

Informed Solutions Ltd

G-Cloud 15: Lot 3 Service Definition Document

Contact: **Ana Demonacos**

Email: opportunities@informed.com

Telephone: **0161 942 2000**



Contents

1.0 About Informed Solutions	3		
Our History	4	Cloud Application Management and Application Optimisation	39
Our Culture	5	Cloud FinOps Optimisation, Governance and Financial Management Support	40
Social Value	6	Cloud Infrastructure Engineering Implementation and Migration	41
Great Place to Work®	7	Cloud Migration and Legacy Transformation Planning	42
Collaborative Working: One Team	8	Cloud Migration and Legacy Transformation Set Up and Migration	43
Delivering Value for Money	11	Data Analytics: Set Up and Migration	44
Data Protection	12	Data Architecture Configuration and Implementation	45
Recent Awards	13	Data Architecture Planning	46
		Data Assessment Service	47
2.0 Public Sector Clients	14	Data Engineering	48
Public Sector Clients Overview	15	Data Governance and Data Compliance Planning	49
Client Satisfaction Results	16	Data Science and AI Planning Services	50
Case Study 1 – Justice and Emergency Services	17	Data Science Consultancy	51
Case Study 2 – Environment	18	Data Strategy and Data Maturity Planning	52
Case Study 3 – Healthcare	19	Data Visualisation Service	53
		DevSecOps – Development Security Operations	54
3.0 Services and Support	20	DevSecOps Engineering	55
Agentic AI Consultancy: Workflow Automation, Multi-Agent Orchestration Service	21	DevSecOps Maturity Assessment	56
AI Discovery: AI consultancy, AI strategy, AI Proof of Concepts	22	Digital Operating Model Planning and Design	57
AI Intelligent Document Processing (IDP) Configuration and Migration	23	Digital Product Management and Delivery	58
AI Proof of Concepts and Machine Learning Proof of Concepts	24	Digital Skills Development and Agile Coaching	59
AI Quality Assurance and Performance Testing	25	Digital Transformation Strategy and Roadmaps	60
AI Readiness Assessment: Artificial Intelligence Readiness Advisory and Planning	26	Digital Twin Consultancy: Digital Twin Implementation and Configuration	61
AI Roadmap Planning, AI Strategy, AI Blueprint Consultancy	27	Digital Twin Services: Digital Twin Discovery and Planning Support	62
AI Security Services and AI Security Consultancy	28	Enterprise Architecture	63
AI, Machine Learning and Product Development Consultancy	29	GenAI consultancy: Generative AI Advisory and Deployment Enablement	64
Alpha Services and Alpha Product Development	30	Geographic Information Services: GIS Set Up and Migration	65
AWS Artificial Intelligence Consultancy/ AWS AI Support	31	Geospatial Consultancy: Geospatial Assessment, Geospatial Planning, Geospatial Road Mapping	66
AWS Well-Architected Review (RAW)	32	Google Cloud Well-Architected Review	67
Beta Services and Beta Product Development	33	GreenOps Cloud Sustainability and Carbon Management	68
Business Analysis and Requirements Consultancy	34	InformedDECISION™ Cloud Consultancy and Support	69
Business Case Development	35	InformedINSIGHT™ Consultancy and Support	70
Case Management and Decision Support Implementation and Migration	36	IT Service Management Planning	71
Case Management and Decision Support Planning and Intelligent Automation Planning	37	IT Service Management Set Up and Migration	72
Client-side Cloud Migration Advice and Partnering	38	Live Continuous Improvement and DevSecOps Service	73
		Machine Learning Cloud Set Up and Migration	74
		Machine Learning Discovery, Machine Learning Consultancy, Machine Learning Cloud Planning	75
		Managed Analytics and Data Science Operations, Machine Learning Ops	76
		Managed Cloud Infrastructure Operations	77
		Managed Cloud IT Service Management	78
		Managed Cloud MLOps: Machine Learning Operations	79
		Managed Service Desk Operations and User Support	80
		Microsoft Artificial Intelligence and Azure AI Consultancy and Support	81
		Microsoft Azure Well-Architected Framework Review: (WAR and WAF)	82
		Natural Language Processing Services (NLP)	83
		Performance Analysis	84
		Pre Discovery and Discovery Services	85
		Programme and Project Assurance	86
		Programme and Project Management	87
		Quality Assurance and Performance Testing	88
		Regulatory Artificial Intelligence – AI Consultancy for Regulators and Regulated Environments	89
		Retrieval Augmented Generation Configuration and Enablement (RAG)	90
		Robotic Process Automation (RPA)	91
		Service Design	92
		Service Incident and Problem Management	93
		Service Transition and Operational Readiness	94
		Solution Architecture and Technical Architecture Planning	95
		Consultancy	
		User Centred Design	96
		User Research	97
		4.0 Client Support	98
		Applications, Development and Deployment	99
		Managed Cloud	100
		Cloud Migration Planning	101
		Setup and Migration	102
		Quality Assurance and Performance Testing	103
		Training	104
		Ongoing Support	106
		5.0 Contact Us	107

1.0 About Informed Solutions

- Our History
- Our Culture
- Social Value
- Great Place to Work®
- Collaborative Working: One Team
- Delivering Value for Money
- Data Protection
- Awards

Our History

Leading Edge Solutions Since 1992

Since 1992, Informed Solutions has worked hard to make a positive difference to our clients, our people, to society, and to the communities that we are part of.

With a history of innovation that delivers high performing digital and data solutions to some of the largest and most complex business challenges, in 2002 we were the first company in the world to put maps and location-enabled services on mobile phones. In 2018, we developed SEED, Australia’s first whole-of-Government Environmental Data Portal, which laid the foundation for greater transparency and improved decision-making on environmental matters across New South Wales.

Throughout our history the services we have designed have helped make our world a safer, cleaner, healthier, and smarter place to live and work. Whether its keeping citizens safe by supporting Police and Fire and Rescue Services across the UK, enhancing patient safety across the NHS, or managing Clean Air Zones for England and Wales.

We haven’t stopped innovating and problem solving alongside our clients and partners. Most recently, in 2022 we developed and launched the World’s first AI powered digital planning and land management platform, which now manages the sustainable development and protection of all land in Scotland.

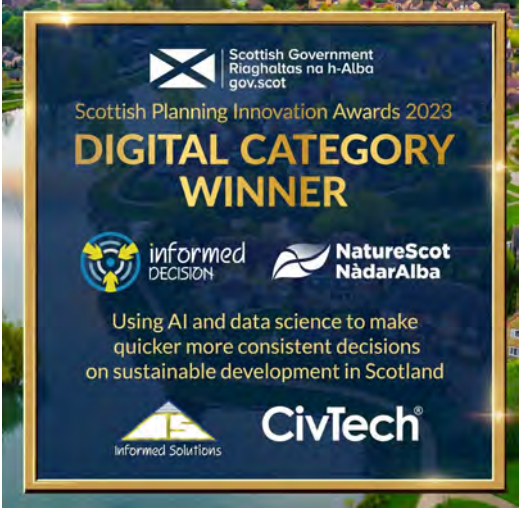
We have been recognised through the years for international innovation in digital service design, most recently with two Queen’s Awards for Innovation in 2018 and 2022, World Innovation, Technology and Services Alliances (WITSA) Awards in 2018 and 2022, and several prestigious UK and Australian technology sector awards.



2025: One of the first companies to obtain ISO 42001 (international standard for Artificial Intelligence Management Systems Certification)



2022: Launch of InformedDECISION™, a first-of-its-kind Artificial Intelligence-based planning decision support platform



2021: Developed a first of its kind AI-based decision support platform



2021: The UK’s First Clean Air Zone Platform – Winner of the 2023 WITSA World Innovation Award



2020: First AI-enabled national digital patient safety incident recording system – Winner of a 2023 WITSA World Innovation Award



2013: First digital democracy solution



2003: We changed the way people navigate their world



Our Culture

Great to Work With, Great to Work For

We strive to live up to our values of Innovation, Excellence, and Integrity by thinking about things differently, always doing our best, and acting in good faith at all times.

We're a team of passionate problem solvers. We take pride in helping our clients accelerate and de-risk digital business change so that we can collaborate and codesign world class digital services that solve complex business and safety critical problems, particularly where place, location or geography are important.

Ever since we started out in 1992, we've maintained a clear focus on tech for good. We create economic and social value by helping to build a more inclusive, fair, and safe society through the ethical use of technology and data, and by investing in the digital skills of our people, partners, and clients.

Our workplace culture reflects how we go about our work, the type of work that we choose to do, and our commitment and contribution to the sustainable social, environmental, and economic development aims of the communities that we are part of.



Our People

- We are committed to achieving the best possible outcomes for our clients, partners and people.
- We promise to discharge our duties to the highest possible standards of ethical and responsible professional conduct
- InformedACADEMY™, our ISO 9001 certified world class learning and development framework ensures our people and clients have the skills and capabilities to succeed.



Our Commitment

- Our commitment is to listen and understand our clients' needs and expectations before offering advice or positioning solutions.
- Our people work closely and collaboratively alongside our client's team to develop a shared understanding, ensuring the business solution is precisely and expertly tailored, and the required results and outcomes are delivered.

Social Value

Our purpose is underlined by action and reflected in how we go about our work, the type of work that we choose to do, and through contributing to the sustainable social, environmental and economic development aims of the communities that we are part of. A tech for good business since its inception in 1992, Informed Solutions' Commitment to Social Value is mapped against Crown Commercial Services' Social Value Model:

- **Kickstart Economic Growth:** We commit to recruiting and retraining those left unemployed by economic downturn through InformedACADEMY™, our ISO 9001-certified talent development framework. National partnerships with Manchester Digital, The Prince's Trust, Manchester Mind and Barnabus charities support local communities.
- **Tackling Economic Inequality:** We commit to creating new businesses, jobs, and skills, whilst localising our supply chains and increasing their resilience through upskilling and diversity initiatives.
- **Make Britain a Clean Energy Superpower:** A certified carbon-neutral company and Global Action Plan 'Business for Clean Air' Signatory, our ISO 14001-certified Environmental Management System ensures the reduction of carbon through day-to-day operations and in the delivery of contracts.
- **Break Down Barriers to Opportunity:** A GreatPlacetoWork®-certified company with a trust index score of 96%, we commit to identifying and tackling inequality in employment, skills, and pay in our workforce through our Equal Opportunities Policy, mapped to the 2010 Equality Act and the Modern Slavery Act 2015.
- **Wellbeing:** We actively promote an open health culture at Informed, implementing the 6 Standards in the mental health at work commitment, including inclusive and accessible recruitment and progression practices and flexible hybrid working conditions for all.



Great Place to Work®

Informed Solutions is proud to be a certified Great Place to Work. With an average 96% Trust Index survey rating, Informed Solutions employee recognition places it in the top tier of companies globally.

Having a diverse, motivated, and happy team brings fresh perspectives and ideas that fuel our efforts to design and deliver pioneering digital services and platforms that improve our health, our environment, and our society. Through our continued growth we look forward to welcoming new staff who can share not only in our success but more importantly in the collaborative culture that has made us such a great place to work.



Collaborative Working: One Team

Working With Clients

- **Highly collaborative** – We create highly collaborative environments by allowing teams of specialists to innovate, self-manage and apply their experience to solving problems using agile BDD and KANBAN methods and controls, within overarching risk managed PRINCE2 and MSP Frameworks.
- **Transparency and candour** – We participate fully in governance structures in a spirit of transparency and candour. This is achieved through openness and respectful challenge, commitment to team level success and full support for audit, success measurement and budget management activities.
- **Continual learning and improvement** – Our approach puts particular emphasis on sharing learning and continual improvement. This is achieved through continual capture of lessons learned and regular sharing at forums including Scrums, Design Authorities and Programme and Project Boards.
- **Supporting our clients' standards** – We adhere to our clients' Programme Office standards and governance requirements, and offer flexible support through our experienced in-house Programme and Project Office team.
- **Outcome driven** – We maintain focus on outcomes by ensuring that success measures are clearly defined and that the governance framework facilitates regular progress appraisals and candid feedback to sponsors and delivery teams.
- **Risk sharing** – We will work with you to share and manage risks for our element of the delivery working collaboratively to agree mitigating plans and actions.

Working With Clients' Suppliers

Our approach to working with third parties (other suppliers or organisations) is based on our Consortia and Collaboration model, developed to be compliant with ISO 44000. This can readily be tailored to deliver large, complex, and diverse requirements, and features:

- **True Partnership and Fairness** – Partnership and fairness are at the heart of our approach to third party suppliers. We encourage suppliers to speak up and contribute fully to forums they participate in, respectfully challenge, openly discuss risks and issues and participate in sharing lessons learned and wider continual improvement.
- **Flattened supply chain and communication lines** – We firmly believe that collaborative and transparent ways of working are best served by bringing all suppliers around the same table to provide increased visibility to our clients. This provides inherent transparency in delivery contributions, value creation and costs.
- **Freedom to apply expertise** – We believe that suppliers should be given freedom to apply their expertise for the benefit of the Programme within a supportive governance structure that encourages innovation, agility, responsiveness and flexibility.
- **Responsibility and accountability** – We give suppliers responsibility and accountability for managing their own deliverables within a supportive governance framework that includes controls to manage progress, expenditure, risks and issues. We ensure that suppliers have clear visibility of their success criteria and participate in Boards, Authorities and Scrums as appropriate.

Collaborative Working: One Team



Collaborative Working: One Team

Some recent testimonies from...

Blue Light Services:



The overall quality of service delivered has drawn positive comments from our stakeholders, who are also our funders. The feeling is that Informed “are working with us and for us”.



The Police has a ‘strong culture’ and may tend to impose norms on outsiders who come into contact with it. The Informed team is seen as having accepted the culture and has integrated superbly well.



Your people are up there with the best I’ve worked with.

Health and Social Care:



No-one has ever shown exasperation if something hasn’t been possible because of how the NHS works. The team has been tolerant and accepting and understanding of the sector - which is not uniformly the case!



I really enjoy working with the team. You’re taking on a really difficult, painful project and you are really nice to work with. That’s a quality service. Prior to Informed delivering the project, I had spent 3 years getting nowhere.



This is our team’s first agile project and Informed Solutions has been great at helping us adjust.

Regulators:



You are, by far, a better supplier than any other organisation I’ve worked with and that is 8 or 9 in total. You’d beat them hands-down.



We’ve been incredibly impressed with the work and the value that’s already been delivered in such a short timeframe. By combining Data Science expertise with a user-centric approach and an absolute focus on business benefits, the Informed team has built a really effective and collaborative relationship with experts.



It does feel like a partnership, like we can pick up the phone at any time and talk to someone.

Delivering Value for Money

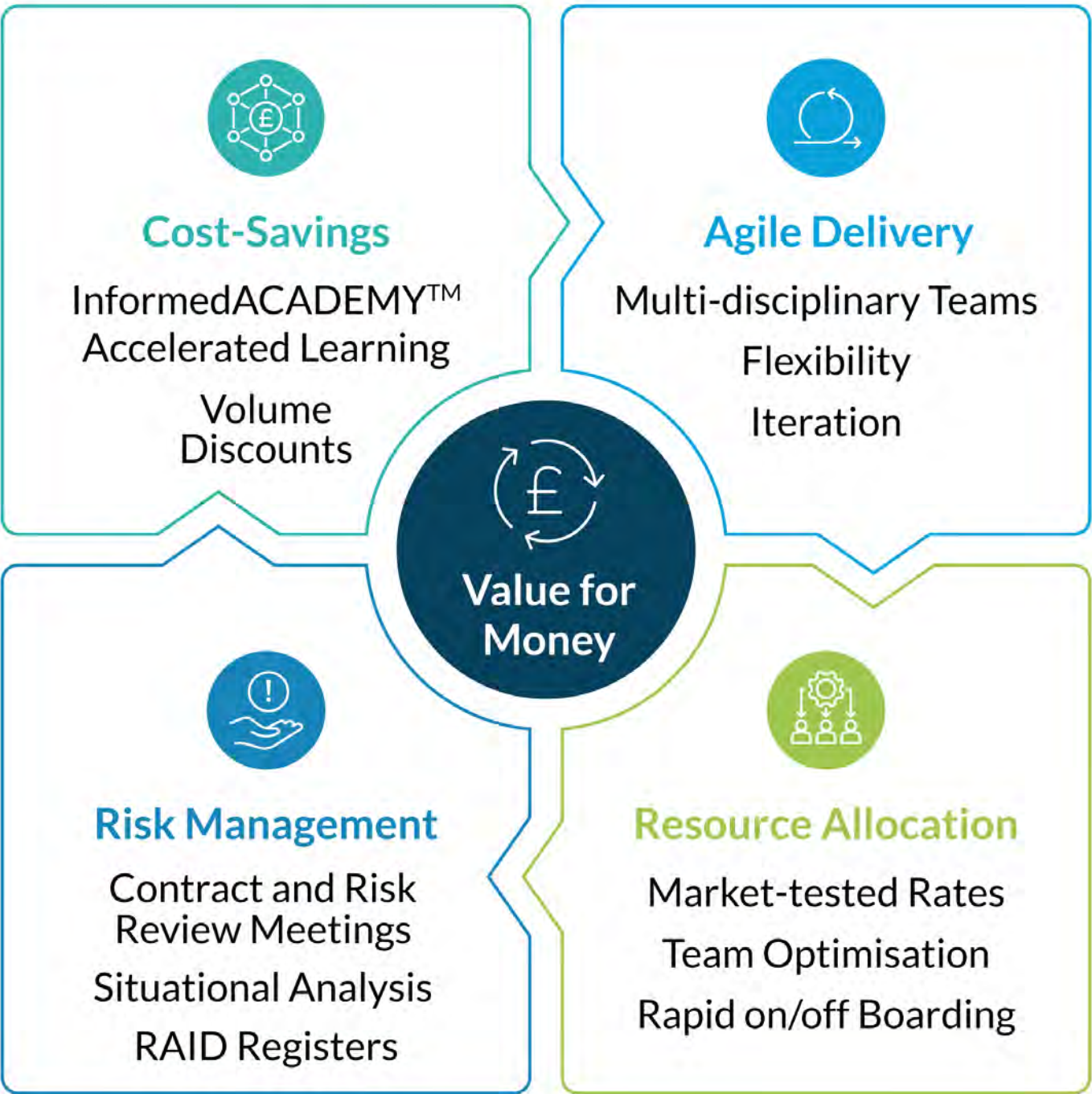
Informed Solutions delivers value for money by providing clearly defined, high-quality digital products and services that are easy to procure, scale and manage. With over 30 years’ experience supporting UK public sector organisations and a practice of more than 200 digital professionals, we bring proven capability, sector understanding and cost discipline to every engagement.

Our services are designed to be modular, outcome-focused and consumption-based, allowing clients to buy only what they need, when they need it. Value for money is embedded through our ISO 9001 and ISO 42001-certified Quality Management System, which mandates the proactive identification of efficiency and value-add opportunities throughout delivery. These opportunities are reviewed through regular service governance, sprint reviews and performance reporting, ensuring transparency and continuous improvement.

We deploy experienced, established teams with proven delivery credentials in public sector and regulated environments. Using teams that have worked together previously reduces onboarding time, increases productivity and minimises delivery risk, ensuring clients see rapid benefit from day one. Our teams also draw on a library of proven tools, templates and accelerators, enabling faster delivery of service outputs and reducing duplication of effort and cost.

Our agile delivery approach ensures services are continually prioritised against client objectives, allowing scope, effort and cost to be adjusted quickly in response to changing needs. This is complemented by our flexible resourcing model, which enables us to scale services up or down efficiently, ensuring clients only pay for the capacity and capability required.

Dedicated Account and Delivery Managers oversee service performance and value for money, supported by regular reporting and review cycles to identify efficiencies, manage risks and ensure services continue to deliver measurable value throughout the contract.



Data Protection

We have the human and technical resources in place to perform our contracts in compliance with the GDPR Laws, and to ensure the protection of the rights and freedoms of data subjects.

