've lived them; we used to be you. We roll up our sleeves, get stuck in, and help you turn risky outdated processes into secure digital services using innovative approaches, and where it's right, the power of AI.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

Secure, strong public services

Some services can't afford to fail! They protect borders, keep communities safe, and uphold justice. But too often, these critical systems run on outdated technology that's vulnerable to disruption and attack. Zaizi works where security is non-negotiable, delivering government technology solutions built for the highest levels of assurance.

Our highest level cleared experts understand the realities of operating under intense scrutiny and high stakes. We combine robust security architecture, threat modelling, and zero-trust principles with agile delivery, so you get systems that are both secure and adaptable.

The result: Confidence that your mission-critical services are safe today, and ready for whatever tomorrow brings.

Provided 10,000+

MOJ CASE MANAGEMENT USERS
SECURE IDENTITY ACCESS

99%

TIME REDUCTION FOR WORKFLOWS

Zero

MAJOR SECURITY INCIDENTS

CLIENT VOICE

“

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

Adam O'Shea, FCDO

“

As part of our work with Zaizi on our digital platform, we have been able to transform successfully from a Waterfall / ITIL approach to an Agile, DevSecOps delivery. This has allowed us to create a truly user-focussed website and operate as one flexible multi-dimensional team.

James B, Deputy Digital Product Manager of the NCSC

Key Outcomes

- Secure, high-assurance services built for critical government missions
- Lower cyber, technical and delivery risk through secure-by-design approaches
- Predictable delivery aligned to government digital Standards and regulatory standards
- Resilient systems that scale, recover and adapt
- Secure integration and data sharing across platforms
- Sustainable capability built within internal teams

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

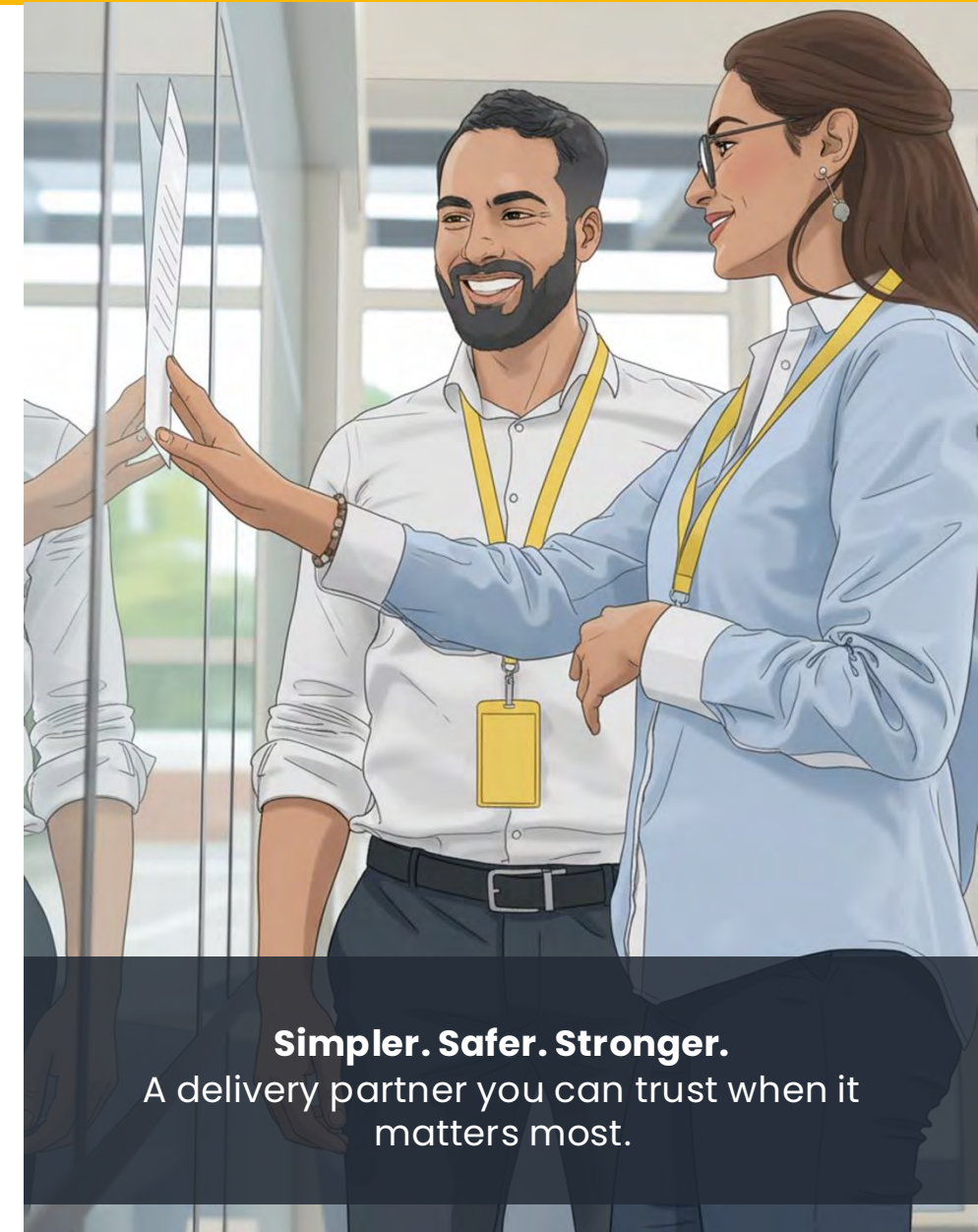
We embed alongside your people, understand your constraints, and adapt as things change. You get real collaboration, not a distant delivery factory.

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.



Zaizi credentials



Our Clients

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



Proof of delivery in high-security environments

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



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



MOJ Gateway: secure data exchange across HMPPS and suppliers.



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



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

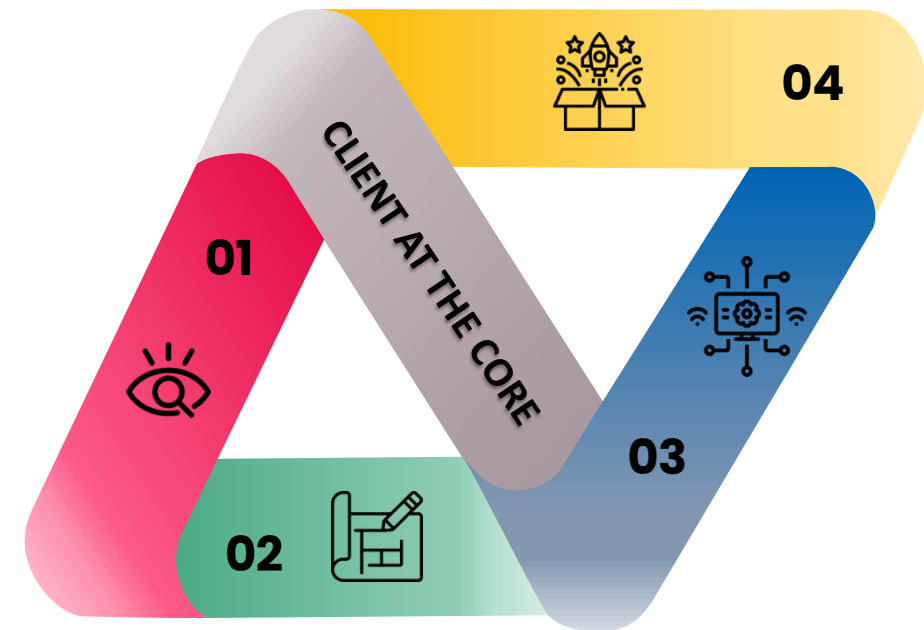
Beta: Build | Test | Modernise

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.

