



***g-cloud 15 service
definition.***

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Fivium Digital are your single port of call for all your digital projects. We offer a comprehensive service for all your applications from discovery all the way through to beta, live and ongoing management - the whole digital lifecycle.

digital, delivered.

Wherever you are on your digital journey, whatever the scale of your project or organisation, Fivium Digital has capabilities to help you achieve your transformation goals. We offer a range of services including end-to-end application lifecycle management: from design and development to on-going support and eventual refreshment, as well as specialist domain expertise and product assessments. We can also work with you to integrate your services to give you a single, coherent view of all your applications and business operations. With Fivium Digital, you get exactly what you need whilst being assured of a consistent, quality delivery that improves stakeholder value.



Our team are experts in delivering digital transformation projects within the public sector

Fivium Digital are experts in delivering digital transformation projects within the public sector. We follow the Government Technology Code of Practice and are highly experienced in turning paper-based processes and legacy systems into streamlined, efficient services that benefit both citizens and organisations and meet the Government Service Standard. Using our proven and successful approach, our highly experienced in-house team moulds effortlessly around your requirements and structure, ensuring that you get the best possible results from your project. With Fivium Digital, you get a flexible and comprehensive service that enables you to deliver your business outcomes – digitally.

technical competencies.

- **GOV.UK Design System and Services**
We're highly experienced in utilising the GOV.UK Design System and services to build Service Standard-compliant applications quickly and efficiently.
- **Developing enterprise-grade services**
Our full stack development team uses tools and methodologies that ensure high quality code, with automated testing to ensure that the services we deliver are always secure, stable, robust and reliable.
- **Discovery - Alpha - Beta**
Wherever your project is in the delivery stream, we can help you move through the phases to deliver a successful service and have the skills to support you – from user research to UX design, to build and ongoing support.
- **Innovation and prototyping**
We're exponents of creative design and prototyping to test concepts, bringing about innovation. Our iterative approach means that we get key parts of the service in front of users early, so you can be confident that the service built is validated and meets their needs.
- **Live service lifecycle management and support**
We specialise in managing the end-to-end production lifecycle of our services, ensuring they are available, reliable and most importantly, that they deliver the desired business outcomes from inception to retirement.
- **Service assessment and roadmap strategy**
Our highly experienced service portfolio assessment team are veterans in software design, development and delivery. Utilising their experience, they produce technology roadmaps that enable government bodies to maximise the value of their investments whilst ensuring that their resources are working on highest value initiatives and where they are most needed.

capabilities.

- **Transforming business processes**

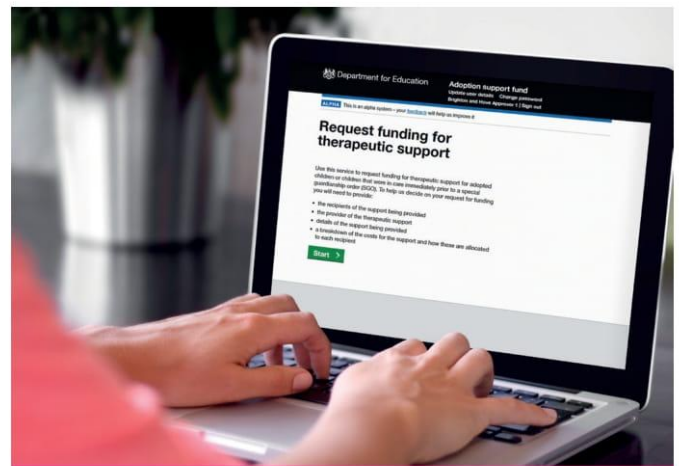
We don't simply build systems, we transform processes. Fivium Digital design and deliver services that streamline workflow and processes and ensure that complex requirements are met. We ensure that we look at every angle – giving you the tools to improve efficiency by automating key processes and providing the Management Information needed to continuously improve your services.

- **Maximising user value**

We help you really understand your users and prioritise the service features that will deliver the greatest value. Our highly experienced user researchers, business analysts and portfolio assessment teams surface the requirements and issues and ensure they are communicated so they can be successfully addressed in a way that adds value and improves efficiency.