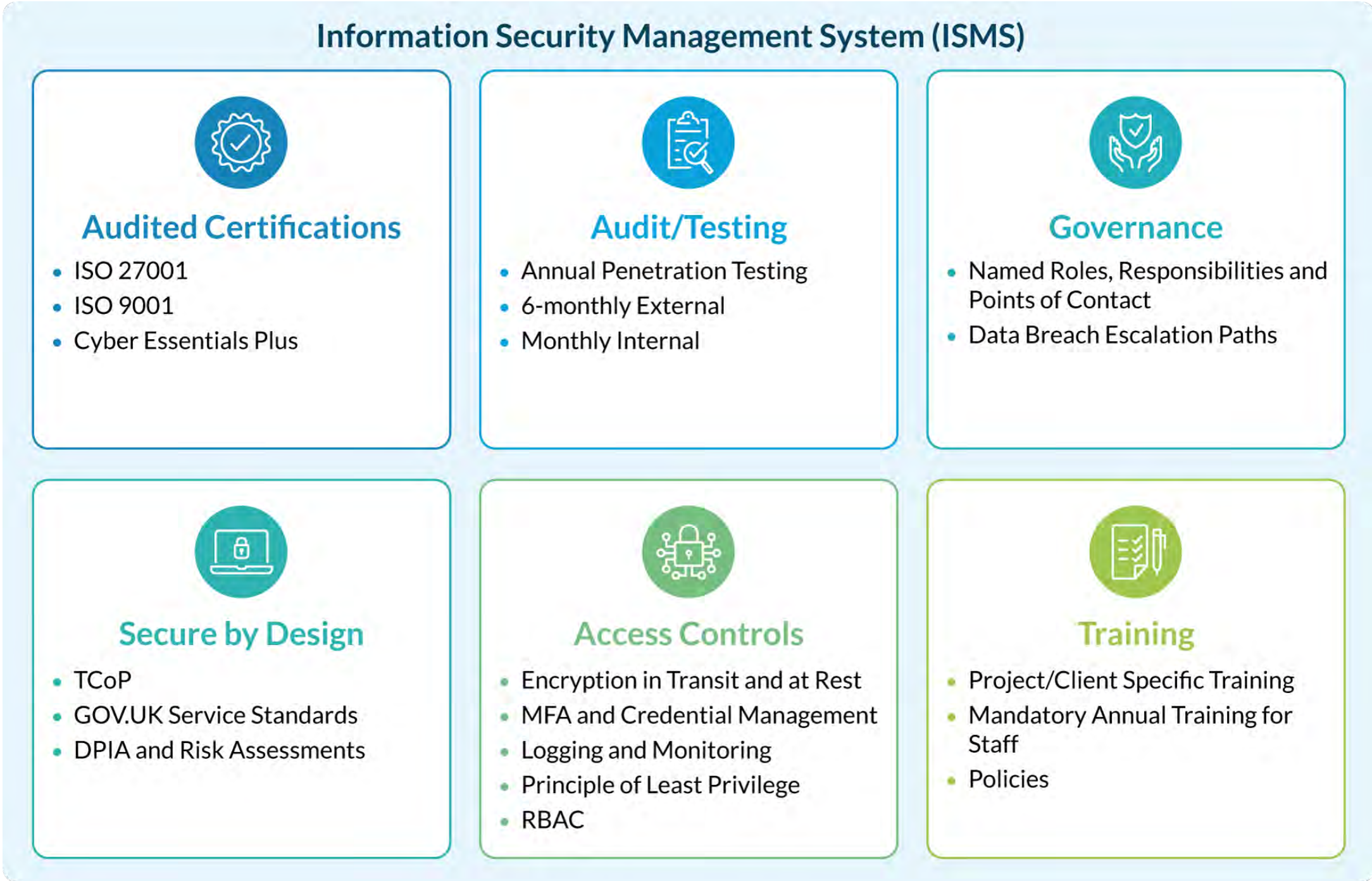
Our over-arching policy is to ensure data protection by design and by default. We achieve this by integrating compliance with UK data protection law into our UKAS-accredited ISO 27001 and 9001 certified Information Security Management System (ISMS).

As per the ‘Good Governance’ principles of the HMG Security Policy Framework, we have appointed a Board-level Director of Information Assurance and Data Protection Officer with accountability for data protection and information security.

We instill a strong data protection and security culture that everyone is responsible for, not just ICT and security specialists. We communicate and embed this culture through our Data Protection Policy and Information Security Policy, which sets out the attitude and behaviours that all staff commit to from day 1 of their employment.

To ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services, we operate an ISO 27001, 9001, 42001 and Cyber Essentials Plus certified ISMS.

The scope of the ISMS encompasses organisational and technical controls for leadership and governance, incident management, change management, people security, physical security, cyber security, cloud security, information handling, data privacy and protection, supply chain security, access control, asset management, project security, business continuity, and disaster recovery.



Recent Awards



2025: Association for Geographic Information Environment and Sustainability Award Winner

The award honours the development and implementation of InformedINSIGHT™, a cloud-based, AI-powered platform that combines satellite imagery, ecological data, and historical records to provide insights for effective conservation actions in Scotland's ecosystem management.



2024: Scottish Government Digital Planning Award Winner

A landmark moment for InformedDECISION™ - a first-of-its-kind Artificial Intelligence (AI) platform that allows organisations to make better, faster, more informed decisions.



2023: Multiple Winners at the World IT Congress Awards

We were the only UK Representative at the 2023 WITSA World Innovation Awards, picking up a winner and runner-up prize for our work managing Clean Air Zones and AI-based patient safety.



2022: Winner of Queen's Award for Innovation

We were recognised with the highest accolade for business success, the Queen's Awards for Innovation for InformedTRANSFORM™ - our framework of tools that accelerates and de-risks digital business change.

2.0 Public Sector Clients

- Public Sector Clients Overview
- Client Satisfaction Results
- Case Study 1 – Justice & Emergency Services
- Case Study 2 – Environment
- Case Study 3 - Healthcare

Public Sector Clients Overview



Cabinet Office



Home Office



UK Hydrographic
Office



Department for
Business & Trade



Department
of Energy &
Climate Change



Department
for Environment
Food & Rural Affairs



Criminal Injuries
Compensation
Authority



Department for Levelling Up,
Housing & Communities



Department
for Transport



Driving
Standards
Agency



Driver & Vehicle
Licensing
Agency



Department for
Business, Energy
& Industrial Strategy



Department
of Health &
Social Care



Medicines &
Healthcare products
Regulatory Agency



UK Health
Security
Agency



Foreign, Commonwealth
& Development Office



Sellafield Ltd



Client Satisfaction Results

As well as aiming to deliver high performing solutions that serve complex, dynamic business environments, Informed Solutions is committed to providing an outstanding and personalised level of service. We want our clients to welcome the experience of working alongside our people and we expect to add value and significantly improve our client’s business performance in tangible, measureable ways.

One of the ways in which we assess and quantify how clients perceive the quality and value of our services, is by undertaking an performance assessments.

Performance feedback is a key part of our Company’s ISO 9001 certified Quality Management System and supports our continual business improvement programme. It focuses on three enduring professional values - Excellence, Innovation and Integrity – which are the cornerstone of Informed Solutions’ proposition.

We invite clients’ feedback on the importance of our professional values to you and your business and also on how we are performing against these indicators.



Case Study 1: Justice and Emergency Services

Informed Solutions is a strategic digital partner with the National Police Coordination Centre (NPoCC), focused on digitally transforming national-scale, cross-force resource planning and coordination through the application of advanced data analytics and AI.

The partnership drives the next phase of data-driven transformation of the UK's Mercury platform, a crucial cloud-based capability that supports NPoCC in managing police resources across 43 Home Office forces, Police Scotland, the Police Service of Northern Ireland (PSNI), the Ministry of Defence Police, Civil Nuclear Constabulary and other agencies. Mercury enables the coordination of cross-force mutual aid, national emergency responses, and large-scale public events, ensuring effective policing and public safety.

The focus of the partnership is to leverage innovative technologies such as advanced data science, analytics and ML to provide new insights and predictive capabilities for police resource planning and capacity modelling. By enhancing the Mercury platform with these advanced technologies, NPoCC will be able to predict demand, better coordinate police resources, and continue to respond swiftly and efficiently to both planned and unplanned national-scale events.

The further integration of leading-edge data technologies will enable better forecasting and planning for future demand for police resources. This enables NPoCC to ensure that personnel and equipment are positioned for maximum effectiveness during critical situations, improving the overall safety and security of the public.

In addition to domestic coordination, Mercury also facilitates international police assistance through the Home Office International Police Assistance Service (IPAS). Informed Solutions continues to support enhancements to the IPAS platform, which enables coordination of non-operational police assistance to international partners. This includes providing training, expertise, resources and ongoing support to global law enforcement agencies through UK officers and commercial experts.

Chief Superintendent Matt Lawler, Head of NPoCC: “Informed Solutions continues to be a key partner in our digital transformation journey. Their expertise in cloud, DevSecOps, Data Science and AI will see the development of capabilities that allow us to better anticipate demand and respond to it more effectively, ensuring we have real-time insights from data, and the right policing capabilities nationally when they are needed most.”

Case Study 2: Environment

Informed Solutions' AI-powered decision support platform, InformedDECISION™, has been deployed nationally by NatureScot following a successful pilot in 2024.

InformedDECISION™ brings the benefits of artificial intelligence and automation to the consultation and decision-making process, revolutionising the speed and efficacy of decision-making on Scotland's Sites of Special Scientific Interest (SSSI). The platform was co-developed by Informed and NatureScot as part of the GovTech Catalyst Challenge, with support from The Scottish Government's CivTech Programme. The development process used Informed Solutions' award-winning InformedTRANSFORM™ methodology and AI-Readiness Assessment service to accelerate and de-risk the development of the platform.

After a successful regional pilot, the platform uses AI to support experts' decision-making on all statutory consultations and regulatory advice while improving user engagement. It reduces application processing times by up to 60% and cuts average application completion time to just 11 minutes.

The streamlining of the consultations and advice process is allowing NatureScot's experts to free up time for tackling Scotland's nature conservation and protection policy priorities, most significantly the 30 by 30 target, which requires Scotland to increase the geographical coverage of land-based protected areas by over 60%.

The rollout of InformedDECISION™ transforms NatureScot's management of sustainable land development. For expert case officers, the platform harnesses AI to support and accelerate decision-making by helping them identify relevant historical cases, reducing document management workloads, and addressing and resolving queries that do not require specialist input early, significantly boosting efficiency. External stakeholders, including farmers, estate managers, landowners, and developers, will benefit from a streamlined application process with integrated mapping tools, intelligent workflows, and improved guidance, all designed to Scottish Government Digital standards.

Dave Genney, Protected Areas and Surveillance Manager, NatureScot: Our partnership has developed a scalable cloud-based system that integrates a broad range of evidence sources. This new platform has transformed the management of our area monitoring activities, driven scalability and efficiency, and helps us identify signs of environmental stress much earlier for interventions.

Case Study 3: Healthcare

Each year the MHRA receives 1,000+ applications for clinical trials related to investigational medicinal products. These applications require detailed review by expert assessors, and a significant proportion are rejected due to common Grounds for Non-Acceptance, causing disruption, inefficiency, and delays in getting potentially life-saving products into the marketplace.

Informed Solutions applied our AI Readiness Assessment method, delivering an eight-week exercise to identify where AI could add the most value through a risk-proportionate approach to individual use cases, undertaking a detailed assessment of data readiness, demonstrating technical feasibility through two operational demonstrators, and producing a robust, evidence-based roadmap for forward development.

Aligned with government AI and digital strategies, the work demonstrated the real-world benefits of using AI to enable an accelerated, streamlined response to clinical trial applications and improve customer experience and efficiency, building in-house awareness and capability throughout. The work is now progressing through a rapid productisation phase that will deliver two transformational AI-enabled products into live operations.

This is a World-first AI in clinical trials initiative - by significantly reducing delays in clinical trial approvals, this groundbreaking approach is accelerating worldwide access to life-saving medicines and vaccines, boosting regulatory efficiency and accuracy, and solidifying the UK's global leadership in ethical AI innovation.

Clare Harrison, Chief Digital and Technology Officer, MHRA: The work has helped us understand the 'art of the possible' and built trust and enthusiasm for a transformational solution. Whilst so many AI Proofs of Concept never transition into live operations, Informed's approach has identified and tackled blockers up front, giving us a clear path to live and confidence in the benefits that can be achieved.

3.0 Services and Support

Agentic AI Consultancy: Workflow Automation, Multi-Agent Orchestration Service

Our specialists help organisations deploy agentic AI safely and effectively across OpenAI, AWS, Azure, Google and open-source platforms. We configure autonomous AI agents, toolchains and orchestration patterns to execute multi-step tasks. Privacy-by-design, human-in-the-loop controls, monitoring, evaluation and guardrails enable reliable, secure automation for operational workflows, citizen engagement and decision support.

Features

1. Configure bounded autonomous AI agents using proven agentic orchestration patterns
2. Design agent architectures with tools, memory, planning and execution loops
3. Configure step-based agent workflows: defined goals, checks and reasoning paths
4. Integrate agents with enterprise systems using secure permissioned APIs
5. Implement human-in-the-loop approvals, overrides and escalation checkpoints
6. Optimise agent reliability through prompt strategies, planning and error handling
7. Configure agent observability, tracing, logging and execution monitoring
8. Establish evaluation harnesses for agent behaviour, outcomes and failure modes
9. Implement deployment patterns for agent versioning, rollout and rollback
10. Implement guardrails for safety, policy compliance and controlled autonomy

Benefits

1. ISO42001 certified supplier. Service Standard, TcoP, NCSC aligned approach
2. Faster execution of complex workflows through controlled agent automation
3. Reduced operational risk via bounded autonomy and human oversight
4. More consistent decisions across cases, teams and services
5. Greater trust through traceable agent actions and execution logs
6. Productivity gains and skills transfer through hands-on agent configuration
7. Lower operating costs through efficient task orchestration
8. Scalable agents deployed consistently across services and functions
9. Clear accountability using approvals, checkpoints and escalation paths
10. Improved resilience through monitoring, fallbacks and error handling

AI Discovery: AI Consultancy, AI strategy, AI Proof of Concepts

Our GDS-aligned AI Discovery service embeds data science in a multidisciplinary, user-centred and agile approach to explore how services can be transformed with AI. Our expert team conduct AI capability analysis, data readiness assessments, explore architecture options, and produce AI roadmaps and proof of concepts to support AI adoption.

Features

- 1. GOV.UK-aligned, multi-disciplinary approach: data science, UCD, architecture, operations
- 2. AI Discovery workshops. Collaborative co-defined objectives, evaluation and success criteria
- 3. AI readiness assessment: AI data maturity and suitability analysis
- 4. ISO42001 AI System Management certified ethics, privacy, and security frameworks
- 5. Vendor neutral technology appraisal: Open AI, Azure, AWS, open-source models
- 6. Feasible user centred AI architecture options and AI business cases
- 7. AI roadmaps: AI approach, model selection, AI target operating models
- 8. Expertise in natural language processing, agentic AI and generative AI
- 9. Co-design operationalised AI proof of concepts for wide adoption
- 10. Trusted AI partner for UKHSA, Ofgem, MHRA and NatureScot

Benefits

- 1. Deliver transformational digital services that take advantage of AI capabilities
- 2. Understand and address ethics, privacy, explainability, transparency and security considerations
- 3. Develop AI-informed hypothesis for testing in Alpha
- 4. Develop an AI-aware service vision based on user needs
- 5. Early identification of AI data constraints
- 6. Accessible user-centred recommendations aligned with user needs
- 7. Responsible, ethical, secure AI considerations embedded from the start
- 8. Understanding of AI constraints and feasibility informs Alpha plans
- 9. Practical AI experts: generative AI, agentic AI, IDP, RAG
- 10. Extensive experience deploying AI operationally for Government at national scale

AI Intelligent Document Processing (IDP)

Configuration and Migration

AI-enabled intelligent document processing implementation and configuration. Digital transformation of services and operations which use complex documentation and unstructured data. We apply leading-edge AI techniques (computer vision, natural language understanding, machine learning, LLMs) to automate processes, provide new insights and unlock the value of data held in unstructured formats.

Features

1. Configure intelligent document processing services and automated text recognition
2. Agile implementation of intelligent automation projects and programmes
3. Integration to existing technical architecture, document stores and enterprise systems
4. Document understanding, summarisation, data extraction, classification, search and decision support
5. Data validation, document sorting, indexing, conversion, restructuring, document generation
6. Automate forms identification and metadata identification for automatic processing
7. Intelligent Character Recognition (ICR) and Optical Character Recognition (OCR)
8. Configure natural language processing and machine learning for continuous improvement
9. Automated document processing streamlines workflows.
10. Metrics and KPIs evidence and optimise efficiency and satisfaction benefits

Benefits

1. Intelligent Document Processing (IDP), automation and decision support AI expertise
2. Improve efficiency and increase satisfaction by automating repetitive manual work
3. Unlock the value of document/file stores for intelligent decision support
4. Real-time processing enables delivery of interactive, document-centric customer experiences
5. Service Design approach identifies potential for game-changing whole-of-service transformation
6. Reuse open-source, in-house and cloud-based AI PaaS to accelerate/de-risk delivery
7. Technology and provider agnostic (AWS, Azure, GCP, Open Source)
8. Collaborative partnership approach engages, up-skills and supports in-house teams
9. Supported by expert-led training and skills-transfer through InformedACADEMY©
10. Extensive experience deploying AI operationally for Government at national scale

AI Proof of Concepts and Machine Learning Proof of Concepts

We configure, test and operationalise user centred AI proof of concepts and machine learning proof of concepts in complex Government and regulatory environments to deliver tangible business value. Our approach combines Data Science, User Centred Design and agile delivery to ensure proofs-of-concept can rapidly scale into enterprise/national operations.

Features

1. AI proof of concept cloud environment set up and configuration
2. Intelligent document processing PoCs, agentic AI PoCs, generative AI PoCs
3. AI data auditing, data cleansing and AI data migration preparation
4. Architecture integration, enterprise systems integration, open API integration
5. AI platform service configuration, LLM configuration, machine learning configuration
6. AI Workflow migration, permissions migration, metadata migration
7. AI testing and quality assurance: Cross-Government AI testing framework aligned
8. User-centred AI user testing validates proof of concept outputs
9. ISO42001 certified Responsible AI, Ethics, Explainability, and Security practices
10. DevOps, MLOps for monitoring and observability

Benefits

1. Proven AI proof of deployment methodology, pipelines and processes
2. Reuse open-source, in-house and cloud-based PaaS AI to accelerate/de-risk delivery
3. Technology and provider agnostic (AWS, Azure, GCP, Open Source)
4. AI KPI and reporting framework on proof of concept performance
5. Evidence-based foundation for later scaling and wider roll out decision
6. LLM proof of concepts, retrieval augmented generation proof of concepts
7. Accelerate cloud migration, increase efficiency through automation, transformation services
8. Deliver secure, explainable, compliant and transparent AI proofs of concept
9. AI service monitoring and AI service continuous improvement
10. Extensive experience deploying AI operationally for Government at national scale

AI Quality Assurance and Performance Testing

Our ISO42001-certified AI quality assurance and testing framework aligns with Cross-Government AI Testing and Assurance, and the Data and AI Ethics Frameworks. Proven in delivering effective operationalised government AI services, our agile AI quality assurance and testing ensures AI is fit for purpose, secure, reliable and user centred.