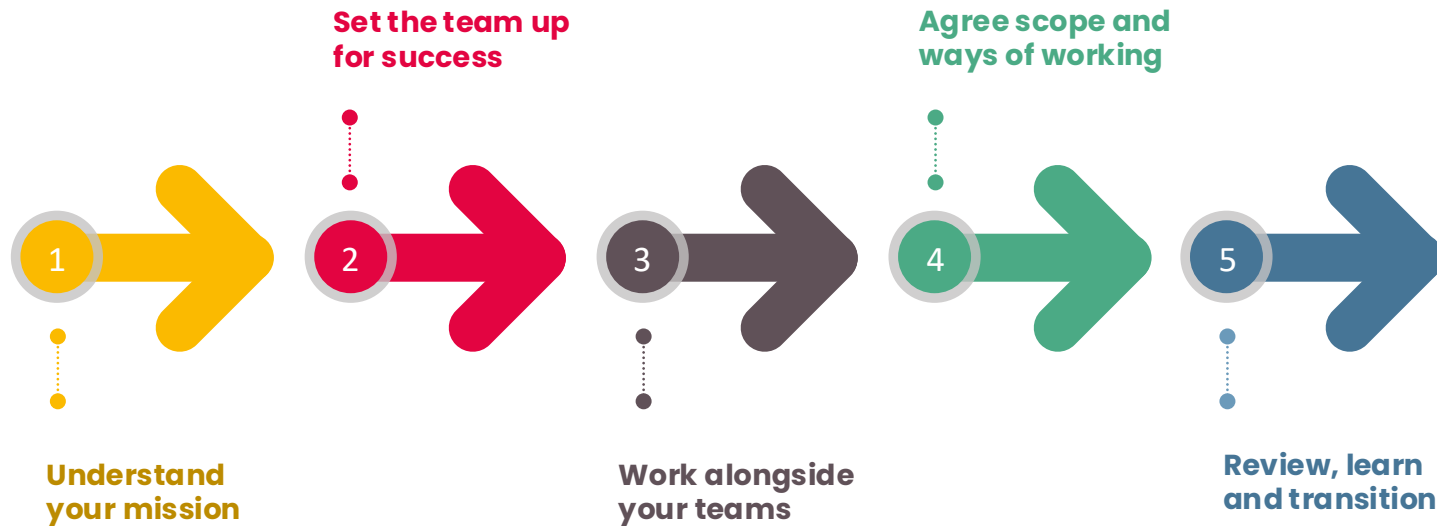
4. The Value Mission

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.

Secure, strong public
services

CAPABILITIES



Agile delivery management

Zaizi's expert Agile Delivery Management professionals help public sector teams deliver value efficiently and confidently, aligned with the government service standard. We provide experienced managers who build capability, remove blockers, align multidisciplinary teams, and ensure predictable progress through Discovery, Alpha, Beta, and Live.



KEY FEATURES

- Government service standard-aligned leadership ensuring mandatory service compliance
- Sprint planning, facilitation and team coordination
- Risk, dependency and issue management
- Delivery roadmaps and milestone tracking
- Integrated cross-functional collaboration across policy and digital teams
- Supplier and stakeholder management
- Transparent reporting and governance updates
- Continuous improvement coaching for teams.
- Proactive RAID management ensuring predictable delivery cadence
- Sustainable capability building for internal delivery managers



CORE BENEFITS

- Accelerate delivery with a predictable, focused cadence
- Reduce delivery risks by proactively removing blockers
- Achieve stronger alignment across all disciplines
- Build higher-performing, more confident delivery teams
- Gain clear visibility of progress and strategic outcomes
- Drive better decisions through clear governance and collaboration
- Ensure consistent adherence to government service standard as mandatory
- Optimise commercial spend ensuring value for money using robust finance tracking
- Embed sustainable long-term delivery capability and skills
- Manage smooth transitions from Discovery through to Live



Agile coaching

Zaizi provides expert Agile coaching to upskill individuals and teams in best-practice methodology, accelerating digital capability. We assess your current Agile maturity to build a tailored plan for 1-2-1 coaching, team mentoring, and workshops. This approach embeds sustainable skills aligned to government service standards and delivery goals.



KEY FEATURES

- Organisational Agile Maturity Assessment and gap analysis
- Embedded coach supports multiple roles across teams and programmes
- Regular 1:1 coaching and mentoring for consistent knowledge transfer
- Shift teams from project delivery to product-focused ways of working
- Coaching teams to be outcome and value-oriented from leadership down
- Ensuring teams have necessary knowledge and resources to be successful



CORE BENEFITS

- Gain clarity on current agility levels to inform transformation
- Embed agile ceremonies and practices throughout your organisation
- Build confidence and long-term sustainability in agile methods
- Reduce operational cost and delivery risk through agile adoption
- Improve delivery predictability and product quality
- Foster a continuous improvement culture and growth mindset
- Accelerate delivery and time-to-market for digital services
- Empower product owners to maximise value and define vision
- Align senior leadership teams to champion strategic agile change
- Ensure mandatory government service standard adherence from day one



DevSecOps service

Zaizi's DevSecOps service will help you build a robust, secure and automated delivery pipeline. work with your teams to accelerate delivery, strengthening your existing technical capability and improving service reliability and security.

Our service creates configuration "as-code":

- streamlines pipelines
- enables automatic deployment of applications
- allows application robustness and security to be constantly assured.