- **Seamless integration**

We design services with integration in mind, giving users a single, cohesive view. Taking the research and analysis and putting the user needs at the centre, we look at the entry points and your digital landscape to ensure you provide a consistent, coherent service for your users.



Fivium Digital collaborated with the DfE to transform the Adoption Support Fund service, resulting in a 300% increase in user satisfaction.

- **Easy to use**

We help you ensure that your service offers the best possible and most straightforward user experience and is accessible to users of all digital levels and with assisted digital needs.

the fivium digital difference.



Quality assured

Our team are all full-time staff, so we retain the knowledge, experience and expertise and can ensure consistent high quality – reducing your risk and management burden.



Proficient, proven and experienced

We're 100% public sector focused, so we understand your drivers, culture and constraints. We work in the same way government digital teams do, enabling effective collaboration and delivering your service in line with the Government Service Standard.



People

We mould our team around the shape of your project - so you get the right resources, at the right time for the right duration.

Our core purpose is to make the work of the public sector easier and simpler whilst creating opportunities for our people.

fivium.co.uk/digital • 0800 368 9345

Bespoke Cloud Services

Fivium designs, configures, and enhances bespoke digital services using proven agile delivery. We support delivery from Discovery through Alpha and Beta, ensuring services are secure, scalable, and compliant with government standards. We focus on user-centred design, technical assurance, and readiness for live transition.

Service features

- Proven agile approach aligned with Digital Service Standards.
- Discovery: user research, service design, and journey mapping.
- Alpha: concept creation, process optimisation, and rapid prototyping.
- Beta: production ready build with security and accessibility assurance.
- Transition-to-live readiness and operational handover support.
- Deep understanding of user needs, policy, and legislation.
- Expert stakeholder management and robust project governance.
- Efficient use of modern frameworks and design patterns.
- Technical architecture and cloud deployment design for scalability.
- Integration with legacy systems and APIs.

Service benefits

- Faster delivery of user-centred digital services.
- Save time and money through automation and digitisation.
- Improved adoption through user-focused design.
- Improved control and visibility into applications and processes.
- Clear evidence of compliance with Digital Service Standards.
- Better alignment to policy and legislative requirements.
- Reduced cost through efficient, agile delivery.
- Scalable services designed for future growth.
- Strong foundation for future managed service arrangements.
- Clear readiness for live operation and handover.

Discovery Service

Fivium provides a Discovery service to understand the problem you need to solve. We use user research, stakeholder engagement, and analysis of policy, processes, and existing systems to identify needs, define requirements, and explore digital solutions. The outcome is a clear, evidence-based understanding and a roadmap for the next phase.

Service features

- Web surveys to understand user needs and requirements.
- Interviews and workshops with key stakeholders.
- Analysis of current policy and business processes.
- Analysis of existing technical solutions and constraints.
- Assisted digital needs assessment and analysis.
- Production of user personas covering key classes of user.
- Production of user stories forming an initial product backlog.
- Analysis of user pain points and service gaps.
- Discovery report with evidence-based recommendations
- Typical duration of 4 to 8 weeks.

Service benefits

- Comprehensive discovery report with research insights and recommendations.
- Clear evidence-based understanding of user needs and pain points.
- Strong foundation for business case development and investment decisions.
- Defined service map and user journey outcomes.
- Reduced delivery risk through early problem validation.
- Informed options for future service design and delivery.
- Improved alignment to policy and legislative requirements.
- Better clarity on technical options and constraints.
- Clear scope and requirements for next delivery phase.
- Alpha ready outcomes and roadmap for development.

Alpha Service

Fivium provides an Alpha service to test solutions identified during Discovery. We build and validate prototypes to determine what works, focusing on key user journeys or the most complex service areas. The outcome is evidence-based learning and clear recommendations for the next phase.

Service features

- Prototype development to test solution ideas rapidly.
- User research to validate assumptions and needs.
- Focused testing of complex service journeys.
- Iterative design and build cycles.
- Usability testing with real users.
- Clear problem statements and success criteria.
- Risk reduction via early technical feasibility checks.
- Collaborative workshops with stakeholders and users.
- Support on alpha service assessment
- Alpha outcomes with recommendations for next phase.