Features

1. Design Context-Appropriate Testing– tailored AI testing focus and test design
2. ISO42001 certified AI testing and QA methodology, AI Playbook aligned
3. Collaboratively co-define AI evaluation metrics, AI evaluation datasets, acceptance criteria
4. AI model validation: accuracy, robustness, drift, consistency, explainability, fairness, safety
5. AI prompt and response evaluation; ongoing user/expert human-in-the-loop feedback
6. Iterative usability and user acceptance testing validates fitness for purpose
7. Performance efficiency testing and functional suitability testing
8. Reliability testing: repeatability, drift detection, operational resilience testing
9. Security testing ensures ISO27001, Cyber Essentials+, NCSC Principles, GDPR compliance
10. Reporting, artefacts and show-and-tells provide traceability and an audit trail

Benefits

1. Reliable, validated, explainable AI outputs and behaviour
2. Safe, stable, explainable fit-for-purpose AI solutions that deliver efficiencies
3. Human-in-the-loop user and expert validation of models
4. Evidence-based go/no-go decisions for deployments
5. Better user experience through performance, usability and accessibility testing
6. Technology-agnostic testing and quality assurance for all AI systems
7. Clear audit trail of tests, results and remediation
8. Reduced operational risk from regressions and model drift
9. Technology Code of Practice and Service Standard compliant solutions
10. Extensive experience in operationalising national AI services.

AI Readiness Assessment: Artificial Intelligence Readiness Advisory and Planning

Our GDS-aligned AI Readiness Assessment delivers an evidence-based assessment of the business value of AI. Our multidisciplinary team of data scientists, technical architects, operations and user-centred design professionals hold discovery workshops to assess service, data, technical and business readiness, producing an AI service vision, readiness report and business case.

Features

- 1. Collaborative stakeholder workshops to clarify AI ambition and outcomes
- 2. Current assessment: capability analysis across people, process, technology, data
- 3. Cloud gap assessment for AI platforms and services
- 4. AI data readiness assessment for model use: opportunities and improvements
- 5. AI service readiness review of workflows and user needs
- 6. Vendor agnostic technology options analysis: Azure, AWS, OpenAI, Google, open-source
- 7. ISO42001 certified responsible AI planning: ethics, transparency and accountability
- 8. Business case with cost, benefit, risk assessment for investment decisions
- 9. AI delivery roadmap and AI proof of concepts recommendations
- 10. AI readiness report: prioritised AI use cases shortlist

Benefits

- 1. Clear plan to adopt scalable operationalised AI safely and effectively
- 2. Improved decision-making through quantified options and trade-offs
- 3. AI risk assessment: identified gaps and mitigations reduce adoption risk
- 4. ISO42001 certified governance for ethical, safe, trustworthy AI use
- 5. Better cost control through realistic budget and roadmap
- 6. Faster alignment across digital, data, security, operations
- 7. Prioritised use cases, AI target operating models, and measurable outcomes
- 8. Fit-for-purpose cloud AI architecture choices
- 9. Improved data quality focus for AI effectiveness
- 10. Confident next-step decisions without committing to build

AI Roadmap Planning, AI Strategy, AI Blueprint Consultancy

Informed Solutions AI Roadmap service provides AI strategic planning and AI Roadmaps for AI adoption and advanced AI organisation integration. Our multidisciplinary team assess current capabilities, AI data readiness, technology readiness and organisation and team readiness to identify priority AI options, potential blockers, and use cases to achieve business objectives.

Features

1. AI discovery stakeholder workshops co-define business objectives and user needs
2. AI current state assessments– data assessment, technology assessment, organisation assessment
3. Gap analysis assessment, AI opportunity analysis, risk and mitigation analysis
4. Identify priority AI opportunities, practical path to live, potential blockers
5. Prioritised AI use cases based on feasibility, value and efficiency
6. Prioritise and sequence business outcomes and benefits realisation
7. Vendor agnostic AI technology options assessment: AWS, Azure, OpenAI, open-source
8. Develop organisation data science and AI training and talent strategy
9. ISO42001 certified responsible AI planning: ethics, transparency and accountability
10. AI roadmap report: AI adoption strategy and AI change management

Benefits

1. User-centred AI Service Design approach for rapid business benefit delivery
2. Builds cross-discipline collaboration: product, delivery, UCD, data science, DevSecOps, Architecture
3. Reuse open-source, in-house and cloud-based PaaS AI to accelerate/de-risk delivery
4. Machine learning, agentic AI, generative AI and LLM deployment expertise
5. Data infrastructure optimisation recommendations for AI adoption
6. Stakeholder collaboration, alignment to organisation goals and digital strategy
7. InformedACADEMY™ training and support for workforce AI adoption and literacy
8. Sharing successful government case studies to support business case development
9. Supported by expert-led training and skills-transfer through InformedACADEMY™
10. Extensive experience deploying AI operationally for Government at national scale

AI Security Services and AI Security Consultancy

Artificial Intelligence and Machine Learning security consultancy. We assess threats, risks and controls across data, models, APIs and AI agents, AI models and AI platforms. We produce Secure-by-Design security architecture recommendations, conduct AI security testing, produce incident playbooks and assurance evidence to support confidentiality, integrity and availability.

Features

1. AI threat modelling using misuse and abuse cases
2. Generative and agentic AI security risk assessment for cloud deployments
3. Adversarial testing: prompt injection, jailbreaks, model manipulation
4. ISO42001 certified risk, security and privacy frameworks
5. Security testing: AI integrations, APIs and pipelines
6. Security architecture review for models, data and identity
7. Data protection review: leakage, provenance, and access controls
8. Security strategy and roadmap for responsible AI adoption
9. Incident response playbooks for AI misuse and compromise
10. Security audit evidence pack for governance and assurance

Benefits

1. Identify AI vulnerabilities before adversaries exploit them
2. Reduce risk of data leakage and prompt-based attacks
3. Improve confidentiality, integrity and availability of AI services
4. Meet security and governance obligations with clear evidence
5. Prioritised remediation actions aligned to business risk
6. Assure suppliers and third parties using consistent controls
7. Increase trust in AI outputs and decision making
8. Faster incident response to AI misuse and compromise
9. Clear security architecture for safe cloud AI deployment
10. Improved protective monitoring requirements for AI components

AI, Machine Learning and Product Development Consultancy

Our user-centred AI and Machine Learning product development service develops safe, ethical AI-enabled products, services, and solutions that improve user experience, satisfaction, and efficiency, and unlock new value streams. It supports configuration and implementation of AI and machine learning services using cloud-native platforms, including data pipelines, integrations and governance controls.

Features

1. AI and machine learning product configuration, implementation and deployment
2. AI platform implementation, AI workload migration, and AI environment configuration
3. AI and machine learning, rapid prototyping and proof of concepts
4. AI and machine learning architecture and enterprise systems integration
5. AI dataset preparation, secure data migration, data transformation pipelines
6. Experience in LLMs, generative AI, agentic AI, intelligent document processing
7. Modular AI testing aligned to Cross Government AI testing framework
8. ISO42001 certified AI privacy, ethics, compliance and risk management frameworks
9. Industry-leading agile product development methods de-risk implementation
10. Metrics and KPIs evidence and optimise efficiency and satisfaction benefits

Benefits

1. Deliver transformational, user-centred products that take advantage of AI capabilities
2. Understand and address ethics, privacy, explainability, transparency and security considerations
3. Technology and provider agnostic (AWS, Azure, OpenAI, GCP, Open Source)
4. Efficient continuous improvement of AI-enabled products in live (DevSecOps, MLOps)
5. Reuse open-source, in-house and cloud-based PaaS AI to accelerate/de-risk delivery
6. Productionised solutions that are resilient and sustainable using MLOps
7. Automate tasks, increase efficiency, save time and costs
8. Collaborative partnership approach engages, up-skills and supports in-house teams
9. Develop organisational knowledge by expert-led training and skills-transfer through InformedACADEMY™
10. Extensive experience deploying AI operationally for Government at national scale

Alpha Services and Alpha Product Development

Informed's GOV.UK aligned Alpha service evaluates and prototype options for solving problems uncovered during Discovery, and designs a solution. Our agile iterative and user centred approach to research, prototyping, testing and designing, derisks delivery by tackling areas of highest risk and rapidly validates and refines solution options.

Features

1. Iterative agile delivery methodology (SAFe, Scrum), Scrum certified Delivery Managers.
2. Collaborative working with client DDaT teams and Product Owners/Managers
3. Compliance with GDS, Digital Scotland Service Standards, GOV.UK Design System
4. Compliance with GDS Technology Code of Practice
5. User research (user personas, needs, pain points, segmentation, usability testing)
6. Interaction/content design (prototyping, user experience (UX), user journeys, web, mobile)
7. Technical architecture (technology/toolchain evaluation and selection, modelling, security, privacy)
8. GDS service assessment preparation, rehearsal and support
9. Beta roadmap, including activities, timescales, team, cost, risks, assumptions, dependencies
10. Service design (service vision, blueprints, roadmaps, analytics, KPIs)

Benefits

1. Iterative low-high fidelity prototyping (including GOV.UK kit) maximises efficiency
2. Creation of technical spikes/proofs of concept to de-risk uncertainty
3. End-to-end service blueprints, technical designs and product backlogs
4. Cloud-first AWS, Azure and Google Cloud Platform based solutions
5. Technology options appraisal and vendor neutral independent advice
6. GOV.UK compliant, capturing the right evidence to support successful assessments
7. Digital Scotland and GDS assessment training, GDS assessment coaching
8. Focus on inclusion, assisted digital channels and WCAG accessibility compliance
9. Proven, reusable templates accelerate and de-risk delivery and assessment success
10. Collaborative partnership approach engages, up-skills and supports in-house teams

AWS Artificial Intelligence Consultancy/ AWS AI Support

AWS-certified AI specialists help organisations adopt AWS AI safely and effectively. We configure generative AI, LLMs, RAG, computer vision, chatbots and agents using Amazon Bedrock, AgentCore, SageMaker, AWS AI services and open-source models. We configure workflows, evaluations, deployment pipelines and controls, integrating with your systems for secure, scalable AI services.

Features

1. Amazon Bedrock AgentCore GenAI application and AI agent configuration
2. LLM Retrieval-augmented generation optimisation using Bedrock Knowledge Bases
3. Optimise prompts, grounding strategies and response consistency for LLM workloads
4. Configure document intelligence using Amazon Textract and custom extraction pipelines
5. Apply computer vision and media analysis with Amazon Rekognition services
6. Configure conversational interfaces using Amazon Lex and language services
7. Fine-tune, train and deploy models using Amazon SageMaker AI workflows
8. Establish evaluation, testing and monitoring pipelines for AI outputs
9. Integrate data sources using AWS-native pipelines and governed access controls
10. Implement responsible AI guardrails, security controls and audit logging

Benefits

1. AI best practices: ISO42001 certified supplier, AWS Advanced Partner
2. AI Playbook, Data and AI Ethics Framework compliant approach
3. Increased productivity and efficiency through intelligent automation
4. Improved reliability through tested prompts, models and retrieval pipelines
5. Better user outcomes through grounded, explainable AI responses
6. Reduced operational risk using governance, monitoring and security controls
7. Scalable enterprise AI solutions designed for secure production environments
8. Maximised value from existing AWS investments and AI services
9. Increased team capability through hands-on delivery and knowledge transfer
10. Experienced at operationalising and scaling PoC to national AI services

AWS Well-Architected Review (RAW)

Our AWS-certified architects deliver the AWS Well-Architected Review across the six Framework pillars to help you assess the effectiveness of your AWS environments and provide recommendations for improvement. We evaluate against AWS Well-Architected Framework: operational excellence, security, reliability, performance efficiency, cost optimisation, and sustainability.

Features

1. AWS Advanced Partner supplier. AWS-certified architects conduct Well-Architected Reviews
2. Assessment across six AWS Well-Architected Framework pillars
3. Workload reviews across security reliability, performance, cost, and sustainability
4. Use of AWS Well-Architected Tool and questionnaires
5. Identify high-risk issues, failure points and architectural weaknesses
6. Prioritised recommendations ranked by risk impact and effort
7. Clear remediation guidance aligned to AWS best practices
8. Baseline assessment enabling repeatable future Well-Architected reviews
9. Executive readout and detailed written assessment report
10. Workload optimisation and cloud cost optimisation and control

Benefits

1. Improved visibility of architectural risks across AWS environments
2. Reduced operational and security risk through best-practice alignment
3. Clear prioritisation of improvements based on risk and value
4. Better cost efficiency through optimised AWS resource usage
5. Improved reliability and resilience of critical AWS workloads
6. Greater confidence in cloud architecture decisions and trade-offs
7. Stronger alignment with AWS best practices and frameworks
8. Actionable roadmap supporting continuous architecture improvement
9. Foundation for scalable, secure and sustainable cloud growth
10. Enhanced assurance for stakeholders, regulators and senior decision-makers

Beta Services and Beta Product Development

Building on Alpha, we take digital services through Private Beta and Public Beta, configuring and implementing user validated secure, scalable cloud solutions. Working in collaborative agile sprints (Scrum, SAFe) with client teams, we iterate services, integrations and platforms, ensuring accessibility, performance, security and assessment readiness, ensuring smooth transition into Live.

Features

1. User-centred Beta delivery, agile rapid iteration, feedback loops
2. Collaborative delivery alongside client DDaT teams and Product Owners
3. Beta cloud environments design, configuration and implementation
4. Integration with existing platforms, services and legacy systems
5. Continuous testing, iteration and improvement during Private and Public Beta
6. Accessibility, Secure-by-Design, Privacy-by-Design and performance built-in
7. CI/CD pipelines, automated release and deployment processes
8. Analytics, monitoring and service performance measurement
9. GDS Service Standard, Technology Code of Practice, WCAG compliant
10. Beta service assessments preparation, rehearsal and support

Benefits

1. Faster progression from Alpha concepts to real, tested services
2. Reduced delivery risk through early user validation and iteration
3. Higher quality services shaped by real user behaviour
4. Increased confidence entering Private and Public Beta assessments
5. Improved accessibility, usability and service adoption
6. Early identification of integration, scalability and security issues
7. Stronger stakeholder buy-in through visible progress and evidence
8. Reusable delivery patterns that accelerate future services
9. Improved readiness for Live transition and scaling
10. Upskilled client teams through hands-on collaborative delivery

Business Analysis and Requirements Consultancy

Our business analysts help define, shape and implement effective cloud services. We translate business goals, user needs and policy into functional and non-functional requirements, processes and options. Using service performance analysis, behaviour-driven requirements capture, and agile methods, we support business case development, measurable outcomes, backlog shaping, delivery and implementation readiness.

Features

1. Stakeholder workshops to define problems, outcomes, scope and priorities
2. User-centred functional and non-functional requirements gathering
3. Requirements expressed as user stories, epics and acceptance criteria
4. As-is and to-be process mapping, workflows and service blueprints
5. Data, performance information and KPI analysis supporting evidence-based decision-making
6. Options, gap and SWOT analysis comparing feasibility, risk and trade-offs
7. Dependency, risk and constraint identification across systems and teams
8. Backlog creation, refinement and prioritisation for agile delivery teams
9. Benefits mapping and traceability from problems to recommendations
10. GDS compliant documentation supporting implementation, assurance and governance

Benefits

1. Better decisions through analysis, evidence, requirements and clear options
2. Improved efficiency by streamlining processes and reducing duplication
3. Reduced costs by prioritising value against measurable outcomes
4. Stronger stakeholder alignment around shared goals and success measures
5. Lower delivery risk through early dependency and constraint identification
6. Higher service quality from clear functional and non-functional requirements
7. Faster delivery readiness with prioritised backlogs and defined acceptance criteria
8. Greater confidence in business cases and investment decisions
9. Improved governance through traceable, audit-ready analysis artefacts
10. Flexible specialist support from experienced, SC-cleared analysts

Business Case Development

Our specialists develop HM Treasury Green Book aligned business cases for cloud programmes. We define objectives, assess options, costs, benefits and social value, and quantify risks and dependencies. We produce Strategic Outline, Outline and Full Business Cases, with clear investment logic, approval evidence, and implementation roadmaps.

Features

1. Stakeholder workshops to agree case-for-change, project goals and outcomes
2. Apply HM Treasury Green Book and Five Case Model
3. Options appraisal using MCDA, cost-benefit and cost-effectiveness methods
4. Develop strategic, economic, commercial, financial and management cases
5. Model whole-life costs, benefits, sensitivity, and affordability scenarios
6. Assess risks, assumptions, dependencies, constraints and delivery confidence
7. Define benefits realisation plans, baselines, targets, KPIs and owners
8. Impact assessment: social value, equality impacts, sustainability, wider outcomes
9. Produce SOC, OBC and FBC documents and decision packs
10. GDS compliant: governance reviews, stage gates, scrutiny, and evidence

Benefits

1. Faster approvals through clear, evidence-based investment cases
2. Improved value for money through robust options and appraisal
3. Reduced delivery risk via early dependency and assumption testing
4. Greater stakeholder confidence through transparent rationale and trade-offs
5. Better budget control with whole-life cost and affordability modelling
6. Measurable outcomes through benefits maps, KPIs and accountability
7. Stronger strategic alignment to policy goals and organisational priorities
8. Improved social value consideration across equality and sustainability impacts
9. Clear governance evidence supporting audit, assurance and scrutiny processes
10. Specialist support from security-cleared consultants, assured by Transformation Directors

Case Management and Decision Support Implementation and Migration

We implement and migrate case management and decision support solutions. We configure workflows, automation, rules engines and AI-assisted triage, integrate data sources and channels, and migrate legacy records. We enable analytics, reporting, decision guidance and performance monitoring with audit trails, retention controls and governance aligned to GDS, GDPR and NCSC.

Features

1. Configure automated case workflows, rules, SLAs and escalations
2. Implement AI-assisted triage, routing, prioritisation and case summarisation
3. Configure digital forms, portals and omni-channel intake
4. Integrate legacy and back-office systems using secure APIs
5. Migrate case data, documents and metadata from legacy platforms
6. Configure decision support rules, guidance and knowledge integration
7. GDPR compliant role-based access, retention schedules and audit trails
8. Configure dashboards, KPIs, reporting, and operational performance analytics
9. Optimise workload management through automation, queue balancing and load balancing
10. Integrate RPA, data analytics, NLP and retrieval-augmented AI services

Benefits

1. Faster, more consistent case handling through automated workflows and escalations
2. Improved prioritisation and decision quality using AI-assisted triage and summaries
3. Better citizen and staff experience through digital, omni-channel case intake
4. Reduced integration risk by securely connecting legacy and back-office systems
5. Safer transition from legacy platforms with controlled, auditable data migration
6. More consistent decisions using embedded guidance and searchable knowledge sources
7. Stronger compliance through controlled access, retention and full auditability
8. Clear operational insight using real-time performance metrics and reporting
9. Higher productivity by balancing workloads and reducing manual effort
10. Integrate RPA, analytics and genAI and AI agents, increasing productivity

Case Management, Decision Support and Intelligent Automation Planning

We help organisations plan digital, automated and AI-enabled case management services. We analyse casework workflows, data and decision points to identify automation, AI and digitisation opportunities. We define requirements, KPIs and governance, assess platforms and data architectures, and produce vendor-neutral roadmaps for intelligent casework, decision support and service modernisation.

Features

1. Discovery workshops identifying digitisation, automation and AI opportunities
2. Casework process mapping, customer journey mapping, and optimisation
3. Requirements analysis for automated workflows and decision support
4. Functional and non-functional requirements, including performance, accessibility and ethics
5. AI and rules-based decision support options assessment
6. Data and information architecture analysis for case records and evidence
7. Automation opportunities across intake, triage, routing and correspondence
8. Performance measurement design including KPIs, SLAs and analytics
9. Vendor-neutral platform, integration and cloud options appraisal
10. Roadmaps for digitalisation, automation and migration from legacy systems

Benefits

1. Roadmap and architecture for digitising and modernising case management
2. Faster case handling through automation of routine activities
3. More consistent decisions using AI-supported guidance and rules
4. Improved citizen experience through clearer, digital-first journeys
5. Reduced operational risk through defined controls and governance
6. Better performance management with measurable outcomes and analytics
7. Improved data quality, enabling automation and AI use
8. Lower operating costs by prioritising high-impact automation
9. Reduced dependency on legacy systems and manual processes
10. Greater confidence investing in AI-enabled casework services

Client-side Cloud Migration Advice and Partnering

We provide client-side advisory and resource augmentation for cloud migration. Our specialists support strategy development, migration roadmaps, architecture options, demand shaping, research, design and delivery governance. We work alongside client teams to upskill capability, assure suppliers, manage risks, and align cloud decisions to business outcomes, cost, assurance and delivery constraints.