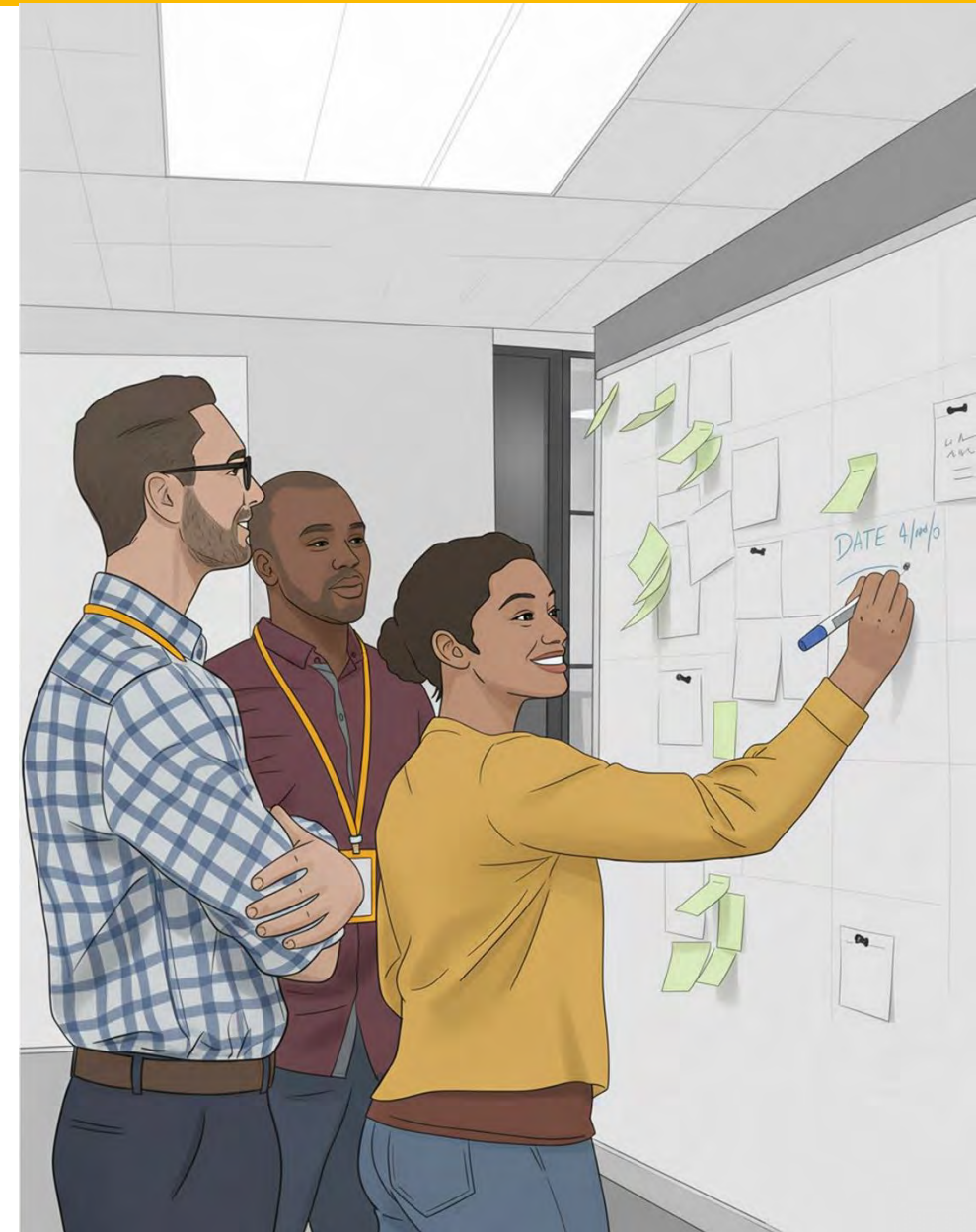
KEY FEATURES

- Government service standard-aligned user-centred policy discovery
- Continuous Integration, Continuous Delivery, Continuous Deployment
- Establish best practice for continuous security
- Create a security community of practice within your organisation
- Train and mentor, your developers to become more security focused
- Security and resilience planning
- Automation on testing and risk-heavy manual processes
- Advise on security policy and vendor selection
- Construct and implement containers - Docker, Kubernetes
- Responsiveness to changing landscape of cybersecurity
- Secure by design, full product lifecycle security



CORE BENEFITS

- Encourages your teams to be more agile
- Speed of recovery enhances in cases of security incidents
- Confidence to deploy and build in a secure environment
- Ensures the highest standards for information security
- Remove single points of failure around cyber-security
- Implement continuous resilience to help prevent vulnerabilities
- Reduces cyber security risks
- Monitoring of security metrics
- CI/CD governance and security



DevSecOps maturity assessment

The Zaizi DevSecOps Maturity Assessment uses the industry-recognised OWASP Software Assurance Maturity Model to analyse your current DevSecOps maturity and identify quality and security improvements.

We:

- Review documentation
- Interview delivery/operational teams
- Examine pipelines/code repositories

Our pragmatic approach will empower your team to own security.



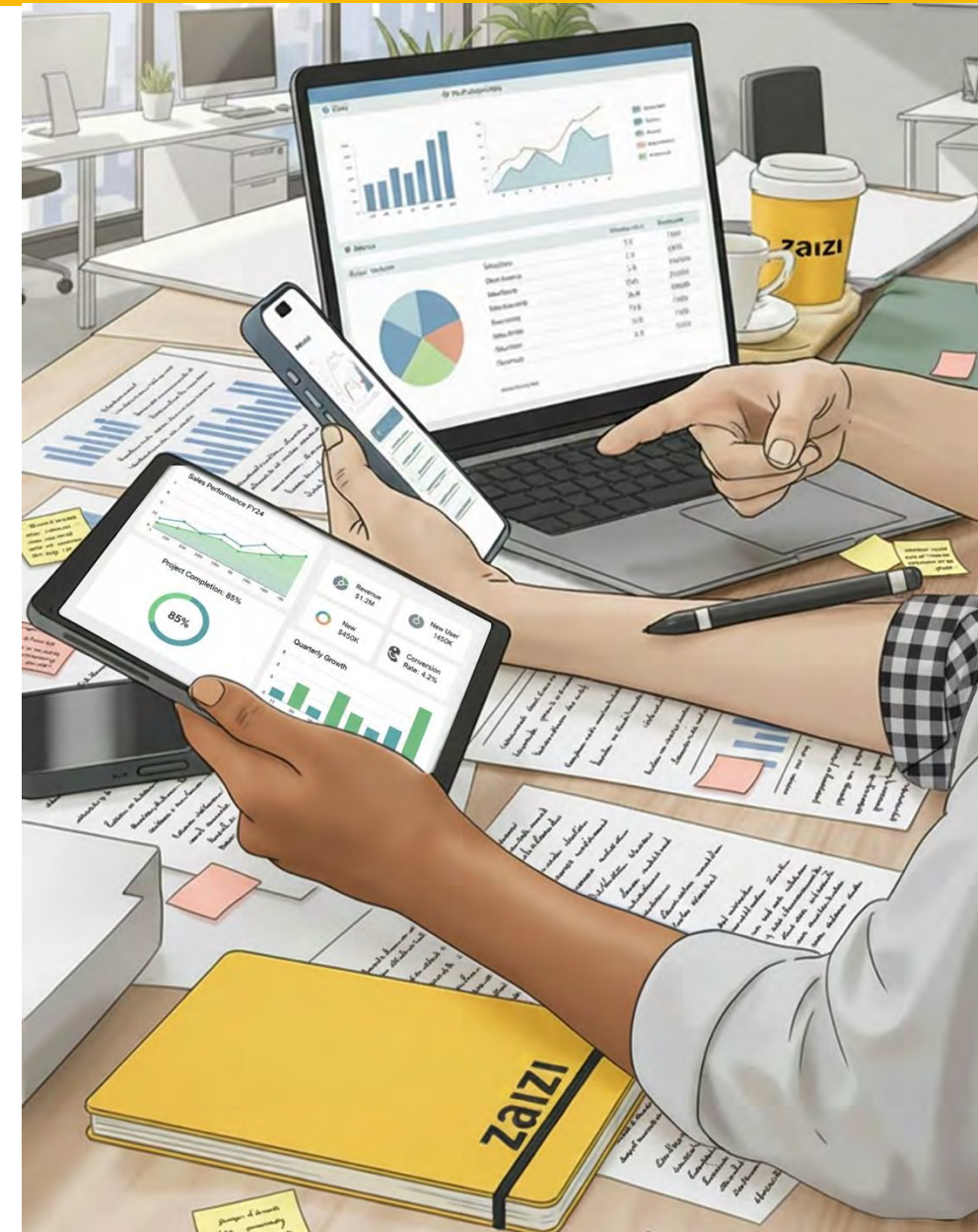
KEY FEATURES

- Assessment of; people, processes and tools
- Prioritised recommendations based on industry best practices
- Continuous integration, delivery, deployment, security embedded
- KPIs and metrics aligned with DevSecOps industry standards
- Guidance on threat modelling iteratively and using gamification
- Identify skills gaps and recommend resourcing plans
- Assess capability to detect and respond to security incidents
- Set of tools to help implement security in agile delivery
- Identify DevSecOps champions within the organisation



CORE BENEFITS

- Holistic view, not only focussing on the tech
- Enable you to work effectively, focus on importance and productivity
- Deliver at pace, improve stability and security
- Data-driven/informed decision-making approach
- Remove single points of failure around cyber-security
- Speed up cultural change and DevSecOps adoption
- Build multi-disciplined teams, right skills in the right teams
- Tailored to your current cloud/technology stack
- Pragmatic approach based on game days
- Implementing a Secure by Design approach



Systems and project engineering

Systems and project engineering that enables secure, scalable and reliable digital services across the public sector. We design, build and integrate complex systems, modernise legacy platforms and apply DevOps, automation and engineering best practice to reduce risk, improve performance and close capability gaps across delivery teams.