Service benefits

- Reduced delivery risk by validating solutions early.
- Clearer understanding of user needs and pain points.
- Faster decision making through evidence and prototypes.
- Lower cost by avoiding full builds that fail.
- Improved confidence in the chosen solution direction.
- Early identification of technical and service risks.
- Better alignment between user needs and service design.
- Stakeholders buy-in through tangible, tested prototypes.
- Higher success likelihood for subsequent Beta and Live delivery phases.
- Stronger foundation for business cases and funding decisions.

Beta Services

Fivium provides a Beta service to build, test and launch digital services based on Discovery and Alpha outputs. We deliver iterative development, user testing, and quality assurance to ensure services are usable, secure, scalable, and compliant with government standards. The outcome is a live-ready service and operational readiness plan.

Service features

- User testing with detailed analysis of findings.
- Front end design and user interface development.
- Service design for successful user journeys.
- Full stack development and deployment to cloud environments.
- Quality assurance testing for functionality and service processes.
- Performance, security, and accessibility testing during Beta.
- Operational readiness planning for live service transition.
- Efficient use of frameworks and existing design patterns.
- Scalable service and solution architecture design.
- Agile delivery compliant with Digital Service Standards.

Service benefits

- Cost-effective delivery of digital services through iterative Beta.
- Reduced delivery risk through user testing and iteration.
- Better user adoption through user-centred design.
- Fully compliant with Digital Service Standards.
- Faster delivery through agile approach and rapid iteration.
- Higher-quality services through integrated QA and testing.
- Stronger service resilience and scalability for live operation.
- Reduced rework through early validation and testing.
- Clear readiness for transition to live service.
- Confidence in deployment and release readiness.

Innovation and Prototyping Service

Fivium provides innovation and prototyping services using agile approaches aligned to the Digital Service Standard. We translate discovery findings into validated prototypes, exploring new approaches and testing assumptions to solve complex user problems in government. The outcome is evidence-based recommendations and prototypes ready for further development.

Service features

- Post discovery analysis, ideation and concept generation.
- Scoping of partial or full user journeys.
- Planning for legislation, contract, and policy constraints.
- Rapid prototype development and iteration.
- Agile delivery compliant with Digital Service Standards.
- Efficient use of frameworks and existing design patterns.
- Scalable architecture design for future development.
- User testing and detailed analysis of findings.
- Evidence-based decision-making through data and feedback.
- Recommendations for next delivery phase.

Service benefits

- Cost effective approach to solving complex user problems.
- Outcomes driven through user-centred design and prototyping.
- Unparalleled track record in innovation and prototyping.
- Fully compliant with Digital Service Standards.
- Strong experience working with large complex Government organisations.
- Improved confidence in solution direction through validated prototypes.
- Reduced risk by testing assumptions early.
- Faster decisions through evidence and user feedback.
- Better alignment to policy and legislative constraints.
- Strong foundation for subsequent Beta and delivery phases.

Data Migration Service

Fivium provides data migration, mapping, cleansing, and loading solutions for onboarding legacy data into new digital services. We manage datasets for services we develop or maintain, ensuring a seamless transition from legacy environments to modern digital platforms while maintaining full data integrity and security.

Service features

- Research and planning for technical migration requirements.
- Comprehensive data mapping between legacy and target services.
- Data cleansing to ensure accuracy and quality information.
- Data transformation into modern digital formats.
- Secure data loading into target services.
- Validation and reconciliation to ensure data integrity.
- Archiving or secure disposal of legacy data.
- Audit trail preservation and compliance checks.

Service benefits

- Single, integrated dataset in the target service.
- Improved reporting across combined datasets.
- Preservation of audit records and traceability.
- High-quality, consistent datasets for new services.
- Compliance with data protection and privacy regulations.
- Reduced risk during complex legacy data transitions.
- Reduced time and effort for migration activities.
- Clear migration plan and controlled cutover.

Geographical Data and Spatial Cloud Services

Fivium provides GIS services to store, visualise, and manipulate geospatial information for services we develop or maintain. Our solutions enable government departments to integrate complex spatial data into modern digital workflows, facilitating better decision-making through high-quality mapping, topological modelling, and advanced spatial analysis.