Features

1. Client-side advisory support for cloud migration programmes
2. Resource augmentation to build client-side capability and capacity
3. Migration strategy, sequencing and options assessment
4. Supplier and delivery partner assurance and oversight
5. Cloud service, platform and sourcing option evaluation
6. Risk, dependency and constraint identification and mitigation
7. Cost modelling, affordability and value-for-money analysis
8. Migration roadmap development and decision support
9. Stakeholder engagement and governance support
10. Technology-agnostic advice aligned to GDS and TCoP

Benefits

1. Clear, evidence-based cloud migration decisions
2. Increased client-side capacity without long-term commitments
3. Reduced migration risk through independent assurance
4. Improved value-for-money and cost control
5. Stronger governance and stakeholder confidence
6. Better alignment between business outcomes and cloud decisions
7. Informed supplier selection and delivery oversight
8. Technology-neutral advice avoids vendor lock-in
9. Faster decision-making with clear options and trade-offs
10. Flexible access to experienced, security-cleared specialists

Cloud Application Management and Application Optimisation

Application management as a service. Specialist 2nd line support and 3rd line support. We monitor, maintain and run live applications using ITIL-4 practices: incident, problem, change and release control, patching, capacity and performance management, backup and recovery runbooks, and service reporting.

Features

1. 24/7 application monitoring, alerting, operational dashboards and incident response
2. ITIL certified 2nd/3rd line application and platform support
3. Incident, problem and major incident management with root-cause analysis
4. Change, release and deployment management using controlled pipelines
5. DevOps and DevSecOps support
6. Patching, upgrades and application lifecycle maintenance
7. Performance, availability and capacity management for peak demand
8. Backup, restore and disaster recovery runbooks and rehearsals
9. ITSM and AIOps integration: automation, self-healing, chatbots and workflows
10. ISO20000 service management and ISO27001 accredited operational support

Benefits

1. Improved uptime through proactive monitoring and rapid response
2. Faster resolution with ITIL certified 2nd/3rd line support
3. Reduced risk via controlled change and release governance
4. Improved performance and user experience through continuous optimisation
5. Predictable service quality with measurable SLAs, KPIs and reporting
6. Reduced operational overhead and skills transfer, augmenting internal teams
7. Greater resilience through automation, self-healing and reliability practices
8. Improved cost efficiency through capacity and consumption management
9. Clear accountability with ITIL-aligned processes and service reviews
10. Safer patching and maintenance with planned, tested releases

Cloud FinOps Optimisation, Governance and Financial Management Support

Our Cloud FinOps consultancy service helps public sector organisations control, optimise and govern cloud spend across AWS, Azure and GCP. We provide assessment, roadmap development, chargeback models, unit economics, sustainability alignment and ongoing FinOps support, embedding financial accountability and value-driven decision-making across people, processes and cloud platforms.

Features

- 1. Cloud cost optimisation across AWS, Azure and Google Cloud environments
- 2. FinOps maturity assessment covering people, process, governance and tooling
- 3. Cloud financial governance models aligned to public sector accountability
- 4. Chargeback and showback design for transparent cost allocation
- 5. Unit economics and cost-to-serve modelling for digital services
- 6. Cloud spend forecasting, budgeting and financial planning support
- 7. FinOps roadmap creation with prioritised optimisation opportunities
- 8. Sustainability-aware cloud cost management supporting GreenOps objectives
- 9. Embedded or augmented FinOps expertise supporting in-house teams
- 10. Ongoing FinOps operations, reporting and continuous optimisation support

Benefits

- 1. Improved visibility and control of public sector cloud expenditure
- 2. Reduced waste and inefficiency through evidence-based cost optimisation
- 3. Stronger financial governance aligned to devolved operating models
- 4. Better forecasting accuracy and financial planning for cloud services
- 5. Clear accountability for cloud spend across services and business units
- 6. Increased return on investment from cloud platforms and services
- 7. Faster maturity of FinOps capabilities without permanent resourcing costs
- 8. Improved sustainability outcomes through cost and consumption awareness
- 9. Confident decision-making using transparent, data-driven financial insights
- 10. Sustainable FinOps practices embedded into organisational ways of working

Cloud Infrastructure Engineering Implementation and Migration

Our certified cloud engineers set up the configuration and migration of cloud infrastructure using an enterprise infrastructure best practice approach. We design and implement automated, high-availability cloud environments across AWS, Azure and GCP, using infrastructure-as-code, containerisation and serverless patterns to transition legacy platforms and establish secure, scalable, resilient cloud infrastructure.

Features

1. Automated cloud infrastructure build using infrastructure-as-code and pipelines
2. Self-service landing zones, networks, identity and shared services
3. Legacy and on-premise infrastructure migration to cloud platforms
4. CI/CD pipelines enabling controlled, versioned infrastructure changes
5. Container, serverless and platform service configuration and enablement
6. Security, architecture and FinOps guardrails embedded during setup
7. Data platform, storage migration, validation and quality assurance
8. Resilient infrastructure configuration, performance tuning and testing
9. Monitoring, logging and operational readiness tooling integration
10. Infrastructure maturity assessments, optimisation and team upskilling

Benefits

1. Faster infrastructure setup through automated, repeatable deployment patterns
2. Secure-by-design environments with early assurance and embedded governance
3. Predictable, auditable infrastructure using version-controlled configuration changes
4. Lower migration risk through tested structured infrastructure transition approaches
5. Reduced operational effort, automating manual infrastructure deployment tasks
6. Scalable, high-availability platforms supporting resilient digital service delivery
7. Reduced downtime during migration through controlled cutover and validation
8. Improved cost control using efficient design and FinOps practices
9. Safer cloud adoption through expert infrastructure engineering guidance
10. ISO27001, ISO9001, ISO42001, Cyber Essentials Plus certified organisation

Cloud Migration and Legacy Transformation Planning

Our consultants support organisations in planning cloud migration, re-platforming, legacy transformation and decommissioning. We assess applications, data and platforms, evaluate migration and modernisation options, and produce prioritised, risk-managed roadmaps aligned to Service Standard and TcoP, well-architected, security and value-for-money requirements, enabling confident decisions on cloud adoption and legacy exit.

Features

- 1. Cloud migration option appraisal using re-host, re-platform, re-factor approaches
- 2. Legacy estate discovery, dependency mapping and risk analysis
- 3. Migration option appraisal using re-host, re-platform, re-factor approaches
- 4. Prioritised migration waves and phased transition planning
- 5. Business case inputs, including cost, benefit and risk analysis
- 6. Target cloud architecture and operating model planning
- 7. Security, resilience and compliance planning aligned to NCSC guidance
- 8. Data migration planning, quality assessment and information risk analysis
- 9. Technology neutral planning: AWS, Azure, GCP, COTS, open source
- 10. Knowledge transfer supporting internal mobilisation and supplier readiness

Benefits

- 1. Faster time-to-value using proven GenAI reusable AI delivery patterns
- 2. Reduced risk through testing, monitoring and responsible AI controls
- 3. Measurable benefits outcomes through performance and KPI tracking
- 4. AI Governance controls, explainability, fairness and traceability audit evidence
- 5. Improved productivity through safe automation of knowledge-heavy workflows
- 6. Lower cost-to-serve through optimised model choice and token efficiency
- 7. Controlled scaling supporting multiple teams and use cases
- 8. Improved compliance alignment through auditable controls and documentation
- 9. Increased genAI in-house capability via hands-on delivery and upskilling
- 10. Proven experience in operationalising PoCs to national AI solutions

Cloud Migration and Legacy Transformation

Set Up and Migration

We set up and migrate cloud platforms, applications and data from legacy estates. Our engineers configure landing zones, networks, identity, security and automation, execute controlled migrations, and support legacy decommissioning. We apply DevSecOps, infrastructure-as-code and testing to reduce downtime and enable resilient, well-architected services across AWS, Azure and GCP infrastructure.

Features

1. Configure landing zones, networking, identity and shared cloud services
2. Implement infrastructure-as-code, automation and reusable deployment templates
3. Migrate applications using re-host, re-platform, re-factor and re-procure patterns
4. Execute data migration, validation, cleansing and controlled cutover approaches
5. Configure CI/CD pipelines for repeatable release and environment management
6. Implement security hardening, logging, encryption and access control policies
7. Configure resilience, backup, disaster recovery and rollback procedures
8. Configure secure data and service interfaces to support migration
9. Implement performance tuning, scaling, monitoring and operational readiness tooling
10. Knowledge transfer, runbooks and hypercare, supporting transition to operations

Benefits

1. Faster cloud migration using automated, repeatable delivery patterns
2. Reduced downtime through phased cutovers, rollback plans and rehearsals
3. Improved security by embedding controls during build and migration
4. Higher data quality through validation, cleansing and reconciliation checks
5. More reliable releases using CI/CD and version-controlled infrastructure
6. Better performance through scaling configuration and workload optimisation
7. Reduced delivery overhead through automation and repeatable configurations
8. Safer legacy exit through controlled decommissioning and dependency management
9. Multi-cloud migration across AWS, Azure and GCP environments
10. Stronger internal capability through embedded support, handover and upskilling

Data Analytics – Set Up and Migration

We set up, configure and migrate cloud data analytics services. Our user centred data approach implements and optimises data analytics platforms, migrates legacy data and pipelines, and configures business intelligence, machine learning and predictive analytics and reporting, delivering secure, scalable analytics environments ready for operational use and continuous improvement.

Features

1. Configure cloud analytics platforms across AWS, Azure and GCP
2. Implement data platforms, warehouses, lakes and analytics services
3. Migrate legacy analytics systems, datasets and reporting assets
4. Configure data ingestion, transformation and processing pipelines
5. Enable machine learning, natural language querying, predictive analytics capabilities
6. Support structured, unstructured, SQL, NoSQL, geospatial and location data
7. Configure BI dashboards, analytics models and decision support outputs
8. Data validation, cleansing and reconciliation during migration activities
9. Supports Big Data Analytics, IoT, geospatial and location intelligence
10. Intuitive, interactive, personalised interfaces, dashboards and reporting

Benefits

1. Faster analytics enablement through proven, repeatable implementation approaches
2. Reduced migration risk for complex legacy analytics environments
3. Improved data quality through controlled migration and validation
4. Scalable analytics platforms ready for operational and strategic use
5. Better predictions using machine learning, AI and advanced analytics
6. Improved decision-making through timely, actionable data insights
7. Reduced manual effort through automated analytics pipelines
8. Technology-neutral analytics across cloud platforms and data tools
9. Greater confidence in analytics security and governance controls
10. Stronger internal capability through embedded delivery and knowledge transfer

Data Architecture Configuration and Implementation

We support organisations in implementing, configuring, and migrating cloud data architectures using open standards. Our service transitions legacy data platforms, establishes scalable cloud pipelines and analytics services, and enables secure data integration, quality and governance. We optimise interoperable data foundations for reporting, advanced analytics, machine learning and AI.

Features

- 1. Configure cloud data platforms: warehouses, lakes and analytics services
- 2. Implement data pipelines for ingestion, transformation and orchestration
- 3. Migrate structured and unstructured data from legacy platforms
- 4. Configure integration patterns, APIs and data exchange services
- 5. Implement data quality checks, validation and reconciliation controls
- 6. Configure metadata, lineage, catalogues and data governance tooling
- 7. Apply security, privacy, access controls and retention policies
- 8. Enable analytics, BI, machine learning and AI-ready datasets
- 9. Support phased migration, cutover, rollback and transition states
- 10. Embedded engineers augment teams, enable handover and upskill staff

Benefits

- 1. Faster modernisation of data platforms using proven cloud patterns
- 2. Reduced migration risk through phased, controlled data transitions
- 3. Improved data quality supporting trusted analytics and decisions
- 4. Secure data foundations aligned to regulatory and assurance requirements
- 5. Scalable platforms ready for analytics, machine learning and AI
- 6. More reliable insights from optimised cloud data architectures
- 7. Reduced operational effort through automation and standardised pipelines
- 8. Clear legacy exit through structured migration and decommissioning
- 9. Platform flexibility across AWS, Azure and GCP environments
- 10. Stronger internal capability through embedded support and handover

Data Architecture Planning

Our consultants assess current-state data architecture and plan cloud transition. We model data flows, user and business needs, platforms and governance; evaluate tooling, design target architectures for warehouses, lakes and analytics and produce risk-managed roadmaps, to-be architecture and transition plans aligned with Service Standard, TCoP, security, privacy and value-for-money.

Features

1. Current-state data architecture assessment across systems, flows and platforms
2. Target cloud data architecture for lakes, warehouses and analytics
3. Data lifecycle, retention, archiving and managed deletion planning
4. Conceptual, logical and physical data modelling and schema design
5. Metadata, lineage, catalogue and business glossary planning
6. Integration architecture: interfaces, interoperability and data exchange patterns
7. Data quality profiling, risks, remediation approach and controls planning
8. Security, privacy, GDPR and access model architecture planning
9. Technology evaluation: AWS, Azure, GCP, hybrid, COTS, vendor-neutral options
10. Migration roadmap: transition states, sequencing, waves and dependencies

Benefits

1. Clear line of sight from outcomes to data architecture
2. Reduced cloud migration risk through structured architecture planning
3. Better value-for-money through informed platform and tooling choices
4. Improved interoperability across organisational systems and shared services
5. Stronger data governance aligned to policy, Service Standard, GDPR
6. Higher data quality through planned controls and remediation approach
7. Secure-by-Design and Privacy-by-Design architectures
8. Reduced complexity by rationalising flows, datasets and duplication
9. Faster mobilisation through prioritised roadmaps, waves and transition states
10. Stronger internal capability through knowledge transfer and architecture artefacts

Data Assessment Service

We provide a user-centred assessment of data assets, quality, governance, architecture and analytics readiness, identifying strengths, weaknesses, opportunities and risks. We provide evidence, options and recommendations, informing data strategy, migration and modernisation planning, business case development, and machine learning and AI readiness, aligned with Service Standard, security and value-for-money requirements.

Features

1. Data asset discovery, classification and value assessment
2. Data use-case and user need discovery activities
3. Data quality profiling, validation and improvement recommendations
4. Data lifecycle, flow and dependency analysis
5. Review of data governance, ownership and operating models
6. Data architecture and cloud platform readiness assessment
7. Analytics, machine learning and AI readiness evaluation
8. Legal, regulatory, security and information risk assessment
9. Migration, modernisation and optimisation option appraisal
10. Prioritised recommendations, transition states and roadmap inputs

Benefits

1. Clear evidence base for data-driven cloud decisions
2. Reduced delivery risk through early data issue identification
3. Improved value-for-money through targeted modernisation priorities
4. Stronger alignment between data, technology and business goals
5. Increased confidence in data quality and governance
6. Readiness for analytics, machine learning and AI adoption
7. Clear insight into data impact on services and users
8. Vendor-neutral advice supporting flexible future delivery choices
9. Clear transition pathways supporting phased migration approaches
10. Stronger organisational readiness for data-led transformation

Data Engineering

Our data engineers set up, configure and migrate data platforms and pipelines. Our service implements ingestion, transformation, storage and integration services, optimises performance and data quality, and automates deployment using DataOps practices. We enable secure transition from legacy environments and prepare platforms for analytics, machine learning and AI use cases.

Features

1. Configure cloud data platforms across AWS, Azure and GCP
2. Migrate data pipelines, warehouses and lakes from legacy environments
3. Implement ingestion, transformation and streaming data pipelines
4. Optimise schemas, formats and models for performance and interoperability
5. ETL pipeline configuration, automation, scheduling and DataOps tooling
6. Automate deployment using infrastructure-as-code and CI/CD pipelines
7. Integrate organisational systems using secure APIs, connectors and messaging
8. Apply data quality, validation, reconciliation and observability controls
9. Embed security, access control, encryption and retention configurations
10. Knowledge transfer, runbooks and embedded engineering resource augmentation

Benefits

1. Faster data platform set up using proven cloud engineering patterns
2. Reduced migration risk through phased transitions and controlled cutovers
3. Improved data reliability through embedded quality and validation controls
4. Secure-by-design data platforms aligned to public sector requirements
5. Better performance through optimised pipelines, storage and compute services
6. Streamlined effort through automation and standardised configurations
7. Safer legacy exit through structured migration and dependency management
8. Platforms ready for analytics, machine learning and AI workloads
9. Flexibility across AWS, Azure and GCP cloud environments
10. Stronger internal capability through embedded support and knowledge transfer

Data Governance and Data Compliance Planning

We help organisations plan and enable effective data governance to achieve your strategic outcomes. We assess current controls, define target operating models, roles, policies, standards, management and data controls to ensure the usability, quality, accuracy, completeness, availability, security and privacy of data throughout its lifecycle.

Features

1. Current state data governance assessment: people, process, technology
2. Data ownership, stewardship roles, RACI and accountabilities definition
3. Data policy, standards, data quality indicators, data controls design
4. Data catalogue, metadata, lineage and glossary requirements definition
5. Data quality measures, thresholds, monitoring approach and remediation backlog
6. Privacy, retention, records management and DPIA-ready control planning
7. Information risk assessment aligned to SPF and NCSC principles
8. Data privacy, data security, access controls, classification
9. Data governance tools: Purview, Collibra, Alation, Erwin, Talend
10. Prioritised roadmap, data governance operating model, implementation actions

Benefits

1. Clear, accountable governance enabling confident cloud and data programme decisions
2. Reduced compliance risk through planned controls and evidence trails
3. Improved data quality through measurable standards and remediation priorities
4. Data governance and data stewardship upskilling and training
5. Improved data trust via quality metrics, stewardship, catalogue and lineage
6. Security and privacy-by-design supporting GDPR, DPA and retention obligations
7. Consistent decision-making using agreed policies, standards and reporting
8. Reduced duplication by rationalising processes, controls and data ownership
9. Better interoperability using open standards and consistent metadata definitions organisation-wide
10. Improved readiness for analytics and AI through governed data foundations

Data Science and AI Planning Services

Our data scientists assess, define, and plan data science, data modelling, data visualisation, machine learning, data analytics, and AI approaches for data transformation and insights. We evaluate data readiness, governance, tooling and risks, producing options, target architectures, proof of concepts and roadmaps for advanced analytics, machine learning and AI adoption.

Features

- 1. Data science, machine learning and AI readiness assessment
- 2. Data exploration, opportunity identification, data science use cases
- 3. Evaluation of predictive, prescriptive and advanced analytics approaches
- 4. Assessment of structured and unstructured data suitability for modelling
- 5. Responsible AI, transparency, bias and explainability planning
- 6. Cloud platform and tooling options appraisal for data science
- 7. Data governance, security and risk considerations for AI adoption
- 8. Target operating models, ETL pipelines, proof of concept design
- 9. Implementation, migration, transition planning for analytics and AI capabilities
- 10. Prioritised roadmap and investment recommendations

Benefits

- 1. Clear evidence base for data science and AI investment decisions
- 2. Reduced risk in adopting machine learning, AI and advanced analytics
- 3. Improved alignment between data science initiatives and business outcomes
- 4. Greater confidence in responsible, ethical and explainable AI adoption
- 5. Better understanding of data readiness for predictive analytics
- 6. Vendor-neutral planning supporting flexible cloud platform choices
- 7. Improved value for money through prioritised analytics use cases
- 8. ISO 42001 certified supplier, AI Playbook aligned approach
- 9. Clear transition pathways for analytics and AI modernisation
- 10. Increased organisational readiness for advanced analytics in the cloud

Data Science Consultancy

Our data scientists set up, optimise and operationalise data science, machine learning and AI capabilities. We configure platforms, pipelines and workflows, set up predictive, descriptive and prescriptive modelling, advanced analytics, data visualisations, machine learning models, LLMs, natural language processing and AI for actionable data insights, trends, automation and increased productivity.