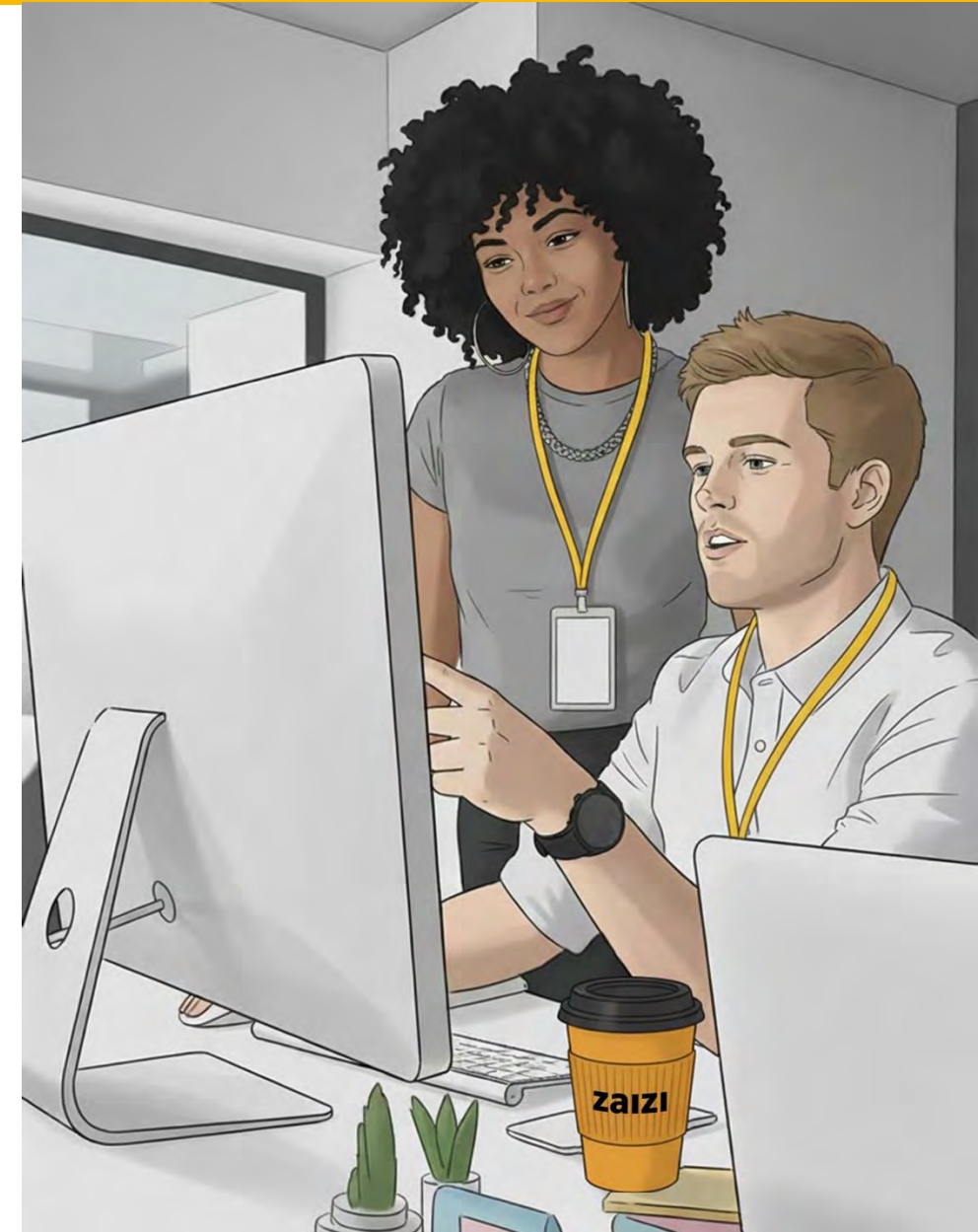
KEY FEATURES

- Secure system design and technical architecture
- Integration across legacy, cloud and modern platforms
- DevOps and automation pipelines (CI/CD)
- Infrastructure-as-code for consistent environments
- Cloud engineering across AWS, Azure and Google Cloud Platform (GCP)
- Performance, scalability and resilience engineering
- Security-by-design and threat modelling support
- API design, orchestration and data flow mapping
- Engineering support through Discovery to Live
- Capability uplift for internal engineering teams



CORE BENEFITS

- Faster, safer and more reliable delivery
- Reduced operational and technical risk
- Improved system performance and stability
- Better interoperability across government systems
- Stronger internal engineering capability
- Lower future maintenance and support costs
- Consistent, repeatable deployment processes
- Greater confidence in technical decisions
- Scalable foundations for future change
- Secure systems aligned to government standards



Architecture services

Architecture services help public sector organisations design secure, scalable and interoperable digital services. We provide enterprise, solution and technical architecture that aligns with organisational goals, user needs and operational constraints. Our architects reduce delivery risk, support decision-making and build long-term capability across teams and programmes.