Service features

- Research and analysis of specific GIS requirements.
- Advanced spatial data analysis and insights.
- Spatial data design and expert topological modelling.
- Use of multiple geodetic datum and datum transformation.
- Support for multiple projections and coordinate systems.
- Full support for geodetic and planar geometries.
- Interactive maps for enhanced user engagement.
- Geometry creation and manipulation tools.
- Integration with third-party GIS datasets.

Service benefits

- Robust and secure management of spatial GIS data.
- Improved understanding and visibility of location assets.
- Single view combining internal and external spatial data.
- Enhanced decision making through accurate geographic visualisation.
- Efficient handling of complex multi-projection coordinate systems.
- Streamlined integration of geospatial data into digital services.
- Improved integration of internal and external spatial data.
- Stronger evidence for policy and operational decisions.
- Scalable GIS capability for future service development.

Business Intelligence and Data Service

Fivium drives better decision-making through comprehensive business intelligence and data services. We develop a deep understanding of user needs to deliver engaging, flexible solutions. Our approach makes sense of complex data, delivering insights that empower government departments to improve operations and strategic planning.

Service features

- Data discovery including relationship mapping and pattern recognition.
- Data collection, aggregation, matching, and consolidation services.
- Business intelligence dashboards and management information.
- Data visualisations including temporal and geospatial reports.
- Self-service reporting capability development for business users.
- Strategic data design and comprehensive data strategy planning.
- Agile approach aligned with the Digital Service Standard.

Service benefits

- Better decision-making through clear, actionable data insights.
- Realisation of maximum value from existing data assets.
- Improved visibility of data relationships and trends.
- Deep and distributed sharing of information across teams.
- Continuous operational improvement through advanced analytical insights.
- Efficient decision making based on accurate, real-time information.
- High levels of business engagement and data awareness.
- Business agility through predictive insights and scenario planning.
- Reduced reliance on central IT for reporting.
- Stronger data governance and compliance assurance.

Cloud Readiness Testing Services

Fivium provides web application testing services to ensure solutions meet defined business and user needs. We work collaboratively with customers to agree a proportionate testing approach, drawing on extensive experience across functional, usability, accessibility, performance, and security testing to reduce delivery risk and improve service quality.

Service features

- Agreed testing strategy aligned to business and service outcomes.
- Manual testing of web application user journeys.
- Automated front-end testing using Selenium.
- Cross browser and device compatibility testing.
- Functional and integration and testing across service components.
- Performance testing under expected usage conditions.
- Load testing to assess scalability and resiliency.
- Defect tracking, prioritisation and retesting.
- Clear bug reporting and evidence-based findings.
- Collaborative working with delivery teams and stakeholders.

Service benefits

- Reduced delivery risk through early identification of defects.
- Improved confidence that services meet user and business needs.
- Better service performance, stability and scalability.
- Clear visibility of quality issues and remediation progress.
- Flexible testing approach tailored to customer requirements.
- Faster release cycles through effective defect management.
- Improved user experience across browsers and devices.
- Evidence to support delivery phases.
- Reduced rework and cost during later delivery phases.
- High quality digital services ready for users.

Cloud Application and Service Management Assessment

Fivium provides specialist assurance and design support for cloud application and service management. We assess current operational capability, tooling, and processes, identifying gaps and recommending improvements to support secure, resilient cloud services. The outcome is a clear, evidence-based roadmap for service management readiness and transition to live.

Service features

- Cloud service management maturity assessment and gap analysis.
- Review of monitoring, alerting, and operational tooling.
- Assessment of application, database, and service performance management.
- Incident and problem management process review.
- Release and deployment management evaluation.
- Security incident handling and operational risk review.
- Capacity, resilience, and availability assessment.
- Review of KPIs, and reporting.
- Prioritised improvement roadmap and implementation plan.