Features

1. Cloud data science platform configuration and environment setup
2. Configure analytics workloads, notebooks and machine learning models
3. Data preparation pipelines supporting modelling and feature engineering
4. Predictive, prescriptive and advanced analytics and advanced algorithm implementation
5. Machine learning workflow, computer vision, data visualisation, dashboard configuration
6. MLOps, CI/CD and model lifecycle configuration and enablement
7. NLP, RAG, text analytics and unstructured data processing implementation
8. Responsible AI controls including monitoring, explainability and bias checks
9. Integration with existing data platforms and downstream systems
10. Knowledge transfer supporting handover and internal capability development

Benefits

1. ISO-42001 certified supplier. Service Standard and AI Playbook aligned approach
2. Secure-by-Design, Privacy-by-Design, transparency and explainability by design
3. Better evidence-based decisions using advanced statistical and machine learning techniques
4. Improved forecasting accuracy and predictive insights through data modelling/validation
5. Improved operational efficiency through repeatable, automated analytical workflows
6. Scalable data science platforms ready for enterprise and high-volume workloads
7. Improved integration of disparate data sources into analytics pipelines
8. Accelerated adoption of modern cloud analytics and machine learning services
9. Expertise in enterprise and open-source data science and AI solutions
10. Proven experience operationalising national data science and AI services

Data Strategy and Data Maturity Planning

Data strategy advisory support. Our data experts co-define data vision, governance, priorities and outcomes aligned with organisational objectives. We assess maturity, data literacy and capability, and produce a pragmatic data strategy roadmap, linking leadership, culture, operating models and data platforms to realise growth, customer and operational value from your data.

Features

1. Current state assessment: data assets, capability, culture, capacity, usage
2. Definition of future data vision and strategic objectives
3. Business outcome-led data objectives and success measures
4. Target data operating model and capability requirements
5. Target data platform and vendor agnostic technology capability recommendations
6. Data governance operating model definition and assurance approach
7. Use case and user needs prioritisation workshops
8. Capability and investment roadmap with phased recommendations
9. Risks, constraints, dependency analysis. KPIs and benefits realisation framework
10. Futureproofed data strategy: interoperability, machine learning and AI

Benefits

1. Clear data vision aligned to organisational strategy and outcomes
2. Improved decision-making through prioritised, outcome-focused data use
3. Stronger governance with clear ownership and accountability
4. Increased data literacy across operational and leadership teams
5. Reduced delivery risk through assessed readiness and maturity gaps
6. Better value from data investments through clear prioritisation
7. Improved compliance through planned governance and assurance controls
8. Stronger leadership alignment for sustainable data-driven change
9. Organisational AI readiness through improved data capability
10. Trusted roadmap supporting future cloud and analytics initiatives

Data Visualisation Service

Our data visualisation service combines our user, data and design expertise to transform data into clear dashboards, visual representations, map visualisation and GIS modelling. We deliver business intelligence and analytics, reveal data insights, trends and risks, visualising data, metrics and performance to improve decision-making and strategy.

Features

- 1. Configure custom user-centred dashboard for non-technical and expert audiences
- 2. KPI and metric definition, including data interpretation guidance
- 3. Dynamic interactive reports, charts, and drill-down analysis patterns
- 4. Geospatial visualisation support: maps, layers, heatmaps
- 5. Real time data monitoring, integrates with existing data systems
- 6. Power BI, Tableau, Looker, Grafana, Qlik and QuickSight visualisation
- 7. Superset, D3, R data visualisation. ESRI, QGIS spatial visualisation
- 8. Integrates with AWS, Azure and Google Cloud Platform
- 9. GDPR compliant, secure role-based access and cross department sharing
- 10. Insight storytelling: narratives, annotations, and decision-support reporting

Benefits

- 1. Faster decisions through clear, trusted dashboards and reports
- 2. Improved comprehension of complex datasets and trends
- 3. Greater transparency through consistent KPIs and definitions
- 4. Increased confidence through accessible, inclusive visualisation design
- 5. Reduced misinterpretation risk with embedded guidance and context
- 6. Better prioritisation using visual indicators of risk and performance
- 7. Improved operational efficiency through self-service business intelligence
- 8. Stronger governance through controlled access and audit-friendly reporting
- 9. Earlier insight from interactive exploration and drill-down views
- 10. Clearer communication with stakeholders using compelling data narratives

DevSecOps – Development Security Operations

DevSecOps support for live digital services. We operate, monitor and continuously improve cloud platforms, pipelines and applications, embedding security, automation and assurance into day-to-day operations. The service provides resilient performance, rapid incident response, real time monitoring and cost control across AWS, Azure and GCP environments.

Features

1. 24/7/365 monitoring of cloud services, pipelines and security controls
2. ITIL-aligned incident, problem and change management
3. Secure operation of CI/CD pipelines with embedded security controls
4. Continuous vulnerability scanning and dependency monitoring
5. Identity, access management and secrets handling operations
6. Performance, availability and capacity management for live services
7. DevSecOps best practice: continuous integration, deployment and automated testing
8. DORA metrics, service analytics and operational reporting
9. ISO27001, Service Standard, GDPR, NCSC, and OWASP guidance compliance,
10. Experienced agile, AWS, Microsoft and Google certified DevSecOps engineers

Benefits

1. Improved service availability with security embedded into operations
2. Faster incident response through automated monitoring and alerting
3. Reduced security risk via continuous vulnerability management
4. Increased release frequency without compromising operational stability
5. Clear assurance through measurable performance and security metrics
6. Lower operating costs through automation and optimisation
7. Stronger compliance posture aligned to public sector requirements
8. Reduced operational risk across cloud and pipeline services
9. Scalable DevSecOps operations adapting to changing demand
10. Increased confidence in secure, reliable live digital services

DevSecOps Engineering

Our agile, AWS, Azure and GCP certified DevSecOps engineers set up and migrate secure cloud delivery pipelines. We configure CI/CD, infrastructure-as-code and security controls to embed security, automation and compliance into cloud platforms. We enable organisations to transition existing services or establish new DevSecOps capabilities across AWS, Azure and GCP.

Features

1. Secure CI/CD pipeline configuration, automated quality and security gates
2. Security embedded early through shift-left development practice
3. Infrastructure-as-Code with hardened, repeatable environment baselines
4. Policy-as-code enforcing security, compliance and delivery guardrails
5. Automated application, dependency and container security scanning
6. Controlled release strategies, including canary, blue-green and rollback
7. Cloud-native DevSecOps using containers, managed services and platforms
8. Continuous observability across pipelines, workloads and runtime behaviour
9. Identity, access and secrets management integrated into delivery pipelines
10. Secure-by-Design controls embedded into delivery workflows

Benefits

1. Faster, safer releases through automated secure delivery pipelines
2. Reduced release risk through small, automated and reversible changes
3. Earlier detection of vulnerabilities and quality issues
4. Improved auditability through automated evidence and traceability
5. Stronger shift left security built into delivery practices
6. Improved deployment consistency using repeatable infrastructure patterns
7. Accelerated cloud migration with embedded security controls
8. Improved compliance through automated testing and policy enforcement
9. Reduced manual effort through delivery automation
10. ISO27001, Cyber Essential certified supplier, NCSC and OWASP compliance

DevSecOps Maturity Assessment

Advisory assessment of organisational DevSecOps readiness. Evaluates culture, capability, capacity, governance, security practices, ways of working and tooling across the delivery lifecycle. Crystallises current and target maturity, identifying strengths, risks and improvement priorities, with an evidence-based roadmap supporting secure, scalable DevSecOps practices, aligned to public sector security standards.

Features

1. DevSecOps maturity assessment across people, process, technology
2. Cloud delivery readiness aligned to security and compliance expectations
3. Assessment of CI/CD, automation and pipeline governance practices
4. Security-by-design and shift-left capability evaluation
5. Review of DevSecOps culture, collaboration and accountability
6. Skills, capability and capacity assessment for cloud delivery teams
7. Review tooling and platform assessment for secure cloud delivery
8. Maturity benchmarking against recognised DevSecOps frameworks
9. Prioritised improvement options linked to migration objectives
10. Actionable DevSecOps maturity roadmap

Benefits

1. Clear understanding of DevSecOps readiness for cloud migration
2. Reduced migration risk through early identification of capability gaps
3. Improved security posture planning before cloud transition
4. Prioritised roadmap aligned to organisational cloud objectives
5. Stronger governance and accountability for cloud delivery
6. Better alignment between security, delivery and operations teams
7. Evidence-based case for DevSecOps investment decisions
8. Improved stakeholder confidence through structured assurance
9. Faster progression to secure cloud delivery maturity
10. Technology-agnostic advice aligned to public sector standards

Digital Operating Model Planning and Design

Our consultants work with you to co-create a cloud-ready digital operating model to execute your digital strategy. We assess current people, process, technology and data capabilities, define target roles, governance and performance measures, and produce a co-defined future state operating model, actionable roadmap and effective organisation operating framework.

Features

1. Current state operating model assessment and maturity baseline
2. Stakeholder workshops to capture needs, constraints and outcomes
3. Target roles, responsibilities, RACI and decision rights definition
4. Governance, portfolio and delivery controls for cloud programmes
5. Service management, SIAM and DevOps alignment options assessment
6. Technology and data capability mapping for cloud operating model
7. KPI, OKR and benefits realisation measures for assurance reporting
8. Sourcing, skills and capacity plan for migration delivery teams
9. Risk, compliance and security responsibilities aligned to standards
10. Prioritised roadmap, blueprint, milestones and dependencies

Benefits

1. Clear operating model blueprint supporting cloud migration success
2. Defined accountabilities reduce delivery risk and decision latency
3. Governance and controls improve assurance and audit readiness
4. Roadmap links capability uplift to migration milestones and funding
5. Better alignment between digital teams, suppliers and business outcomes
6. Improved capacity planning for skills, resourcing and service continuity
7. Consistent KPIs enable performance management and continuous improvement
8. Cloud First and Service Standard aligned ways of working
9. Reduced transformation cost through prioritised changes and dependencies
10. ISO 9001/27001-aligned approach strengthens quality and security assurance

Digital Product Management and Delivery

We provide digital product management support to deliver user centred digital products. We define product vision, roadmaps and backlogs, prioritise migration releases, establish governance and measures, and support user-centred delivery. Enables controlled implementation of digital products while maintaining value, assurance and delivery momentum.

Features

- 1. Current state product management maturity assessment
- 2. User research to understand needs, pain points and sentiment
- 3. Iterative product delivery based on agile methodologies (Scrum, Kanban)
- 4. Product vision and product roadmap aligned to cloud objectives
- 5. Product backlog definition, needs and features prioritised into releases
- 6. MVP scoping and definition based on roadmap
- 7. Product governance, decision controls and risk management
- 8. Benefits, KPIs and assurance metrics definition
- 9. Stakeholder coordination across business, suppliers and delivery teams

Benefits

- 1. Clear product direction aligned to cloud digital strategy
- 2. Faster value through prioritised iterative agile releases and MVP
- 3. Reduced migration risk through structured governance and controls
- 4. Better decisions using evidence, metrics and user insight
- 5. Strong alignment between users, business and delivery teams
- 6. Controlled scope and prioritisation during transition
- 7. Increased confidence in planning and outcomes
- 8. Improved adoption through user-centred planning and design
- 9. Collaborative knowledge sharing and client teams upskilling
- 10. Better value for money through outcome-focused prioritisation

Digital Skills Development and Agile Coaching

Training, development and coaching to build cloud, Agile, AI and DevOps capability via our ISO 90001 certified InformedACADEMY™. Designed by our expert Communities of Practice and delivered through workshops, masterclasses and on-the-job coaching, online or in-person. Supports roles from executives to delivery teams, with optional certification.

Features

1. Award winning digital skills programmes across public services sectors
2. Tailored training: group workshops, one-to-one intensive training, on-the-job coaching
3. Agile training: Scrum, Kanban, SAFe, Lean basics
4. Cloud, AI, DevOps fundamentals for delivery and operations teams
5. Formal certification and accreditation available
6. Role-based learning paths: leaders, product, delivery, engineering
7. Interactive exercises, simulations and real-world case studies
8. Supporting materials: templates, playbooks, guides and screencasts
9. Online, classroom or hybrid delivery with flexible scheduling
10. Dedicated learning pathways for school leavers to Board level

Benefits

1. Proven Agile coaching grounded in decades of public sector delivery
2. Practical skills developed through coaching in live delivery environments
3. Consistent methods based on established, practitioner-led training approaches
4. Measurable improvements in capability, confidence and delivery performance
5. Learning reinforced through follow-up coaching and reflective practice
6. Flexible, configurable training independent of tools and technologies
7. Rapid mobilisation to meet changing skills and capacity requirements
8. Alignment with GDS, Service Standard and public sector delivery frameworks
9. Reduced reliance on external specialists through sustainable skills transfer
10. BPSS and SC cleared trainers supporting sensitive public sector contexts

Digital Transformation Strategy and Roadmaps

We assess digital maturity, cloud readiness and transformation drivers to define a digital transformation strategy and prioritised roadmap. We run stakeholder workshops, options appraisals and benefits frameworks. Our consultants co-develop with clients an evidence-based blueprint and business case, aligned to user and business needs, for agile user centred digital transformation.

Features

- 1. Current state digital maturity, capability and readiness assessment
- 2. Stakeholder workshops to agree vision, objectives and success measures
- 3. User and customer journey mapping to target outcomes
- 4. Options appraisal, including build/buy, sourcing and delivery approaches
- 5. Cloud strategy including service design, platforms, integration and migration
- 6. Prioritised roadmap with dependencies, sequencing and implementation waves
- 7. Benefits, KPI and measurement framework for value realisation
- 8. High-level target architecture principles and guardrails for cloud adoption
- 9. Risk, assurance and security-by-design planning aligned to NCSC
- 10. Board-level briefing packs supporting governance, approval and mobilisation

Benefits

- 1. Strategic plan, commercial options, roadmap aligned to organisational priorities
- 2. Reduced transformation risk through evidence-based options and sequencing
- 3. Faster approvals using Green Book business cases
- 4. Improved stakeholder alignment through shared vision and agreed outcomes
- 5. Better value for money via benefits tracking and prioritisation
- 6. Increased delivery confidence through identified dependencies and critical risks
- 7. Cloud adoption decisions grounded in readiness and capability gaps
- 8. More consistent user experience through journey-led transformation planning
- 9. ISO27001 and Service Standard security, resilience and compliance alignment
- 10. Enables early mobilisation with defined next steps and priorities

Digital Twin Consultancy: Digital Twin Implementation and Configuration

Digital twin implementation and configuration for public sector assets and places. We set up cloud environments, integrate physical assets, IoT, GIS and operational data, configure models and visualisations, and implement simulations and dashboards. The service establishes working digital twins with secure integration, governance and scalable foundations.

Features

1. Cloud platform configuration for digital twin environments
2. Integration of physical assets, sensors, IoT and operational systems
3. Geospatial, BIM and asset data integration and modelling
4. Digital twin data model configuration, ontologies, open standards
5. Digital twin simulation, scenario modelling and what-if analysis setup
6. Digital twin 3D visualisation, dashboards and interactive user interfaces
7. API-based integration and data ingestion, streaming and synchronisation pipelines
8. Security, access control, privacy and information assurance configuration
9. Analytics, rules engines and predictive models configuration
10. Documentation, handover and transition into operational use

Benefits

1. Working digital twins delivering immediate operational and planning insight
2. Integrated synchronised view of assets, systems and environments
3. Improved decision-making and insights through simulations and scenario testing
4. Reduced risk by validating changes virtually before implementation
5. Connected, real-time operational data, interactive data visualisation, models, dashboards
6. Improved asset performance visibility across estates and networks
7. Greater organisational alignment using shared digital representations
8. Predictive analytics, machine learning and AI automation
9. Improved data trust through governed integration and validation
10. Reduced costs from efficient resource allocation and utilisation

Digital Twin Services: Digital Twin Discovery and Planning Support

Digital twin discovery, planning and strategy for assets and places. We research and define user needs, prioritise use cases, assess data sources (physical assets, IoT, GIS), evaluate technology options, and produce target architecture and roadmaps supporting integrated information, modelling, scenario planning, informed decisions, and improved time, cost and efficiency outcomes.

Features

- 1. Discovery workshops: objectives, user needs, stakeholders and success measures
- 2. As-is mapping of assets, processes, systems and data landscape
- 3. Use-case ideation and prioritisation for twins, simulations, dashboards, PoCs
- 4. Data integration planning for IoT, sensors, and GIS
- 5. Target architecture: platforms, common data environment, APIs, interoperability
- 6. Information modelling and ontologies for asset, sensor and event data
- 7. Visualisation approach: 3D models, web dashboards and map navigation
- 8. Technology selection across platforms, digital twin tools and analytics
- 9. Roadmap planning: phases, dependencies, risks, costs and milestones
- 10. Governance and assurance: decision logs, controls, security-by-design

Benefits

- 1. Digital twins business case: prioritised use cases, costs, value
- 2. Reduced delivery risk through sequenced roadmap and dependencies
- 3. Better decisions using shared operational data and situational awareness
- 4. Improved interoperability across IT/OT , GIS and asset systems
- 5. Faster mobilisation with agreed target architecture and integration approach
- 6. Improved information quality supporting reporting, compliance and assurance
- 7. Collaborative stakeholder alignment through mapped needs, outcomes and ownership
- 8. Improved transparency via documented decisions, governance and evidence
- 9. Future-ready foundations for simulations, what-if modelling and optimisation
- 10. Better value from assets through planned data reuse and integration

Enterprise Architecture

Informed's Enterprise Architecture services model your business and technology capabilities and define a target state architecture for effective systems and successful organisation transformation. We produce a prioritised transition roadmap of process, organisation and technology changes to deliver your strategic, business and technology goals, with clear governance and value-led decision making.

Features

1. Current-state business, data, application and technology architecture assessment
2. Capability modelling linking outcomes to architectural change
3. Enterprise Architecture ideation workshops to shape target-state direction
4. Target architecture principles, standards, patterns, policies, blueprints
5. Options appraisal for platforms, integration patterns and migration approaches
6. Transition architectures, staged implementation roadmap, transition states
7. Application and technology portfolio rationalisation recommendations
8. Data architecture guidance: flows, ownership, quality, retention
9. Architecture governance design: design authority, controls, decision logs
10. Enterprise architecture frameworks: TOGAF, ArchiMate, Zachman

Benefits

1. Clear line of sight from strategy to architecture decisions
2. Reduced risk through agreed standards, patterns and guardrails
3. Better prioritisation of investment using capability-led roadmaps
4. Improved interoperability across services, platforms and suppliers
5. Faster decision-making via defined governance and design authorities
6. Greater visibility of dependencies, risks, technical debt and constraints
7. ISO9001, 27001, 14001, 42001 and Cyber Essentials Plus certified approach
8. Increased reuse of shared services, patterns and reference architectures
9. Improved value-for-money through a rationalised portfolio and roadmap
10. Knowledge transfer, building in-house architecture capability and confidence

GenAI consultancy: Generative AI Advisory and Deployment Enablement

Our GenAI specialists support safe adoption of GenAI for summarisation, retrieval, augmented generation and natural language search. We configure and optimise LLM platforms, RAG pipelines, AI agents and automation workflows for casework, document reviews, information analysis and decision support. We enable secure integration, evaluation, monitoring and responsible-AI guardrails

Features

- 1. ISO42001 certified supplier. Service Standard, TcoP, NCSC aligned approach
- 2. Configure OpenAI, AWS, Azure, Google, open-source agents and models
- 3. Design reference architectures for RAG, agents and AI assistants
- 4. Configure agent workflows, tools, memory and orchestration patterns
- 5. Optimise prompts, context windows, grounding and response consistency
- 6. Configure retrieval pipelines for accurate, grounded, quality AI responses
- 7. Integrate enterprise data sources using secure APIs and pipelines
- 8. Establish evaluation harnesses, red-teaming, regression and quality metrics
- 9. Implement deployment patterns: versioning, rollout, monitoring, observability
- 10. Implement guardrails: content safety, policy controls, human-in-loop checks

Benefits

- 1. ISO42001 certified, Service Standard, TcoP, NCSC aligned approach
- 2. Faster execution of complex, multi-step workflows and increased productivity
- 3. Safer agent automation: traceability, human oversight and execution controls
- 4. More consistent decisions across cases, teams and operational processes
- 5. Lower operational costs through efficient orchestration and task automation
- 6. Scalable agent deployment across multiple services and business functions
- 7. Clear accountability through approval checkpoints and escalation controls
- 8. Improved resilience through monitoring, fallback strategies and error handling
- 9. Increased internal capability through hands-on agent configuration and upskilling
- 10. Proven experience operationalising PoCs to national AI solutions

Geographic Information Services: GIS Set Up and Migration

Our specialists implement GIS solutions, spatial analytics and data management. We help organisations configure, integrate and migrate GIS platforms, data and workflows to cloud, enabling secure, scalable and standards-compliant geospatial services across land, property, environment, transport and infrastructure domains. Independent expertise in ESRI, FME, GeoServer, Leaflet, OpenLayers, Carto and QGIS.