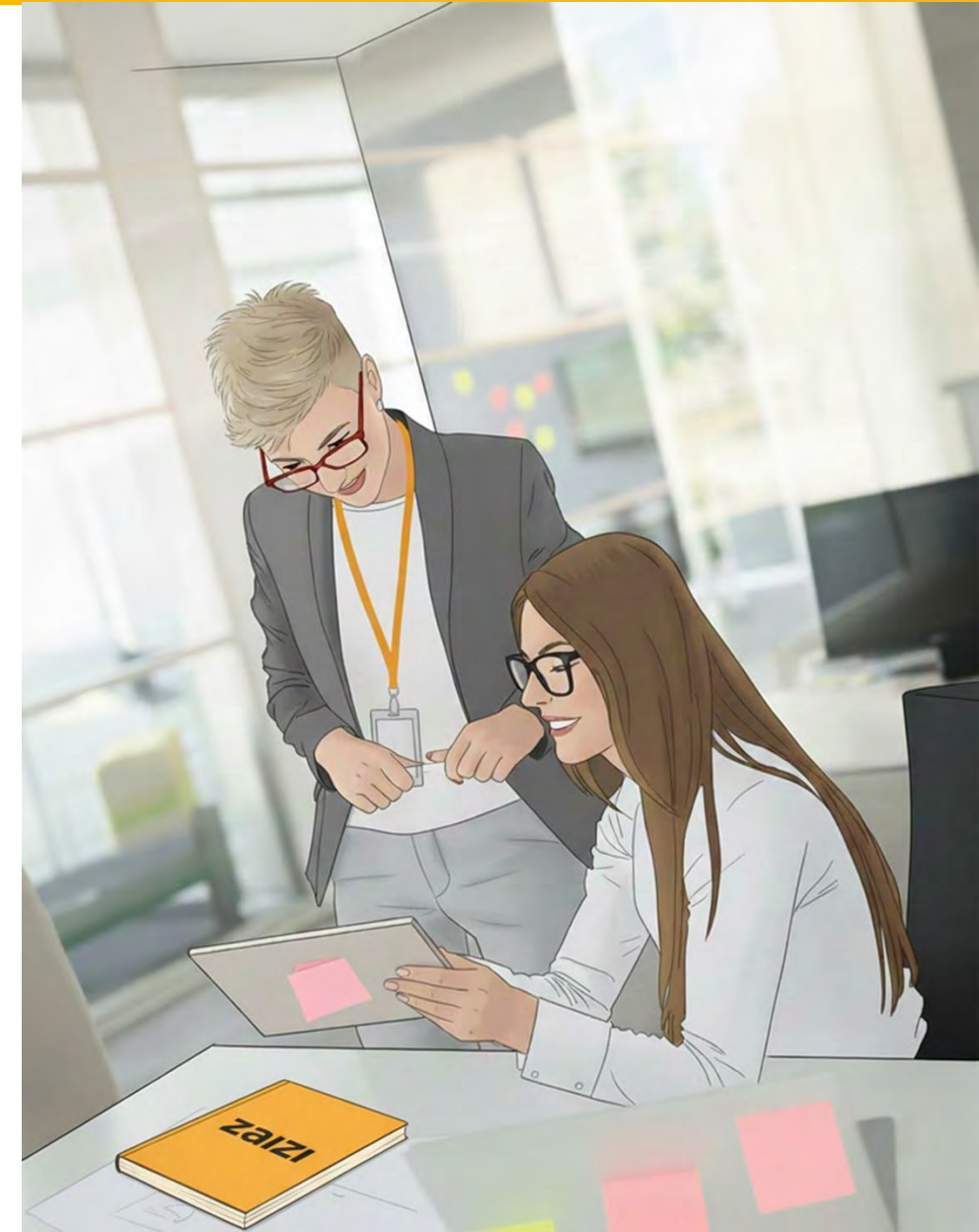
KEY FEATURES

- Enterprise, solution and technical architecture support
- Current-state assessment and future-state design
- Architecture aligned to government service standard and CDDO standards
- Integration design across legacy and cloud platforms
- Data, security and identity architecture expertise
- Technology option appraisal and recommendations
- Architectural governance and assurance support
- Patterns, standards and reusable design assets
- Collaboration with policy, ops and delivery teams
- Capability uplift for internal architecture functions



CORE BENEFITS

- Reduced technical and delivery risk
- Clear direction backed by evidence
- Stronger interoperability across government systems
- Better alignment with strategy and user needs
- Improved security and resilience
- Lower long-term operating and maintenance costs
- Faster decision-making with architectural clarity
- Reusable patterns that accelerate delivery
- Stronger in-house architectural capability
- Foundations for sustainable, scalable services



Solutions or technical architecture

Zaizi provides end-to-end solution and technical architecture services that ensure government digital services are secure, scalable and user-centred. We design architectures that balance cost, risk, policy, integration and long-term maintainability, producing clear architectural decisions, models and roadmaps that align with government service standard, NCSC and organisational technology strategies.



KEY FEATURES

- End-to-end solution and technical architecture
- Architecture options and trade-off analysis
- Security and NCSC-aligned design
- Integration and API architecture
- Cloud and hosting strategy
- Data modelling and information flows
- Non-functional requirements definition
- Architectural governance and assurance
- Target state architecture and roadmaps
- Documentation and knowledge handover



CORE BENEFITS

- Make confident, evidence-based architectural decisions
- Ensure compliance with government service standard and NCSC expectations
- Reduce technical and delivery risk
- Align technology to organisational strategy
- Improve interoperability across systems
- Support scalable, maintainable digital services
- Clarify constraints, assumptions and dependencies
- Enable smoother progression to Alpha/Beta
- Strengthen long-term resilience and security
- Provide clear guidance for delivery teams



Product management

Expert, user-focused and outcomes-driven product management follows government service standards to deliver complex products and shape effective product strategy. We work across the full lifecycle, from policy development to live services. We understand and advise on the problem space, prioritise user needs, guide roadmaps and backlogs, validate solutions, and work with your team to reduce risk and deliver high-value public services



KEY FEATURES

- Defining product vision and goals aligned to strategy
- Roadmap creation and backlog prioritisation
- Stakeholder collaboration and user-centred requirements
- Agile and product management coaching for product managers/owners and teams
- KPI and performance definition for products
- Lifecycle management from discovery to live
- Risk identification and mitigation for product delivery
- Capability uplift and knowledge transfer to internal teams
- Integration of user research and feedback loops
- Technology-agnostic product management best practice and leadership



CORE BENEFITS

- Clear product direction and alignment with policy
- Faster delivery of high-value services
- Better prioritisation and resource allocation
- Improved user satisfaction and service adoption
- Stronger internal product management maturity
- Reduced delivery risk and technical debt
- Evidence-led decisions and continuous improvement
- More agile, responsive product teams
- Products that meet both user and organisational needs
- Sustainable product approach beyond one-off projects



Rapid development and deployment platform

Zaizi provides a GOV.UK-branded rapid development and deployment platform that allows you to design, build, test, and launch complex and secure applications in days using Python. Emphasising agility, you can respond quickly to evolving requirements and test assumptions at lower costs, without compromising on quality.



KEY FEATURES

- Streamlined processes for quick design, development, deployment of custom applications
- Integrating security from initial stages; robust protection throughout application lifecycle
- Solutions designed for flexibility
- Solutions capable of scaling to meet changing demands and environments
- Memory safe programming, secure by default and secure by design
- Seamless continuous integration and deployment capabilities facilitating faster releases
- Flexible platform enabling rapid prototyping and adjustments
- Designed to comply with stringent regulatory and service design standards
- Deployable in cloud, on premises, and air-gapped
- Open-source or supported options with high quality and security standards



CORE BENEFITS

- Reduce time to market, lower costs, quicker responses to environment
- Faster releases while maintaining high quality and security standards
- Implementing security by design, continuous testing minimising vulnerabilities
- Implementing security by design, protection against emerging threats
- Streamline operations with automated workflows and CI/CD, reducing manual effort
- Exceed regulatory compliance requirements, safeguarding customer data and maintaining trust
- Flexibility to innovate and customise applications, addressing unique business challenges
- Rapid development, robust security, operational efficiency, strengthening trust between stakeholders



Rapidly developed and deployed secure applications

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- Deployable in cloud, on premises, and air-gapped, open-source or supported options



CORE BENEFITS

- Dramatically reduce time to market, enabling quicker responses to environment and lower costs
- Implementing security by design and continuous testing to minimise vulnerabilities and protect against emerging threats
- Streamline operations with automated workflows and CI/CD, reducing manual effort and speeding up deployment cycles
- Easily adapt and scale solutions to evolving business needs without compromising on security or performance
- Meet and exceed regulatory compliance requirements, safeguarding customer data and maintaining trust
- Leverage a flexible platform to innovate and customise applications, addressing unique business challenges effectively
- Commitment to rapid development, robust security, and operational efficiency strengthens trust between stakeholders



Threat modelling/security analysis

Zaizi delivers secure services to the public sector, leveraging proven architectures and secure design patterns. Specialising in operational security capabilities, we offer comprehensive risk assessments and security gap analysis aligned with NCSC standards, guiding strategic investments to mitigate cyber risks and maximise cloud technology benefits.