Service benefits

- Reduced risk when transitioning cloud services into live operation.
- Evidence-based assurance.
- Clear understanding of support capability and tooling gaps.
- Better alignment to service management best practices.
- Faster, smoother go-live through readiness improvements.
- Reduced likelihood of service outages post-transition.
- Clear operational responsibilities and escalation pathways.
- Improved performance and resilience planning for cloud services.
- Stronger foundation for future managed support arrangements.
- Transparent, prioritised actions for improved service reliability and resilience.

Cloud Service Integration Delivery

Fivium provides specialist cloud service integration delivery support. Our team works with customers to plan, coordinate, and manage cloud integration projects, ensuring delivery to agreed quality, timeline, and budget. We provide clear governance, risk management, and progress reporting to ensure a controlled and successful integration.

Service features

- Comprehensive project planning and progress tracking throughout delivery.
- Detailed integration and deployment plans provided.
- Risk management and project exception reporting.
- Regular progress and highlight reports for customers.
- Weekly update meetings (more frequently if required).
- Integration dependency and constraint analysis.
- Change control and release coordination.
- Quality assurance and delivery oversight.

Service benefits

- Assured delivery of cloud integration projects.
- Reduced delivery risk through structured governance.
- Risks and issues managed proactively.
- Visibility and transparency of tasks and progress.
- Controlled deployment and reduced disruption.
- Better adherence to timelines and budget constraints.

Cloud Software Support

Fivium provides cloud software support services to manage customer applications and associated components. Proactive monitoring and structured incident management ensure cloud software continues to operate securely and reliably throughout the lifecycle. Support includes bug identification, controlled remediation, and escalation to development where required.

Service features

- Support for customer cloud-based applications.
- Proactive monitoring of application health and performance.
- Performance issue detection and analysis.
- Incident logging, prioritisation and resolution.
- Bug tracking and remediation.
- Root cause analysis and corrective action.
- Release and patch management.
- Change control and configuration tracking.
- Escalation to development for complex faults.
- Regular service reporting and review.

Service benefits

- Faster incident resolution with structured processes.
- Clear ownership of issues and fixes.
- Consistent, documented support activity including monthly service reports.
- Reduced downtime through proactive monitoring.
- Predictable support costs and effort.
- Improved security through timely patches.
- Better user confidence in service reliability.
- Compliance with governance and change control.
- Improved application performance and stability.

Information Assurance and Accreditation Services

Fivium can provide specialist information assurance and accreditation services delivered by certified consultants. We support organisations to assess, assure, and document security and risk controls, aligning to Government Security Policy Framework and NCSC guidance. The outcome is a robust assurance package to support accreditation and secure service delivery.

Service features

- DSA process managed and assurance documentation produced.
- Solution architecture and design assurance.
- Application security and design approach assurance.
- Bespoke risk assessments aligned to service context.
- Alignment to Government Security Policy Framework requirements.
- NCSC guidance and good practice implementation review.
- Recommendations for remediation and risk reduction.

Service benefits

- Supports compliance with security standards and accreditation requirements.
- Provides stakeholder confidence in service security and controls.
- Clear alignment to organisational security objectives.
- Tailored approach delivering best value for money.
- Reduced risk through robust assurance and remediation guidance.

specialist services.

Energy Regulatory Digital Services

Fivium are Energy Regulatory digital experts, with deep domain knowledge of the full spectrum of energy regulation, application and consenting processes. Fivium provide services that cover Discovery, Alpha, Beta and Live phases of designing, developing and maintaining cost efficient and effective digital energy regulation services.

Service features

- Uses a proven and Digital Service Standard compliant agile approach.
- Legislation, contract and policy constraint planning.
- Stakeholder analysis and management, grant policy, governance analysis and mapping.
- Discovery: user research, business case development, process and journey mapping.
- Alpha: ideation and concept creation, process optimisation, rapid prototyping.
- Beta: full scale production, security assessments, accessibility audits, finance integration.
- Private Beta and Public Beta testing and iteration.
- Efficient and effective use of frameworks and design patterns.
- Transition to live.
- Evidence-based recommendations for future service improvements.