Features

- 1. GIS cloud platform set up and configuration
- 2. Migration from on-premise or legacy GIS platforms
- 3. Secure GIS data migration, ETL, and data validation
- 4. GIS data capture, spatial data preparation, cleansing and transformation
- 5. Enterprise and spatial systems integration: Earth Observation, satellite, IoT
- 6. Oracle Spatial, Leaflet, Google Maps, Bing Maps, Geocortex, open-source expertise
- 7. Reporting and business intelligence integration: PowerBI, Tableau, R
- 8. Cloud GIS Architectures (AWS, Azure, Openstack)
- 9. 2D and 3D data visualisation, spatial analytics and modelling
- 10. Configured geospatial dashboards, with map layers, boundaries, digital twins

Benefits

- 1. Better decisions using trusted geospatial insight across services
- 2. Faster, lower-risk transition from legacy GIS to cloud
- 3. Improved spatial data quality, consistency and governance
- 4. Reduced total cost through right-fit COTS and open source
- 5. Secure, compliant GIS platforms aligned to NCSC and GDS
- 6. Integrated GIS with enterprise systems for joined-up operations
- 7. Automated workflows reduce manual effort and reporting overhead
- 8. Real-time location intelligence improves response, prioritisation and decision making
- 9. Product-neutral advice ensures best technology from COTS, open source
- 10. Optional AI-enabled analytics support intelligent triage and automation

Geospatial Consultancy: Geospatial Assessment, Geospatial Planning, Geospatial Road Mapping

We provide assessment, planning, architecture and roadmapping for geospatial and location intelligence services, geospatial data and geospatial analytics. We support requirements analysis, data and system modelling, standards-led architecture, technology selection and delivery planning for GIS, 3D modelling, digital twins and analytics, leveraging AI, machine learning and linked data.

Features

- 1. ISO42001 certified supplier. Service Standard, TcoP, NCSC aligned approach
- 2. Configure OpenAI, AWS, Azure, Google, open-source agents and models
- 3. Design reference architectures for RAG, agents and AI assistants
- 4. Configure agent workflows, tools, memory and orchestration patterns
- 5. Optimise prompts, context windows, grounding and response consistency
- 6. Configure retrieval pipelines for accurate, grounded, quality AI responses
- 7. Integrate enterprise data sources using secure APIs and pipelines
- 8. Establish evaluation harnesses, red-teaming, regression and quality metrics
- 9. Implement deployment patterns: versioning, rollout, monitoring, observability
- 10. Implement guardrails: content safety, policy controls, human-in-loop checks

Benefits

- 1. ISO42001 certified, Service Standard, TcoP, NCSC aligned approach
- 2. Faster execution of complex, multi-step workflows and increased productivity
- 3. Safer agent automation: traceability, human oversight and execution controls
- 4. More consistent decisions across cases, teams and operational processes
- 5. Lower operational costs through efficient orchestration and task automation
- 6. Scalable agent deployment across multiple services and business functions
- 7. Clear accountability through approval checkpoints and escalation controls
- 8. Improved resilience through monitoring, fallback strategies and error handling
- 9. Increased internal capability through hands-on agent configuration and upskilling
- 10. Proven experience operationalising PoCs to national AI solutions

Google Cloud Well-Architected Review

Our certified GCP architects conduct a Google Cloud Platform architecture review against the five pillars of the Google Cloud Architecture Framework: Operational Excellence, Security, Privacy and Compliance, Reliability, Cost Optimisation, and Performance Optimisation. We identify areas for improvement and prioritised recommendations to enhance your cloud architecture's efficiency, security, and resilience.

Features

1. Google Cloud Platform certified architects conduct GCP Well Architected Review
2. Assessment across Google Cloud Architecture Framework pillars and best practice
3. Tailored GCP report, with actionable insights and practical improvement roadmap
4. Operational excellence review to improve deployment, monitoring, automation and management
5. Review of security, identity, access and data protection controls
6. Reliability and availability assessment, including disaster recovery
7. Performance and scalability evaluation of GCP workloads
8. Cost optimisation analysis using Google Cloud pricing models
9. Sustainability assessment aligned to Google Cloud best practices
10. Prioritised recommendations ranked by risk impact and effort

Benefits

1. Clear understanding of Google Cloud architecture strengths and weaknesses
2. Reduced risk through alignment with Google Cloud best practices
3. Improved security posture across GCP environments
4. Increased reliability and resilience for critical cloud workloads
5. Better performance and scalability for user-facing services
6. Reduced cloud spend, through targeted cost optimisation opportunities
7. Stronger operational control and governance
8. Prioritised actions support informed investment decisions
9. Increased confidence in Google Cloud architecture decisions
10. Foundation for continuous improvement and sustainable cloud adoption

GreenOps Cloud Sustainability and Carbon Management

GreenOps advisory to measure, report and reduce cloud carbon impact. We baseline emissions, improve tagging and allocation, establish carbon KPIs and dashboards, and identify optimisation actions across AWS, Azure and GCP. Complements FinOps to improve accountability and value for money, without delivering managed services or training.

Features

- 1. Cloud carbon emissions measurement across platforms, accounts and subscriptions
- 2. Emissions dashboards with KPIs, trends and executive summaries
- 3. Carbon allocation using tags, metadata, services and workloads
- 4. Identification of carbon optimisation opportunities and quick wins
- 5. Carbon-conscious workload and architecture efficiency reviews
- 6. GreenOps maturity assessment with prioritised improvement actions
- 7. Policy guardrails enabling sustainable cloud usage patterns
- 8. Integration of cloud-native and specialist GreenOps tooling
- 9. Unit metrics linking cloud cost, consumption and CO2e
- 10. GreenOps governance forums, decision logs and accountability controls

Benefits

- 1. Reduced cloud carbon emissions through targeted, measurable optimisation actions
- 2. Improved visibility of Scope 3 emissions across cloud services
- 3. Clear accountability for sustainable cloud consumption by service owners
- 4. Data-driven decisions using carbon KPIs and workload context
- 5. Consistent GreenOps practices across multi-cloud environments
- 6. Lower energy consumption, often reducing overall cloud spend
- 7. Faster sustainability improvements through prioritised quick wins
- 8. Improved audit readiness with traceable metrics and governance evidence
- 9. Reduced greenwashing risk through transparent, outcome-based reporting
- 10. Stronger alignment between FinOps, sustainability and digital teams

InformedDECISION™ Cloud Consultancy and Support

Consultancy and support services for InformedDECISION product suite modules : InformedDECISION Knowledge Hub InformedDECISION Forms InformedDECISION Geospatial Case Management INFORMED Document Processing We configure environments, security roles, workflows, forms, integrations and data ingestion. We migrate legacy case records and documents, validate mappings, and support cutover activities.

Features

- 1. Tenant provisioning and environment configuration for InformedDECISION™
- 2. Configure user roles, permissions, and access control model
- 3. Set up case types, workflows, routing rules, and SLAs
- 4. Configure digital forms, data validation, branching, and templates
- 5. Configure geospatial layers, location capture, and spatial validation
- 6. Integration set-up for CRM, document management systems, GIS, and databases
- 7. Data migration mapping for cases, contacts, metadata, documents
- 8. Bulk import tooling, batching, and reconciliation checks
- 9. Migration testing: sample loads, validation, and defect fixes
- 10. Cutover support: freeze windows, final loads, go-live checklist

Benefits

- 1. Faster deployment through repeatable set-up activities and tooling
- 2. Reduced migration risk using validated mappings and reconciliation
- 3. Improved data quality via structured rules and validation
- 4. Consistent workflows configured to organisational policies and governance
- 5. Less manual re-keying by integrating with existing systems
- 6. Quicker triage readiness through configured routing and SLAs
- 7. Controlled cutover with clear steps and rollback options
- 8. Better auditability through configured metadata and case structures
- 9. Earlier value from migrated history, evidence and correspondence
- 10. Smooth transition from legacy platforms with minimal disruption

InformedINSIGHT™ Consultancy and Support

Set up and migration support for the InformedINSIGHT™ data unification and geospatial analytics platform. We configure tenants, environments, integrations and workflows, migrate data from legacy sources, and enable analytics, AI and search capabilities. The service supports secure onboarding, controlled cutover and rapid adoption aligned to organisational policies and operating models.

Features

1. Tenant provisioning and environment configuration for InformedINSIGHT™
2. User roles, permissions, and access control configuration
3. Configure integrations to geospatial, IoT, document management systems
4. Dashboard, reporting and analytics configuration aligned to user needs
5. Business workflow, rules and routing configuration supporting operational processes
6. AI/machine learning configuration for classification and predictive modelling
7. Data migration pipelines with validation, enrichment and transformation rules
8. Search and query configuration across spatial and non-spatial datasets
9. Migration, security and user acceptance testing support
10. Controlled cutover support, including final loads and go-live readiness

Benefits

1. Faster deployment using repeatable, proven configuration and migration approaches
2. Reduced migration risk through validated mappings and reconciliation controls
3. Improved data quality through structured rules, validation and enrichment
4. Consistent workflows aligned to organisational governance and operating policies
5. Reduced manual effort through integration with existing organisational systems
6. Faster operational readiness through configured routing, queues and SLAs
7. Controlled cutover with rehearsed steps and rollback options
8. Improved auditability through structured metadata and case configurations
9. Earlier operational value from migrated records, evidence and correspondence
10. Assured AI-enabled outcomes supported by ISO 42001 certified delivery

IT Service Management Planning

Our ITIL certified service management consultants provide advisory for IT Service Management platforms. We assess current ITSM services, tooling, data and operating models to define cloud-ready target states, migration options and transition roadmaps. Supports informed decision-making, risk reduction and alignment to ITIL, DevOps, GDS and organisational strategy.

Features

1. ITSM cloud readiness and maturity assessments
2. Current-state ITSM process, tooling analysis, automation opportunities
3. Cloud target operating model definition
4. ITSM tooling and deployment options appraisal
5. CMDB and service data migration planning
6. Cloud security, assurance, SLAs, KPIs and compliance planning
7. Service catalogue and operating model alignment
8. Migration sequencing, dependencies and risk assessment
9. Vendor-neutral advice across ITSM platforms. ITIL 4 best practices.
10. Actionable ITSM roadmaps and recommendations

Benefits

1. Clear, evidence-based ITSM options
2. Reduced risk before ITSM platform transition
3. Improved alignment between ITSM and cloud strategy
4. Better understanding of ITSM data and CMDB readiness
5. Avoids premature tooling or migration commitments
6. Stronger governance and assurance for cloud change
7. Optimised migration sequencing and prioritisation
8. Reduced disruption to business-as-usual services
9. Cost-effective planning through vendor-neutral advice
10. ISO 27001, ISO 9001, and Cyber Essentials Plus certified organisation

IT Service Management Set Up and Migration

Our ITIL certified service management consultants provide setup and migration support for IT service management (ITSM) tooling and data, including service desk workflows, CMDB, service catalogue and integrations. We audit and prepare data, configure target environments, manage cutover and rollback, and coordinate suppliers to deliver a secure, well-governed ITSM transition.

Features

- 1. ITSM platform configuration for cloud or hybrid environments
- 2. Data discovery, cleansing and mapping for migration
- 3. CMDB build, reconciliation and asset data migration
- 4. Service catalogue setup, taxonomy alignment, reporting and governance
- 5. Incident, problem, change workflow configuration and automation
- 6. Integration setup for monitoring, identity and collaboration tools
- 7. Role-based access, segregation of duties and audit trails
- 8. Cutover planning, rehearsal, rollback and hypercare preparation
- 9. Supplier coordination, SIAM onboarding and service transition controls
- 10. Documentation of runbooks, configuration baselines and handover packs

Benefits

- 1. Faster transition to cloud ITSM with controlled cutover
- 2. Reduced migration risk through rehearsed rollback and governance
- 3. Improved data quality via cleansing and reconciliation
- 4. Accurate CMDB supports impact analysis and change assurance
- 5. Standardised workflows improve consistency and auditability
- 6. Better service reporting through aligned catalogue and KPIs
- 7. Integrations enable end-to-end visibility across tools and teams
- 8. Clear handover artefacts support smooth adoption by operations teams
- 9. Improved security posture with least-privilege access configuration
- 10. Add ISO27001, ISO9001, and Cyber Essentials Plus certified organisation

Live Continuous Improvement and DevSecOps Service

Managed cloud service providing DevOps and DevSecOps capability for live digital services. Supports secure operation, automation, monitoring and continuous improvement of cloud platforms and applications. Enables resilient, standards-compliant live services through optimised CI/CD pipelines, automated testing, tooling and operating practices aligned to DevSecOps best practice, underpinned by ITIL 4 framework.

Features

- 1. DevOps, DevSecOps, SysOps and WebOps live service roles
- 2. Continuous integration and deployment pipeline operation and optimisation
- 3. Secure DevSecOps practices embedded in live environments
- 4. 24/7 Monitoring, observability and automated alerting for live services
- 5. Infrastructure as code and configuration management for cloud platforms
- 6. Continuous improvement using metrics, feedback and service reviews
- 7. Cloud platform operations across AWS, Azure and Google Cloud
- 8. Vendor-neutral support for COTS and open-source toolchains
- 9. Configurable DevSecOps toolchains: Jira, GitHub, Jenkins, Docker/Kubernetes, Terraform, Selenium.
- 10. BPSS and SC-cleared specialists for secure public sector delivery

Benefits

- 1. Improved reliability and performance of live cloud services
- 2. Faster, safer change through automated delivery pipelines
- 3. Reduced operational risk through embedded security practices
- 4. Greater service resilience through monitoring and automation
- 5. Continuous improvement driven by measurable service metrics
- 6. Optimised cloud operating costs and resource utilisation
- 7. Flexible specialist capacity for live service demands
- 8. Stronger assurance against public sector standards
- 9. Improved collaboration across multi-supplier service teams
- 10. Increased confidence operating business-critical digital services

Machine Learning Cloud Set Up and Migration

Our data scientists, data architects and data engineers set up and migrate cloud machine learning models and platforms. We configure machine learning models, platforms, data pipelines and tooling, integrate with existing systems and datasets, and enable secure cloud operation, harnessing advanced analytics, intelligent automation and predictive accuracy to improve productivity.

Features

1. Machine learning platform configuration, model operationalisation, tuning and optimisation.
2. Machine learning implementation, machine learning deployment and integrations
3. Machine learning data pipeline setup for training and workloads
4. End-to-end automation (data collection, model training, testing, deployments, updates)
5. Traceable reproducible version controlled code, data and models.
6. MLOps frameworks and automated CI/CD machine learning lifecycle management
7. Testing (unit, integration, user, model validation) ensure models' fitness-for-purpose
8. Scalability handles increasing data and loads whilst maintaining performance.
9. Monitoring; early-detection and issue resolution (accuracy, performance, drift, bias)
10. Built-in governance, compliance with regulatory/ethical requirements and best practice

Benefits

1. Technology and provider agnostic (AWS, Azure, GCP, Open Source, On-Prem)
2. Intelligent Document Processing (IDP), automation, and predictive analytics expertise
3. Process automation reduces costs, improves accuracy and increases efficiency
4. Data-Driven Decisions: Empowerment to make informed, evidence-based decisions
5. Compliance with GOV.UK Service Standard, Technology Code of Practice
6. ISO42001 Artificial Intelligence Management System certified supplier
7. Security and privacy-by-design, GDPR, ISO27001 and Cyber Essentials Plus delivery
8. Supports scalable, cloud native machine learning execution
9. Enables internal teams to operate machine learning environments
10. Cost-effective return on investment from time and efficiency savings

Machine Learning Discovery, Machine Learning Consultancy, Machine Learning Cloud Planning

Plan machine learning for cloud. We assess machine learning use cases, data readiness, target architecture and platform options (AWS, Azure, GCP, open source). We produce machine learning strategy, architecture, integrations, governance, assurance controls, business case and a phased roadmap for machine learning migration and operationalisation

Features

- 1. Machine Learning Discovery workshops, user needs analysis and problem framing
- 2. Use-case feasibility scoring, value and risk assessment
- 3. Data readiness review: quality, lineage, access and constraints
- 4. Options appraisal: Azure, AWS, GCP, open-source and custom models
- 5. Target architecture for Machine Learning platforms, predictive analytics and pipelines
- 6. MLOps planning: deployment patterns, monitoring, audit trails
- 7. Model governance design: versioning, approvals, reproducibility
- 8. Develop machine learning pilots and prototypes
- 9. Migration roadmap with dependencies, milestones and resourcing
- 10. Business case, cost forecasting and benefits measures

Benefits

- 1. Machine Learning roadmap and strategy aligned to cloud strategy
- 2. Reduced delivery risk through early feasibility assurance
- 3. Better platform choices via transparent options appraisal
- 4. Improved data readiness for Machine Learning outcomes
- 5. Stronger governance for model lifecycle decisions
- 6. Security and privacy-by-design, reducing rework
- 7. Realistic cost model supporting approvals and budgeting
- 8. Reference architectures accelerating later delivery procurement
- 9. Defined operating model and skills requirements
- 10. Measurable KPIs for benefits tracking

Managed Analytics and Data Science Operations, Machine Learning Ops

Managed operations for data science, analytics, AI and machine learning services. We support, monitor and optimise data science platforms, analytical workflows, dashboards and AI and machine learning models using automation, DataOps and MLOps practices. Our service provides reliable performance, cost control, security and assurance across AWS, Azure and GCP environments.

Features

- 1. 24/7 monitoring: data science, analytics, AI, and machine learning
- 2. ITIL-aligned incident, problem and change management for data services
- 3. DataOps and MLOps operational practices for analytics reliability
- 4. Monitoring and optimisation of analytics workflows, notebooks and models
- 5. Automated scheduling, orchestration and recovery of analytics processing jobs
- 6. Cost optimisation and FinOps controls for analytics consumption
- 7. Security monitoring, access controls and compliance assurance
- 8. Model performance monitoring, drift detection and operational governance
- 9. Service reporting using SLAs, KPIs and service level objectives
- 10. ISO 420001 certified organisation, with aligned security, risk frameworks

Benefits

- 1. Reliable data science analytics services with reduced operational risk
- 2. Faster issue detection through proactive monitoring and automated alerting
- 3. Improved decision confidence from consistently available analytics outputs
- 4. Lower cloud costs through ongoing optimisation and FinOps practices
- 5. Secure analytics and AI operations aligned to public sector needs
- 6. Scalable platforms supporting changing demand and workloads
- 7. Reduced manual effort through automation and repeatable operations
- 8. Trustworthy AI through monitored models and controlled change processes
- 9. Trustworthy AI through monitored models and controlled change processes
- 10. Stronger internal capability through embedded operational expertise

Managed Cloud Infrastructure Operations

Managed cloud operations across public, private and hybrid cloud environments. We provide 24/7/365 omnichannel support, monitoring, incident and change management, patching and backup, capacity and cost optimisation, and continual improvement using automation, DevOps and SRE practices. Service reporting, SLAs, ITIL-aligned governance and knowledge transfer support reliable, secure cloud services.