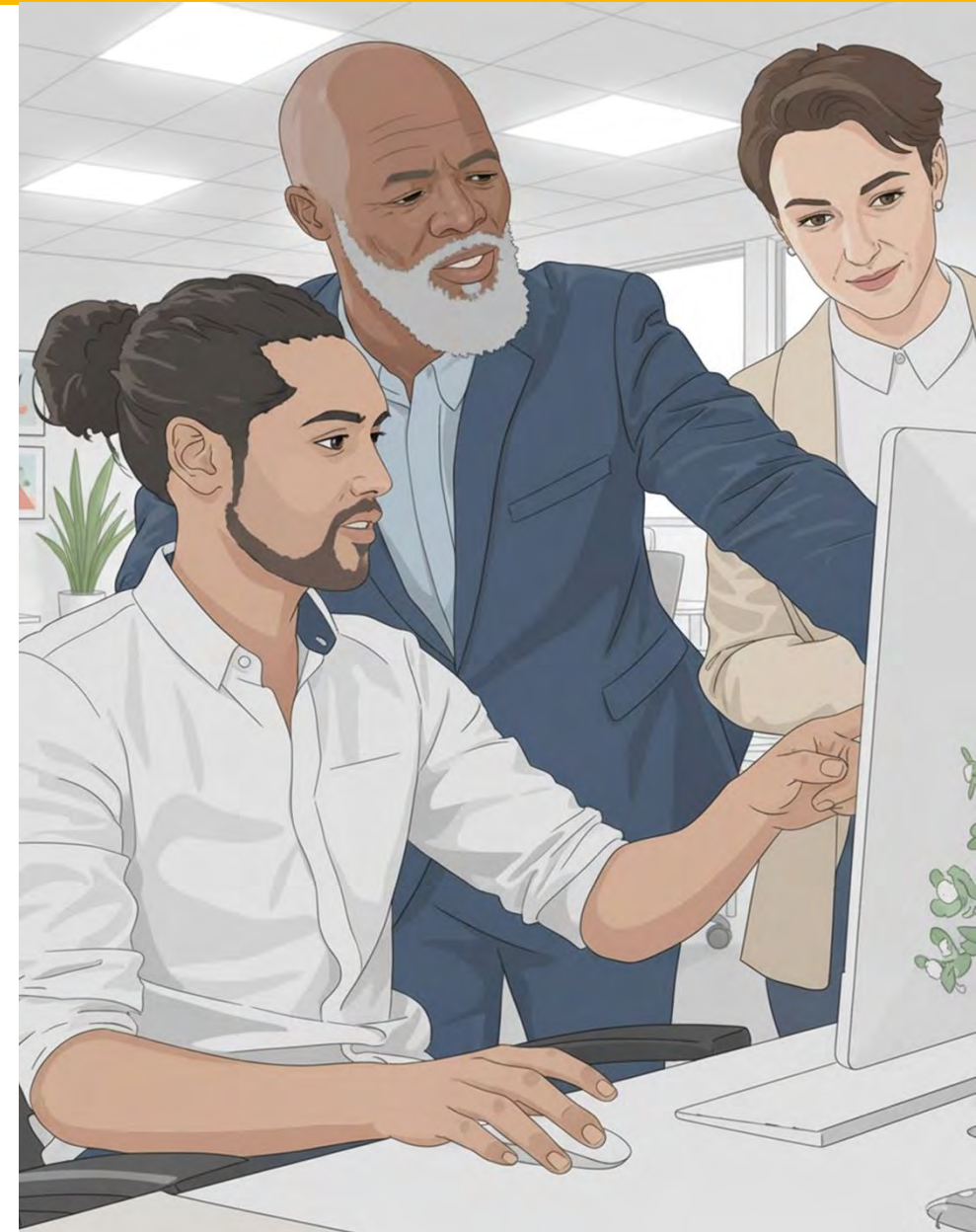
KEY FEATURES

- Assessment of potential threats from technology and processes
- Gamedays to help identify threats
- Building integration and automation
- Change management



CORE BENEFITS

- Identification of potential vulnerabilities
- Training and recommendations to improve
- Business focused, risk appropriate recommendations
- Help to implement new processes and technology solutions



Identity and access management (IDAM) solutions

Zaizi helps public sector organisations define their digital strategy, vision, assess maturity and readiness, and identify where and how to improve. We co-produce practical, achievable roadmaps with clients, ensuring plans align with business and technology needs.



KEY FEATURES

- Privileged access management and permission hierarchy
- Multi-Factor authentication (MFA)
- RBAC (Role-Based Access Control)
- Audit, reporting & business intelligence (BI)
- Universal and federated user directories
- Access control auditing and monitoring
- DevSecOps
- IDAM strategy, tool selection, readiness and deployment



CORE BENEFITS

- Reduced complexity and risk
- Alignment with government digital service
- Single Sign-On to improve user experience
- Increase security of data
- Implement identity policy in line with Government standards
- Eliminates complexity
- Technology agnostic, DevOps and automation best practices
- Assist with vision, roadmap and business case



Secure portal

Zaizi provides custom, secure portals with workflow automation and self-service features that integrate with your ecosystem. Our cloud-based solutions are user-centred, secure, and comply with government standards and TCoP requirements. They enable secure information storage, governance, increased efficiency and engagement.



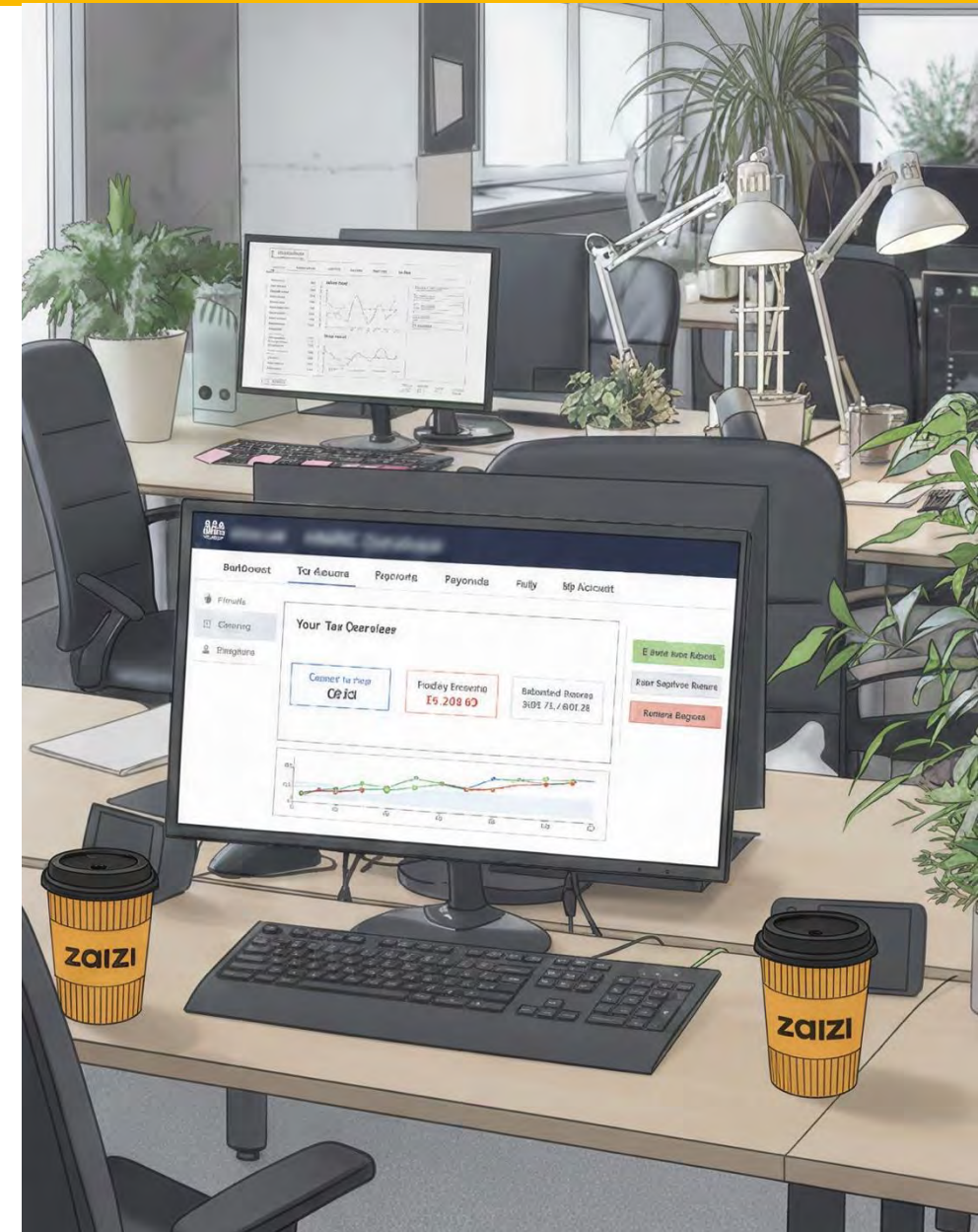
KEY FEATURES

- Map out as-is and to-be service blueprints
- Bespoke marketing and branding
- Secure access (IDAM/2FA)
- Integrations with your systems
- Reporting and monitoring