Service benefits

- Save time and money by managing energy regulations digitally.
- Better user adoption through intuitive design.
- Improved control and insight into the lifecycle of applications.
- Full energy regulation system services.
- Unparalleled government energy regulation domain knowledge.
- Fully compliant with Digital Service Standards.
- Highly experienced in working with large complex Government organisations.
- Cost effective and creative approach to managing licenses and consents.
- Continuous service and process improvements drive efficiency and cost effectiveness.
- Inception to fully managed maturity lifecycle services.

Grant Application Lifecycle Management Services

Fivium are Grant Application Lifecycle Management digital experts, with deep domain knowledge of the full spectrum of grant management and grant application processes. Fivium provide a range of services that cover Discovery, Alpha, Beta and Live phases of designing, developing and maintaining cost efficient and effective digital grant management systems.

Service features

- Uses a proven and Digital Service Standard compliant agile approach.
- Legislation, contract and policy constraint planning.
- Stakeholder analysis and management, grant policy, governance analysis and mapping.
- Discovery: user research, business case development, process and journey mapping.
- Alpha: ideation and concept creation, process optimisation, rapid prototyping.
- Beta: full scale production, security assessments, accessibility audits, finance integration.
- Private Beta and Public Beta testing and iteration.
- Efficient and effective use of frameworks and design patterns.
- Transition to live.
- Evidence-based recommendations for future service improvements.

Service benefits

- Save time and money by managing grants digitally.
- User centric intuitive systems drive high adoption and completion rates.
- Improved control and insight into grants and applications.
- Full grant management system services.
- Unparalleled government grant and application management domain knowledge.
- Fully compliant with the Digital Service Standard.
- Highly experienced in working with large complex Government organisations.
- Cost effective and creative approach to managing complex grants.
- Continuous service and process improvements drive efficiency and cost effectiveness.
- Inception to fully managed maturity lifecycle services.

FormBuilder Service

Fivium FormBuilder enables public sector teams to create and deploy data collection forms and workflows using GDS design patterns. Reducing developer reliance, improving consistency, and faster delivery. Conditional logic, exporting, and API integration provides better data-capture, automation, and connection to wider systems. The platform is cloud-hosted and maintained by Fivium.

Service features

- Ready-made patterns for consistent, user-centred public sector forms.
- Build government compliant forms visually without coding or technical support.
- Show questions based on answers for smarter data capture.
- Route submissions through defined approval steps automatically.
- Role-based access control for admin and user permissions.
- Export submissions for analysis, reporting, and audits.
- Connect forms to back-office systems and data sources.
- Track changes and revert to previous form versions.
- Record user activity for compliance and traceability.
- Accessible on any device, improving user completion rates.

Service benefits

- Deploy forms quickly, reducing time to launch services.
- Teams can build without waiting for IT support.
- Standardised forms improve clarity and accessibility.
- Validation and logic reduce errors and incomplete submissions.
- Controlled workflows ensure compliance and accountability.
- Updates can be made quickly without development overhead.
- Built to Digital Service Standards, simplifying regulatory alignment.
- Integrations reduce manual handling and improve efficiency.
- Exported data supports timely decision-making and insight.
- Multiple services can use the same platform and standards.

pricing and invoicing.

Pricing

Fiviums Lot 3 services are delivered on a Time and Materials basis at the rates published in our G-Cloud 15 Pricing Document.

Our day rates are based on a 7.5 hour working day between Monday to Friday (excluding national holidays). Travel, mileage and subsistence are included within our day rate inside of the M25 or will be payable at pre-agreed Travel and Subsistence rates outside the M25.

Invoices

Invoices for support services will be issued quarterly in advance.

Invoices for development services will be issued at the end of each month for days delivered within the month.

Our payment terms are net 15 days.

case studies.

Fivium has a proven track record of delivering digital services that improve efficiency, user experience, and outcomes across the public sector. Our case studies demonstrate how we design and deliver practical, user-centred solutions to complex operational challenges, helping organisations reduce friction, increase completion rates, and gain better insight from their data.

Adoption and Special Guardianship Support Fund

Find out how we increased single-attempt application completions by 25% and improved application completion times and satisfaction.

Pipeline Works Authorisation

Our purpose-built solution makes consent requests quicker and easier, enabling the North Sea Transition Authority to comprehensively map seabed pipelines.

[Download the full case studies on our website.](#)