Features

1. Proactive monitoring, alerting and dashboards across AWS, Azure, GCP
2. ITIL-aligned incident, problem, major incident management
3. Automated patching, configuration and release management for stability
4. Backup, recovery and disaster recovery plans, runbooks and testing
5. Capacity planning, autoscaling and performance optimisation for workloads
6. Cost optimisation: scalable consumption, FinOps reviews, tagging and chargeback
7. Security hardening, identity management and compliance monitoring
8. Self-service provisioning, standard templates and infrastructure automation
9. Service reporting using SLAs, KPIs, SLOs and continual improvement
10. ITIL 4, cloud certified engineers. BPSS and SC cleared.

Benefits

1. Higher availability through proactive detection and faster incident resolution
2. Reduced outages via problem management, root-cause analysis and remediation
3. Lower running costs through continual FinOps optimisation and right-sizing
4. Improved security posture with automated patching and compliance monitoring
5. Faster, safer changes using controlled release and configuration management
6. Better performance with capacity planning, autoscaling and tuning
7. Clear accountability using agreed SLAs, KPIs and service reports
8. Streamlined automation, self-healing and standardised runbooks
9. Stronger resilience with tested backups and disaster recovery procedures
10. ISO27001, ISO9001, ITIL certified, Level 3 ITIL Model Maturity

Managed Cloud IT Service Management

We provide Managed Cloud IT Service Management for business-critical services, ensuring service quality and stability. We operate and optimise ITIL-aligned processes and service desks for wraparound support services. Includes monitoring, incident and change control, service reporting, automation, continual improvement and governance to improve availability, user experience and cost control.

Features

1. 24x7 monitoring, alerting and event management for cloud services
2. Incident, major incident and problem management with root-cause analysis
3. Change, release and deployment control aligned to CAB governance
4. Configuration and asset management, CMDB curation and discovery
5. Service desk operation, request fulfilment and knowledge management
6. Service level management, KPI dashboards and performance reporting
7. Supplier management and SIAM coordination across multi-provider estates
8. Availability, capacity and access management, including runbooks
9. Continual service improvement, automation opportunities and backlog prioritisation
10. Cloud, tool and vendor agnostic ITSM practitioners, ITIL certified

Benefits

1. Improved service availability and resilience for critical operations
2. Faster incident resolution and reduced mean time to recover
3. Controlled change reduces outages and deployment-related risk
4. Better user experience through responsive service desk and self-service
5. Clear accountability through SLAs, KPIs and service reporting
6. Lower run costs via process standardisation and automation
7. Reduced supplier friction through coordinated multi-provider governance
8. Improved compliance evidence with auditable ITIL processes and records
9. Proactive management reduces capacity issues and performance degradation
10. Rapid onboarding of ITSM capability with knowledge transfer

Managed Cloud MLOps: Machine Learning Operations

MLOps for operating and optimising production machine learning services. We support reliable CI/CD pipelines, model and data versioning, monitoring for drift and performance, and controlled updates. Provides governance, cost optimisation and auditability across cloud AI platforms and open-source tooling, helping run compliant AI at scale.

Features

- 1. Operates production MLOps pipelines and deployment workflows
- 2. CI/CD automated deployments for models, data, and configuration
- 3. Machine learning model registry, experiment tracking, and version control
- 4. Continuous model monitoring: drift, bias, accuracy, service health, fitness-for-purpose
- 5. Containerised machine learning workload orchestration for scalability and resilience
- 6. Continuous improvement: model feedback loops, fine tuning, iterative development
- 7. Scalable cloud execution, GPU support, workload, performance, cost optimisation
- 8. NCSC aligned security to protect models and sensitive data
- 9. Governance, audit trails, and policy-aligned model lifecycle controls
- 10. Tooling agnostic: AWS, Azure, OpenAI, Google, open source

Benefits

- 1. Reliable, repeatable model releases with reduced operational risk
- 2. Faster deployment of improvements through automated pipelines
- 3. Early detection of drift protects decision quality
- 4. Traceability, model versioning and tracking code, data, models
- 5. Lower run costs through evidence-led optimisation
- 6. Improved resilience via monitoring, rollback and controlled changes
- 7. Stronger compliance with embedded governance and documentation
- 8. Scales AI services to organisation demand and workloads
- 9. Reduces manual effort for model operations and maintenance
- 10. ISO42001 supplier, AI Playbook, GDS aligned processes

Managed Service Desk Operations and User Support

Our ITIL-aligned Service Desk delivers ongoing user and service support, resolving user and technology issues. Tailored to business goals, SLAs and KPIs, we provide a single point of contact for incidents and requests, with multi-channel access, SLA reporting, automation, and continuous improvement. Supports secure, reliable business-as-usual operations across cloud environments.

Features

- 1. ITIL-aligned Service Desk tailored to organisational support requirements
- 2. Single point of contact for incidents, requests, and service enquiries
- 3. Multi-channel access via portal, phone, email, chat, and alerts
- 4. Self-service portal and knowledge base for rapid issue resolution
- 5. Flexible service hours, including 24x7x365 coverage options
- 6. Automated request fulfilment, improving efficiency and response times
- 7. Security-cleared Service Desk specialists supporting public sector environments
- 8. SIAM-capable integration with internal teams and third-party suppliers
- 9. SLA and KPI monitoring with regular service performance reporting
- 10. Continuous service improvement driven by user feedback and analytics

Benefits

- 1. Single point of contact for incidents, requests, and service improvements
- 2. Secure support delivery with BPSS, SC, NPPV clearance
- 3. Transparent service performance against agreed SLAs and KPIs
- 4. Adherence to best practice frameworks (e.g., ITIL, Agile Service Management)
- 5. Reduced downtime through rapid incident and request resolution
- 6. Improved service reliability and availability for business-as-usual operations
- 7. Faster resolution through automated incidents and service requests
- 8. Continuous service improvement embedded as a core deliverable
- 9. Technology-agnostic support adaptable to diverse client environments
- 10. ISO27001, ISO9001, Cyber Essentials Plus and ISO42001 certified organisation

Microsoft Artificial Intelligence and Azure AI Consultancy and Support

Azure-certified AI specialists help your organisation adopt Microsoft AI safely and effectively. We configure Microsoft generative AI, RAG and agentic solutions using Copilot Studio, Microsoft Foundry, Azure AI Search, Document Intelligence, Azure Machine Learning and Fabric. We configure agents, workflows, evaluations, deployment pipelines and controls for safe scalable AI services.

Features

- 1. Configure Copilot Studio and Foundry Agent Service agent workflows
- 2. Design RAG architectures using Azure AI Search unified context
- 3. Optimise Azure OpenAI services and chatbots for customer engagement
- 4. Optimise prompts, retrieval quality, grounding and response consistency
- 5. Fine-tune document intelligence models for classification and extraction accuracy
- 6. Robotic process automation, NLP, Conversation AI, Generative AI applications
- 7. Configure evaluation harnesses, red-teaming and regression testing for models
- 8. Establish deployment pipelines for models, prompts, agents and endpoints
- 9. Integrate data sources with Fabric pipelines and controlled data models
- 10. Implement content safety, guardrails and responsible AI risk controls

Benefits

- 1. ISO42001 certified supplier: proven AI safety, testing, governance frameworks
- 2. AI Playbook, Data and AI Ethics Framework compliant approach
- 3. Increased productivity, efficiency, time and cost savings through automation
- 4. Effective configuration and outputs through workflow and agent optimisation
- 5. Maximises ROI on Microsoft technology investments
- 6. Shorter time to value with reusable patterns and accelerators
- 7. Improved user outcomes with grounded answers and better retrieval
- 8. Reduced risk with governance, audit trails and responsible controls
- 9. Increased team capability through hands-on delivery and knowledge transfer
- 10. Extensive experience in operationalising national public sector AI services

Microsoft Azure Well-Architected Framework Review: (WAR and WAF)

Our Azure-certified consultants conduct Azure Well-Architected Reviews using the Microsoft Well-Architected Framework. We benchmark your digital infrastructure and cloud workloads against the five pillars: Operational Excellence, Cost Optimisation, Performance Efficiency, Reliability, and Security, plus Sustainability. Our experts provide prioritised, remediation recommendations for cloud optimisation, aligned to best practice.

Features

- 1. Azure-certified architects deliver Microsoft Well-Architected Framework Reviews
- 2. Architectural Assessment across Azure’s five pillars plus sustainability
- 3. Workload benchmarking against Microsoft cloud best practices
- 4. Review of security identity access and governance controls
- 5. Reliability and resilience analysis, including availability and recovery
- 6. Performance efficiency and scalability assessment for Azure workloads
- 7. Cost optimisation analysis using Azure-native tooling
- 8. Stakeholder workshops to validate findings and priorities
- 9. Prioritised recommendations ranked by risk impact and effort
- 10. Detailed report with clear improvement actions and roadmap

Benefits

- 1. Clear visibility of Azure architectural strengths and weaknesses
- 2. Reduced risk through alignment with Microsoft best practices
- 3. Improved security posture across Azure environments
- 4. Better reliability and resilience for critical digital services
- 5. Optimised performance supporting user experience and scalability
- 6. Reduced cloud costs through targeted optimisation opportunities
- 7. Stronger governance and operational control
- 8. Prioritised improvement actions enable focused investment decisions
- 9. Increased confidence in Azure architecture and design choices
- 10. Foundation for continuous improvement and sustainable cloud growth

Natural Language Processing Services (NLP)

Our data scientists, set-up, configure and integrate Natural Language Processing services, LLM models and pipelines into your organisation's systems. We adapt and fine-tune models for domain-aware application, with context-aware summarisation, retrieval augmented generation, topic modelling, entity recognition and sentiment analysis, unlocking insights and value from structured and unstructured data.

Features

- 1. Text analytics across structured and unstructured data
- 2. Sentiment, emotion and opinion analysis for insight generation
- 3. Text classification, clustering and topic modelling at scale
- 4. Context-aware document summarisation and content extraction
- 5. Named entity recognition and semantic information extraction
- 6. Natural language understanding for question answering and search
- 7. Multilingual processing, including translation and localisation
- 8. Text generation and language modelling for content automation
- 9. Configure embedding models for semantic text similarity and retrieval
- 10. Conversational AI and chatbot interfaces for user interaction

Benefits

- 1. Transform document-heavy processes with automated language understanding
- 2. Accelerate casework and analysis through intelligent text automation
- 3. Find relevant information faster using meaning-based search and retrieval
- 4. Improve user experience with natural language access to complex information
- 5. Tailored domain-specific ethics, data privacy, explainability, transparency and security
- 6. User centred approach: iterative usability testing, human-in-the-loop verification, UAT
- 7. Technology and provider agnostic (AWS, Azure, GCP, Open Source)
- 8. Collaborative partnership approach engages, up-skills and supports in-house teams
- 9. ISO42001 certified AI privacy, ethics, compliance, security, risk management frameworks
- 10. Extensive experience deploying AI operationally for Government at national scale

Performance Analysis

We provide ongoing performance analysis support for live digital services, helping organisations measure user and business outcomes. Working alongside service teams, we define KPIs, analyse behavioural and operational data, and deliver actionable insights and visualisations to support evidence-based decisions and continuous service improvement.

Features

1. KPI and performance measure definition for live services
2. Ongoing analysis of user behaviour and service outcomes
3. Digital analytics interpretation and optimisation support
4. Hypothesis-led performance measurement frameworks
5. Integration of qualitative and quantitative performance data
6. Analysis of online and offline service data sources
7. Performance dashboards and management information reporting
8. Data-driven recommendations for service optimisation
9. Alignment with Service Standards, WCAG accessibility, TCoP
10. Embedded support within multidisciplinary service teams

Benefits

1. Evidence-based understanding of service performance
2. Improved decisions through clear performance insight
3. Early identification of service issues and bottlenecks
4. Stronger alignment between service outcomes and objectives
5. Supports continuous improvement of live services
6. Improved user experience through behaviour-led insight
7. Clear, accessible performance reporting for stakeholders
8. Reduced risk through ongoing performance monitoring
9. Demonstrable compliance with public sector service standards
10. Better value from existing data and analytics investments

Pre Discovery and Discovery Services

Our agile multidisciplinary team enables you to research, analyse and frame the problems you’re trying to solve digitally. Our GDS compliant iterative user-centred approach helps you understand your users, their goals and needs, technical, operational and compliance constraints, policy intent and opportunities to improve your service.

Features

- 1. Pre-discovery scoping: research, objectives, stakeholders, constraints, success measures
- 2. User research: user personas, needs, journeys, pain points, segmentation
- 3. Service and process mapping for target outcomes: as-is, to-be
- 4. Business analysis (policy intent, business processes, legal/technical/commercial constraints)
- 5. Technical analysis: legacy assessment, applications, platforms, integrations, technical debt
- 6. Data discovery: flows, quality, privacy, retention, sovereignty requirements
- 7. Security-by-design considerations aligned to NCSC principles
- 8. Cloud feasibility assessment: hosting models, patterns, migration approaches
- 9. Options appraisal with costs, benefits, risks and dependencies
- 10. Discovery report, Alpha roadmap, prioritised hypotheses/risks, timescales, team, cost

Benefits

- 1. Clear, evidence-based problem definition for cloud migration decisions
- 2. Reduced delivery risk through early feasibility and constraints analysis
- 3. Validated assumptions and hypotheses before committing significant spend
- 4. Improved understanding of user needs and service improvement opportunities
- 5. Better stakeholder alignment on outcomes, scope and priorities
- 6. Practical roadmap with sequencing, dependencies and decision points
- 7. Green Book (Five Cases Model) business case
- 8. Security and privacy risks identified early and addressed proportionately
- 9. More informed sourcing and commercial choices for cloud services
- 10. Knowledge transfer supporting client teams’ user-centred ways of working

Programme and Project Assurance

We provide oversight for complex projects and programmes, as a turnaround service for failing programmes or continuous assurance. We assess plans, processes, governance, risk and delivery controls, and support recovery actions where needed. Our evidence-based reporting helps sponsors and delivery teams keep on track and provides confidence in delivery outcomes.

Features

- 1. Project and programme health checks and delivery confidence assessments
- 2. Ongoing compliance review with regulations, standards and best practice
- 3. Independent review and assurance: plans, schedules, dependencies, milestones
- 4. Risk, issue, assumption and dependency review and controls
- 5. Governance, reporting and decision forums assessment and reset
- 6. Supplier and partner delivery assurance across migration workstreams
- 7. Root cause analysis for slippage, overruns and delivery blockers
- 8. Practical recovery plans and back-to-green interventions
- 9. Assurance of data, security and operational readiness evidence
- 10. Sponsor briefings with clear, actionable assurance reporting

Benefits

- 1. Earlier visibility of delivery issues and dependencies, reducing risk
- 2. Improved SRO and sponsor oversight, accountability and decision-making
- 3. Realistic forecasts that reduce optimism bias
- 4. Reduced cost and time overruns through targeted interventions
- 5. Increased confidence in supplier plans and delivery controls
- 6. Right-sized governance that accelerates timely approvals
- 7. Clear prioritisation of risks within agreed tolerances
- 8. Faster recovery of programmes showing signs of failure
- 9. Intergated cost, change and risk control processes
- 10. ISO 27001, ISO 9001, and Cyber Plus certified organisation

Programme and Project Management

We provide cloud project and programme management, ensuring benefits, timelines, budget/cost, risks, issues, and dependencies are tracked, managed and appropriately governed, with transparent reporting, communication and collaborative decision making. Our consultants use best practice agile, waterfall and hybrid methodologies, ensuring delivery remains aligned to outcomes, budget and risk tolerances.

Features

1. Tailored best practice delivery methodology: Agile, PRINCE2, Lean, MSP
2. Co-created project and programme governance, reporting, communication, escalation structures
3. Integrated delivery plans with milestones, dependencies and critical paths
4. Ongoing Risk, Issue, Assumptions, Dependencies identification, management, reporting/mitigation
5. Co-designed benefits management and tracking structures ensure benefits realisation
6. Business cases, project/programme planning, strategic roadmaps, delivery plans
7. Regular transparent reporting: progress, milestones, deliverables, KPIs, spend, risk.
8. Complex multi-stakeholder mapping and management and change management expertise
9. Managed interdependencies between projects and business as usual activities
10. Defined handover to “business-as-usual” with go-live and transition support

Benefits

1. Certified Agile consultants, experienced in delivering complex digital transformation programmes
2. Reduced delivery risk through active dependency management
3. Improved cost control via forecasting and budget discipline
4. Better decision-making through clear reporting and governance
5. Improved programme maturity and cost-effective risk and issue mitigation
6. Increased supplier alignment across complex workstreams
7. Earlier issue resolution through agreed escalation routes
8. Improved stakeholder confidence through transparent progress updates
9. Higher benefits realisation through tracked outcomes and measures
10. ISO9001, ISO27001, Cyber Essential Plus, ISO42001 certified organisation

Quality Assurance and Performance Testing

We provide end-to-end testing for cloud services. We create test architecture, test strategy, and test plans. We implement automated testing in CI/CD, run functional and non-functional testing, integration and accessibility testing. We execute load, stress, volume, soak and scalability testing, with capacity planning, defect reporting and readiness evidence for go-live.

Features

1. Test strategy, traceability, risk-based quality gates. Agile DevOps approaches.
2. Automated regression suites integrated with CI/CD pipelines
3. Functional and exploratory testing for cloud applications
4. Integration, API, and interface testing for system interoperability
5. Accessibility and usability testing to WCAG and GDS
6. Performance testing: load, stress, volume, soak, scalability
7. Capacity planning and performance baselining for go-live
8. Infrastructure performance testing for IaaS, PaaS, containers
9. Operational readiness testing, runbooks, monitoring, failover drills
10. Defect management, test reporting, and assurance evidence packs

Benefits

1. Faster releases and iterative improvements through repeatable automated testing
2. Reduced production incidents via proven non-functional performance
3. Confidence in scalability under peak demand
4. Improved accessibility and inclusive user experience
5. Earlier defect detection lowers rework and cost
6. Clear go-live assurance with evidence-based sign-off
7. Better data integrity across integrated services and APIs
8. Optimised infrastructure sizing supports value for money
9. Improved stakeholder trust through transparent quality reporting
10. Reduced operational risk with tested resilience and recovery

Regulatory Artificial Intelligence – AI Consultancy for Regulators and Regulated Environments

Our experts set up, integrate, and deploy artificial intelligence within regulated operational environments. Our data scientists configure AI models, AI tools, AI platforms, AI pipelines, governance controls and integrations to enable compliant, explainable and auditable AI use. We migrate and automate manual or analytical processes into cloud AI-enabled workflows.

Features

1. Set up AI pipelines for regulated operational workflows
2. Cloud AI services configuration within regulatory environments
3. Integration of AI with existing regulatory systems and data sources
4. Configuration of explainability, traceability and audit mechanisms
5. Human-in-the-loop review, expert validation and approval workflows
6. Data ingestion, classification and extraction pipeline configuration
7. Configuration of responsible-AI guardrails and governance controls
8. Secure role-based access and permissions configuration
9. Technical enablement aligned to regulatory assurance requirements
10. ISO42001 certified supplier. Proven experience at MHRA and Ofgem.

Benefits

1. Faster regulatory decision-making through AI-enabled workflows
2. Improved consistency across complex regulatory assessments
3. Increased confidence through explainable, auditable AI outputs
4. Reduced organisation workload through automation of routine checks
5. Safer AI adoption aligned to regulatory accountability requirements
6. Improved scalability of regulatory operations under increasing demand
7. Earlier identification of regulatory risks and non-compliance issues
8. Better integration of AI into existing regulatory processes
9. Reduced rework through improved upfront validation and checks
10. Strong foundation for future AI capability expansion

Retrieval Augmented Generation Configuration and Enablement (RAG)

We configure RAG pipelines combining LLMs with enterprise and knowledge search across organisational and trusted external structured and unstructured data. We set up integrations, indexing and ranking, fine-tuning retrieval on task-specific datasets. We enable natural language search, guidance and precedent lookup, summarisation and, with evaluation, monitoring and guardrails.