CORE BENEFITS

- Government service standard compliant
- Governance and audit trails
- Secure standards, API integrations
- Self service
- Control data



Atlassian data centre infrastructure and support

Zaizi provides cloud-based services for clients running data centre versions of Atlassian Jira, Confluence, and Jira Service Management. We monitor the service and channels for security patches to ensure the service runs securely and efficiently within the customer cloud environment.



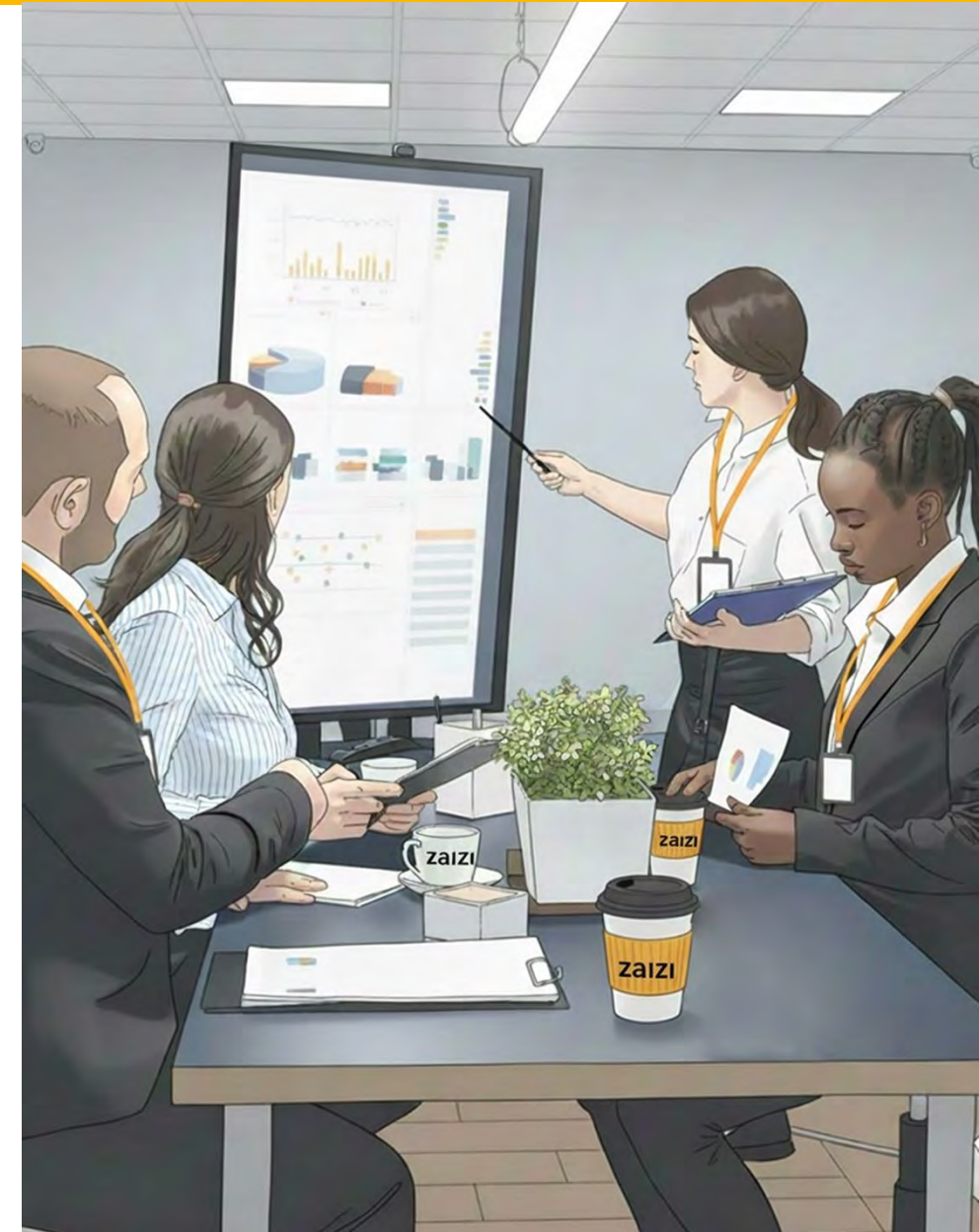
KEY FEATURES

- End-to-end deployment services in clients' cloud environments
- Advanced monitoring tools and techniques to proactively address issues
- Timely security patch management for Atlassian products
- Tailored security policies implemented to align with clients' regulatory requirements
- 24/7 support and access to expert assistance to optimise environments



CORE BENEFITS

- A robust security framework, safeguarding data and minimising cyber threats
- Optimised performance of Atlassian products, enhancing productivity and user experience
- Outsourcing reduces costs associated with hiring and training in-house staff
- Zaizi handles deployment and maintenance, letting clients focus on business
- As business grows and evolves, Zaizi's services scale accordingly
- Regular security audits, penetration testing, and incident response planning



Microsoft 365

Zaizi provides a range of consultancy, adoption, transition and training services for all Microsoft Dynamics 365 modules. We support clients throughout the implementation, providing discovery, design, planning, configuration, integration, deployment, change and support services.



KEY FEATURES

- Deliver fast, personalised service
- Digital Portal development with bespoke, Dynamics or Power Apps Pages
- A Microsoft Dynamics 365 (CRM) solution roadmap



CORE BENEFITS

- Rapid configuration, customisation and deployment of Dynamics 365
- Ensure compliance: Government Service Standard and Technology Code of Practice
- Skills transfer to internal staff including training and project management



Power platform

Zaizi's service delivers custom Microsoft PowerApps solutions, starting with a detailed transformation roadmap. We specialise in defining outcomes, understanding user needs, mapping processes, gathering requirements, and then moving into the design and build phases. Our approach ensures tailored, efficient applications that enhance business processes and drive digital transformation.



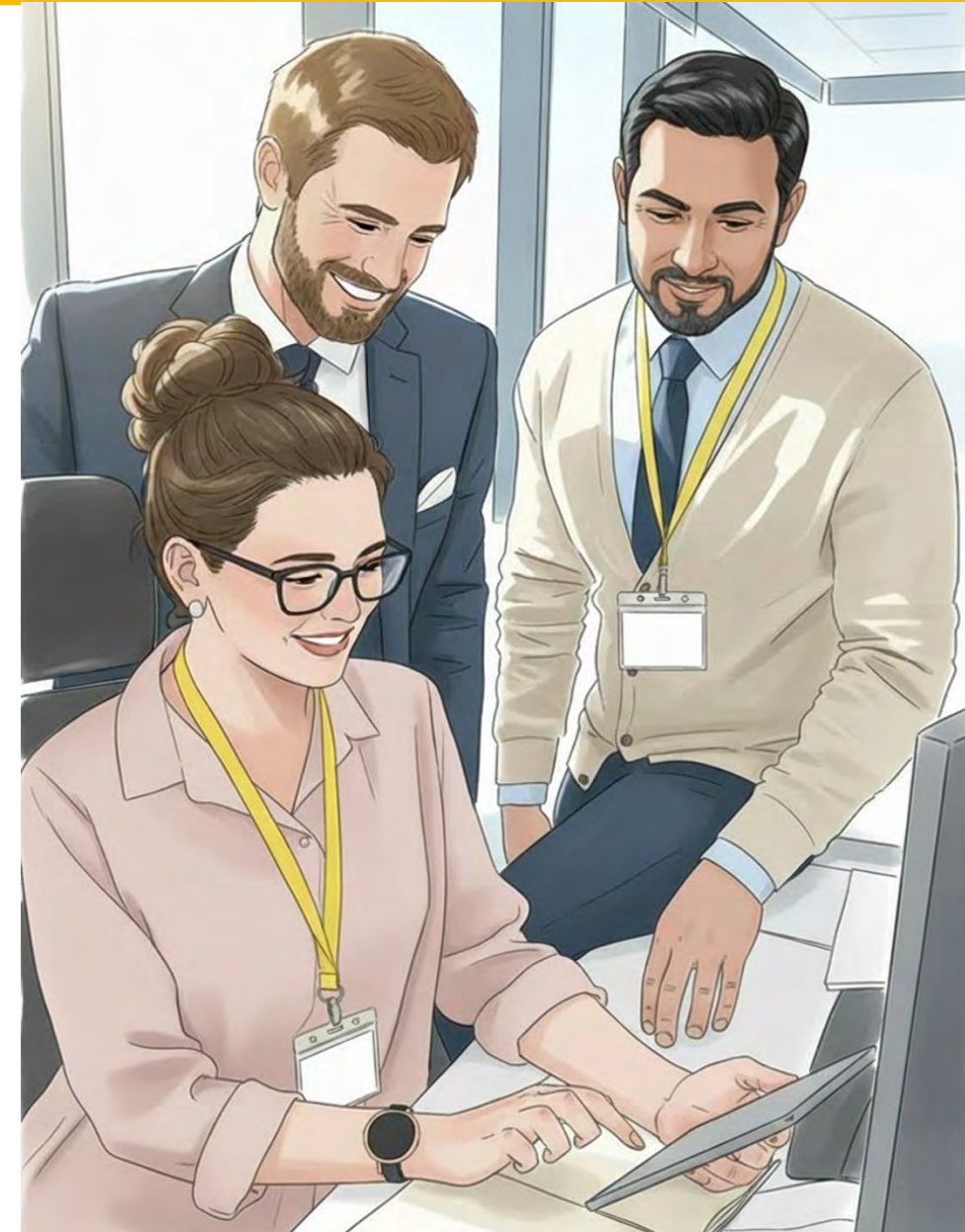
KEY FEATURES

- Low-code development
- Data visualisation
- Data analysis
- Workflow automation
- Integration
- Power Virtual Agents
- Chatbot Creation
- Conversational Design



CORE BENEFITS

- Highly scalable rapid development.
- Build custom business apps with fast turnaround times
- Create interactive reports and dashboards to visualise data
- Analyse data trends, patterns, and insights for informed decision-making
- Automate repetitive tasks and processes across various applications and services
- Connect hundreds of apps and services to create seamless workflows
- Design conversational experiences using a visual interface



Mission-critical services

Zaizi provides mission-critical services. By applying DevSecOps and user-centric design principles in highly regulated secure environments, we engineer and sustain high assurance, resilient digital services. Our expertise in cross-domain transfer and strategic knowledge sharing ensures sensitive programs achieve secure, efficient outcomes and faster adoption.



KEY FEATURES

- DevSecOps automation
- Cross-domain data transfer
- High-assurance systems
- User-centric design (UCD)
- Cloud security expertise
- Continuous compliance monitoring
- Agile methodology coaching
- Automated testing frameworks
- Strategic knowledge transfer



CORE BENEFITS

- Integrates security into development for continuous delivery
- Securely moves information between systems
- Builds highly secure, resilient, and compliant platforms
- Creates intuitive, accessible, government digital services
- Implements robust security for hybrid and multi-cloud
- Ensures platforms meet evolving regulatory standards
- Accelerates team delivery through iterative development
- Guarantees code quality and rapid deployment
- Enables client self-sufficiency and platform ownership



Business analysis

Zaizi's expert business analysis function delivers stakeholder mapping and engagement, clear problem definition, strategic alignment, process optimisation, system analysis, and robust requirements traceability. This approach reduces risk, supports informed decisions, and enables efficient service transformation, accelerating the delivery of user-centred, secure, value-for-money digital services.



KEY FEATURES

- Comprehensive stakeholder mapping, engagement, and ongoing communication
- Structured problem identification and root-cause analysis
- Clear definition of business needs and measurable objectives
- Process mapping, modelling, and optimisation for efficiency
- Thorough requirements elicitation, analysis, and documentation
- Impact and risk assessment to inform decisions
- Benefits realisation planning and measurement
- Backlog creation, refinement, prioritisation, and maintenance
- Change impact assessment and adoption support
- UAT support including issue management



CORE BENEFITS

- Streamline tasks through clearer, simpler workflows
- Reduce errors with well-defined, validated requirements
- Complete work faster using optimised processes
- Make confident decisions with clearer information flows
- Collaborate effectively using aligned stakeholder expectations
- Adapt quickly to change with structured impact insights
- Resolve issues faster through traceable requirements
- Improve service quality using user-centred process redesign
- Test updates smoothly with guided UAT activities
- Prioritise work easily using well-managed backlogs



Secure, strong
public services

CASE STUDIES



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

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 standards (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.

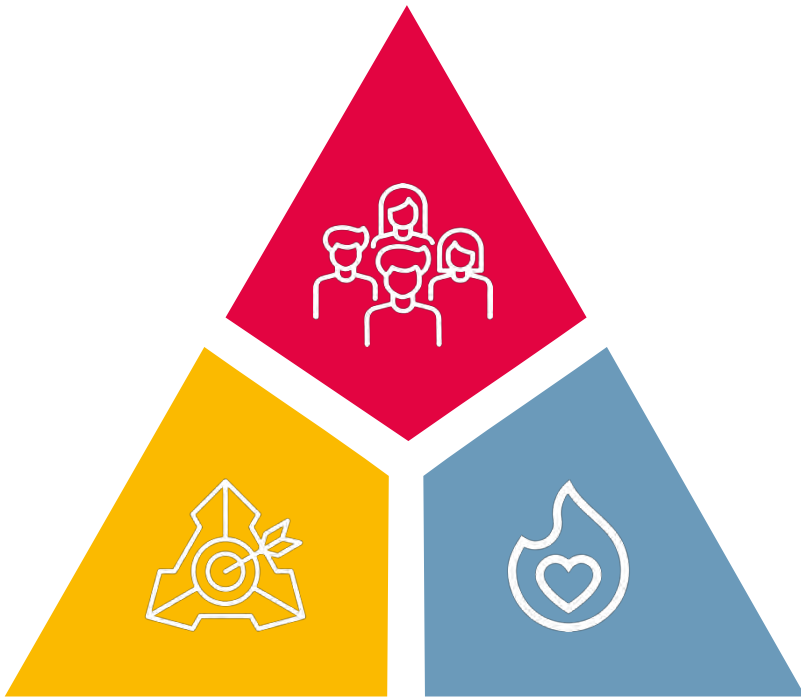
From safeguarding national security and protecting the public to supporting border services, we work behind the scenes to strengthen what matters most. Not just through technology, but through understanding, partnership and capability that lasts.

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...**

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