Features

1. Configure RAG using Azure, AWS, OpenAI, Google and open-source platforms
2. Configure retrieval pipelines to surface relevant, current information
3. Optimise semantic indexing for accurate understanding of organisational knowledge
4. Improve answer quality through retrieval tuning and relevance optimisation
5. Integrate data sources using secure APIs and pipelines
6. Configure LLM grounding, citations and source attribution mechanisms
7. Implement evaluation and quality checks for reliable, consistent outputs
8. Implement monitoring, logging and performance metrics for RAG pipelines
9. Apply privacy-by-design, data protection and access control configurations
10. ISO42001 certified AI configuration, deployment safety, testing, governance frameworks

Benefits

1. Faster, consistent, accurate answers grounded in trusted, current organisational information
2. Reliable explainable answers supported by traceable sources and evidence
3. Faster access to complex information for citizens, caseworkers, analysts
4. Improved decision quality and consistency, from sourced AI-generated responses
5. Increased productivity through rapid document search, summarisation and Q&A
6. Scalable knowledge access across teams, services and departments
7. Secure AI with controlled access, monitoring and operational oversight
8. Privacy-by-Design, AI Playbook, GDPR, Service Standard, TCoP compliant approach
9. Faster time-to-value using proven public sector RAG delivery patterns
10. Proven experience operationalising PoCs to national-scale AI services

Robotic Process Automation (RPA)

Our data scientists configure and implement RPA platforms and intelligent bots, with machine learning, natural language processing, and computer vision capabilities. We integrate RPA with applications and data, establish secure environments and governance, and support deployment and validation to automate high-volume, rules-based workflows, improving efficiency, accuracy and operational decision-making.

Features

- 1. Microsoft Power Automate, UiPath, Blue Prism, Automation Anywhere expertise
- 2. RPA platform selection, use case assessment and delivery approach definition
- 3. Intelligent automation using AI, NLP, machine learning and computer vision
- 4. Integration with legacy, COTS, desktop, web and enterprise applications
- 5. Secure environment setup, access controls and operational governance
- 6. Attended and unattended automation configuration and orchestration
- 7. Workflow optimisation and exception handling design
- 8. Automation testing, deployment support and validation
- 9. Performance monitoring, analytics and optimisation of automated processes
- 10. Supports AWS, Azure and Google Cloud Platform deployments

Benefits

- 1. Reduces manual effort by automating repeatable, rules-based processes
- 2. Improves productivity by freeing staff for higher-value activities
- 3. Increases accuracy and consistency by reducing human error
- 4. Delivers faster processing and improved service responsiveness
- 5. Supports scalable automation aligned to organisational priorities
- 6. Enables rapid efficiency gains and measurable cost savings
- 7. Improves auditability, control and operational compliance
- 8. Integrates automation across existing systems with minimal disruption
- 9. Enhances decision-making through intelligent, data-driven workflows
- 10. ISO42001 certified supplier, accredited risk, privacy, security, and compliance frameworks

Service Design

Our service designers assess current services, map user needs and journeys, define service models and future-state designs to create user-friendly digital services, aligned to user needs and business outcomes. Our agile iterative approach blends systems thinking and user-centred design to solve whole problems for users and deliver effective end-to-end services.

Features

1. Qualitative and quantitative user research across services, systems, and touchpoints
2. Service mapping, user journeys, affinity mapping, and service blueprinting
3. Business process mapping, skills analysis, and data flow modelling
4. Understand multi-channel end-to-end user interactions across the service
5. Service blueprints visualising user interactions, service operations, and dependencies
6. Identification of policy, legislative, and legacy technology constraints
7. Focus groups, diary studies, and longitudinal user research techniques
8. Rapid prototyping and co-creation workshops to test service concepts
9. As-is and to-be journeys across online and offline touchpoints
10. Iterative user-centred service design aligned to GOV.UK Service Manual

Benefits

1. Clear understanding of services through users' needs, behaviours, and outcomes
2. Holistic visibility of service journeys, touchpoints, dependencies, and interactions
3. Improved operational efficiency through mapped processes, skills, and data flows
4. Joined-up multichannel services aligned across digital, offline, and organisational boundaries
5. Reduced risk through shared, visualised understanding of service complexity
6. Early identification of policy, legislative, and legacy technology constraints
7. Evidence-led decisions informed by real user experiences and behaviours
8. Tested service concepts reduce rework during later migration stages
9. Consistent future-state services aligned to GDS Service Standard expectations
10. Strong stakeholder alignment supporting confident, prioritised cloud migration decisions

Service Incident and Problem Management

Our ITIL 4-aligned Incident and Problem Management Service provides ongoing support, rapidly resolves IT disruptions, investigates root causes and applies improvements to prevent reoccurrence. Our service support engineers minimise operational impact cost-effectively, improving service reliability, availability, and user satisfaction across business-as-usual in cloud and hybrid environments.

Features

- 1. ITIL-aligned incident and problem management processes
- 2. Rapid incident response and coordinated service restoration
- 3. Root cause analysis to prevent recurring service disruptions
- 4. Trend analysis identifying emerging and systemic issues
- 5. Dedicated Incident and Problem Management specialists
- 6. Clear escalation paths and coordinated stakeholder communications
- 7. End-to-end incident and problem tracking and reporting
- 8. Post-incident reviews with actionable improvement recommendations
- 9. Knowledge base supporting self-service and faster resolution
- 10. Flexible response hours, including 24x7x365 options

Benefits

- 1. Reduced downtime through rapid, structured incident and problem response
- 2. Improved service reliability, availability, and operational stability, meeting SLAs
- 3. Fewer recurring incidents through effective root cause analysis
- 4. Lower operational costs by preventing repeat service disruptions
- 5. Enhanced user satisfaction through faster issue resolution
- 6. Transparent performance reporting against agreed service levels and targets
- 7. Earlier risk identification through proactive trend analysis
- 8. Faster resolution enabled by reusable knowledge and insights
- 9. Self-service knowledge base for user troubleshooting, faster issue resolution
- 10. ISO27001, ISO9001, Cyber Essentials Plus and ISO42001 certified organisation

Service Transition and Operational Readiness

Our Service Transition service delivers seamless transition of new or enhanced services into live operation. Assesses people, process, technology, and operational readiness through transition plans and assurance gateways. Provides hands-on planning, configuration, and knowledge transfer to enable safe cutover, reduce risk, and support adoption of cloud services.

Features

1. Service transition and business change planning for new/changed services
2. Cutover and go-live coordination using defined service acceptance criteria
3. Operational readiness assessments across people, process and technology
4. Configuration of service management processes, workflows and tooling
5. Knowledge transfer, documentation and handover to operational teams
6. Early life support to stabilise services post-transition
7. Change management and release coordination aligned to ITIL practices
8. Risk, dependency, and impact management during transition
9. Tailored transition, communications, and business change plans
10. Service Standard, ITIL, DevSecOps and industry best practice aligned

Benefits

1. Reduced risk and disruption to live services during transition
2. Improved service stability and smoother user experience post-transition
3. Faster adoption through clear readiness, handover, and support enablement
4. Clear accountability, visibility, and stakeholder engagement throughout transition
5. Dependencies and service impacts, identified and actively managed
6. Consistent, repeatable transitions, improving quality and release efficiency
7. Improved compliance with service management and governance standards
8. Increased confidence in introducing cloud and hybrid services
9. Minimised downtime during service changes and cutover activities
10. ISO27001, ISO9001, Cyber Essentials Plus and ISO42001 certified organisation

Solution Architecture and Technical Architecture Planning Consultancy

We evaluate and identify technical and solution architecture options to achieve your digital and business objectives. We assess current state, define target patterns, landing zones, and transition states, and validate non-functional requirements. Produces decision and delivery-ready artefacts, cost models, and governance packs for adoption across AWS, Azure or Google Cloud.

Features

1. Current-state architecture assessment across applications, platforms, data and integration
2. Target architecture designs for cloud, hybrid, and multi-cloud environments
3. Landing zone and account/subscription structure design and configuration guidance
4. Network, identity, access and security-by-design architecture patterns
5. Non-functional requirements validation: resilience, performance, availability, recoverability
6. Integration and dependency mapping for disaggregated and multi-supplier estates
7. Migration approach selection: 6Rs, waves, transition states, sequencing
8. Cloud service selection and configuration guidance: IaaS, PaaS, SaaS
9. Design Authority packs: HLD/LLD, principles, standards, decision records
10. Cost, capacity and operating-model impacts modelling with trade-offs

Benefits

1. Clear target architecture enabling confident cloud migration decisions
2. Faster mobilisation using landing zone patterns and ready-to-use designs
3. Reduced risk through dependency mapping and validated transition states
4. Improved security and resilience through secure-by-design cloud architecture
5. Lower cost through right-sized services and optimised architecture choices
6. Better stakeholder alignment using Design Authority-ready artefacts and standards
7. Smoother cutover supported by operational readiness and acceptance criteria
8. Reduced legacy complexity through rationalisation and modernisation options
9. Technology-agnostic choices across AWS, Azure and Google Cloud
10. ISO-certified approach with AWS, Microsoft, Google certified Solution Architects

User Centred Design

Our multidisciplinary user-centred design team help you design and improve digital services from insight to implementation. We research user needs, map journeys and service blueprints, design content and interactions, and validate accessibility. Our collaborative stakeholder co-design workshops, feedback loops and usability testing ensure users are at the heart of services.

Features

1. Service Standard compliant agile iterative delivery approach (Scrum, Kanban, SaFE)
2. Qualitative, quantitative and hypothesis-driven research techniques and hypothesis
3. User research (user personas, needs, pain points, segmentation, usability testing)
4. Service design (service vision, service blueprints, roadmaps, analytics, KPIs)
5. Interaction design (user experience (UX), user journeys, prototype, wireframes)
6. Content design (content strategy, GOV.UK content, accessibility/privacy statements)
7. Digital inclusion (assisted digital channels, accessibility testing, WCAG compliance)
8. Co-design ideation workshops with users, policy teams, operations teams
9. Design system configuration, components, patterns, and reusable templates
10. Evidence packs supporting GDS assessment: artefacts, decisions, logs, controls

Benefits

1. Excellent user experience improves user satisfaction and service uptake
2. Improved user inclusion and support for assisted digital needs
3. Improved understanding of user satisfaction, service performance and value
4. Better outcomes, balancing user needs, business value, technical feasibility
5. Improved ability aligning technical architecture and design with user needs
6. Improved stakeholder collaboration, alignment, engagement, buy-in through shared artefacts
7. Earlier issue discovery, reducing rework and avoidable delivery costs
8. Flexible and scalable methods and techniques for all delivery phases
9. Collaborative knowledge sharing and upskilling of client teams
10. Compliance with GDS/Digital Scotland Service Standards and Design System

User Research

We provide user research and user-centred design support to shape and improve digital services. Using qualitative and quantitative research, we research hypotheses and synthesise user needs, personas and stories. We deliver a deep understanding of users, pain points and context, with actionable insights to ensure accessible, inclusive, user-centred service design.

Features

1. Iterative agile delivery. Ethics planning. Remote & in-person research.
2. User research plans aligned with digital strategy, policy objectives
3. User recruitment (identification, outreach, incentives), safeguarding (consent, data protection)
4. Qualitative research: interviews, focus groups, workshops, contextual research,
5. Quantitative research: surveys, web analytics, service data
6. Empathy and stakeholder mapping. Desk research, secondary data analysis.
7. Thematic analysis and synthesis: User personas, needs and stories
8. User journey mapping identifies touchpoints and pain points
9. Usability testing, validation, iteration (prototypes, A/B testing, multivariate testing)
10. Research/testing with low digital skills and access needs users

Benefits

1. Evidence-based insights and recommendations inform service decisions and design
2. Prove or disprove stakeholder hypotheses, assumptions, misconceptions and beliefs
3. Improved understanding of user personas, needs and pain points
4. Improved understanding of both existing and potential service users
5. Improved understanding of how to improve user satisfaction/experience
6. Improved confidence services will solve the right problem for users
7. Improved user inclusion and support for assisted digital needs
8. Improved stakeholder collaboration, confidence, engagement and buy-in
9. Compliance with GOV.UK/GDS/Digital Scotland standards
10. Collaborative knowledge sharing and upskilling of client teams

4.0 Client Support

- Applications, Development and Deployment
- Managed Cloud
- Cloud Migration Planning
- Setup and Migration
- Quality Assurance and Performance Testing
- Training
- Ongoing Support

Applications, Development and Deployment

We provide proven, modular digital platform and software services, InformedDECISION™ and InformedINSIGHT™, to **design, deliver and operate secure, data-driven applications, analytics and AI-enabled services** on behalf of our clients.

The platforms enable organisations to capture, manage, integrate, analyse and intelligently use data across applications, workflows and decision-making processes, ensuring services are efficient, transparent, auditable and deliver sustained value-for-money in regulated environments.

It specifically includes:

- **Engagement with business, service, policy and technology stakeholders** to understand user needs, operational outcomes, regulatory obligations, data requirements and decision-making context;
- **Design and configuration** of low-code application platforms including digital forms, case and customer management, workflow automation, portals and integrations with existing systems;
- **Data management**, integration and intelligence capabilities including structured capture, metadata management, data quality controls, APIs and lifecycle management;

- **Advanced analytics**, business intelligence and geospatial analytics to support operational oversight, performance management, trend analysis and evidence-based decision-making;
- **AI software services** including secure search and knowledge discovery, intelligent document processing, summarisation and decision intelligence, delivered with human-in-the-loop controls, transparency and explainability
- Establishment of robust **governance, security and service management frameworks** to ensure solutions are compliant, resilient and risk-managed, aligned to our ISO 9001 Quality Management System (QMS), ISO 27001 Information Security Management System (ISMS) and ISO 42001 Artificial Intelligence Management System (AIMS).

Our approach is **continuously improved** through our cross-disciplinary Communities of Practice, maintaining a current view of digital platforms, data, analytics and AI technologies, their strengths, limitations and roadmaps, ensuring our clients benefit from appropriate, responsible and future-ready solutions

Managed Cloud

We provide a **comprehensive managed cloud service** to operate, optimise and support cloud environments on behalf of our clients.

We ensure cloud platforms and services are **securely managed, resilient, performance-optimised and aligned to business outcomes, delivering sustained value-for-money** throughout the lifecycle of your cloud estate.

It specifically includes:

- **24/7 operational management and responsive support** for cloud infrastructure and platforms, with proactive monitoring, incident resolution, escalation handling and performance optimisation;
- **Service Desk and IT Service Management (ITSM)** aligned to best-practice frameworks (including ITIL principles), acting as a single point of contact for users and providing continuous service visibility, reporting, and improvement;
- **Site Reliability Engineering (SRE)** and automated tooling to maintain high availability, rapid recovery, and ongoing reliability of cloud services;

- **Governance, compliance and optimisation oversight**, including security patching, cost control, usage monitoring and compliance with relevant standards and policies;
- **Regular health checks, technical reviews and continuous improvement planning** to ensure your cloud estate evolves with your needs, leverages emerging improvements, and mitigates risk;
- **Close collaboration with client stakeholders**, ensuring managed operations support strategic priorities, interfaces cleanly with internal teams, and drives measurable service outcomes.

Our managed cloud services are delivered by experienced cloud and service management specialists using proven processes and quality-assured frameworks to keep your cloud environments **secure, efficient and aligned to your business needs**.

Cloud Migration Planning

We have a proven Queens Award winning service, InformedTRANSFORM™, to plan and implement **cloud hosting and cloud software** on behalf our clients.

InformedTRANSFORM™ ensures the most appropriate technologies are selected, effectively configured and operated to maximise service performance and value- for-money.

It specifically includes:

- **Engagement with our client's business and technology stakeholders** to understand and agree the intended benefits and outcomes, drivers, needs, potential blockers, and current business and technical landscape;
- Where appropriate, undertaking Technology Options Assessments to independently **evaluate different cloud hosting and software products based on client needs**, ensuring that plans are based on the right solution for the specific client; - development of highly practical **cloud migration and implementation plans**, ensuring a clear understanding of the approach, timescales, costs and risks, assured by experienced and qualified product and technology specialists;
- Establishment of robust **governance and delivery management** frameworks to ensure that implementations are effectively controlled and risk-managed, according to our ISO9001 Quality Management System (QMS), ISO 27001 Information Security Management System (ISMS), ISO 42001 Artificial Intelligence Management System (AIMS) and ISO 14000 Environmental Management System (EMS);
- Our method is continuously improved by our Cloud Community of Practice, which maintains a current view of the marketplace, leading solutions, their forward roadmaps, and their respective strengths and weaknesses.

Setup and Migration

We help clients migrate complex, mission-critical services from on-premise/dedicated data-centres to cloud, or between different cloud providers to provide better overall performance and value-for-money. Our proven method includes:

- **Understanding current service** – technical stack, APIs, dependencies on other systems/hardware, capacity, licensing, functional and non-functional requirements (including security, data sovereignty, backup and disaster recovery), data and transactions, operational metrics, known issues, vulnerabilities and technical debt
- **Designing target service** – confirming desired service KPIs and targets (including cost-savings), understanding technology preferences (e.g. based on client's technology strategy, current investments, in-house skills), selection of to-be technologies (undertaking independent Technology Options Assessments as appropriate), considering modernising deprecated technology, reducing licensing costs, transitioning elements of service to cloud-native/serverless/PaaS, implementing cost-effective application scaling and environments, and transitioning to DevSecOps best practice (e.g. secure-by-design, Infrastructure-as-code CI/CD pipelines and automated test-suites)
- **Migration** - deploying an optimal team of experts to deliver the migrated service using a robust governance and delivery management frameworks to ensure that migration is effectively controlled and risk-managed, according to our ISO 9001 QMS and our ISO 27001 and 42001 ISMS (including switch-over and go-live plans)
- **Hand-over and monitoring** – we involve client staff throughout, up-skilling so they become autonomous, using KPIs to evidence benefits and drive ongoing improvement

Quality Assurance and Performance Testing

We provide end-to-end **quality assurance and performance testing for cloud hosting and software**, and ensure that requirements in this area (and potential risks) are explicitly raised and agreed upfront, and considered throughout migration planning and implementation. We have a proven method for quality assurance and performance testing, which is independently certified as part of our ISO 9001 and 42001 Quality Management System. Our proven method includes:

- **Specifying quality assurance and performance requirements upfront** (including both functional and non-functional aspects) and monitoring against these throughout
- Ensuring that the **cloud service design explicitly factors in the capabilities and technologies that will be required to undertake representative QA and performance testing** (e.g. through the application of technologies such as Selenium Grid, JMeter, Blazemeter, Flood IO, and resilience testing tools such as AWS Fault Injection Simulator)
- Ensuring that **QA and performance testing** are developed to be automated and repeatable, and are run regularly (typically as part of CI/CD pipelines) to ensure that compliance is understood and potential issues and bottlenecks are identified early
- Providing regular, transparent and **insightful QA and performance testing reports** that enable business representatives to understand progress, issues and readiness for launch.

Training

We use our **proven training programme (InformedACADEMY™)** to provide world-class digital training for our clients, helping clients build the skills, capability, and insights they will need to successfully use developed systems and solutions and perform their specific role.

We shape training packages to clients' needs, based on training needs analysis to identify the range of stakeholders needing training, and the skills that they will need to work effectively. Our training typically includes:

- End-user training for developed systems and solutions
- **Digital skills development** for business stakeholders and technical teams (including coaching in Agile, DevOps, software development technologies and frameworks, cloud capabilities and architecture, ITIL)
- Executive **coaching and support** for Directors (including understanding opportunities and the 'art of the possible', developing digital transformation blueprints and roadmaps, establishing robust governance and performance management for complex Agile transformation programmes)

Training is provided through various channels:

- **Online** training (delivered through client's preferred training tools, wikis, or bespoke)
- On-the-job **coaching** and skills transfer (delivered according to agreed training plans by certified and highly-experienced professionals)
- **Masterclasses** (incorporating training from highly-qualified experts, with exercises, group discussions, and retrospectives to maximise learning)
- **3rd party training** from technology suppliers, supplemented with formal Accreditation/Certification

Training – Knowledge Transfer and Upskilling Framework



Ongoing Support

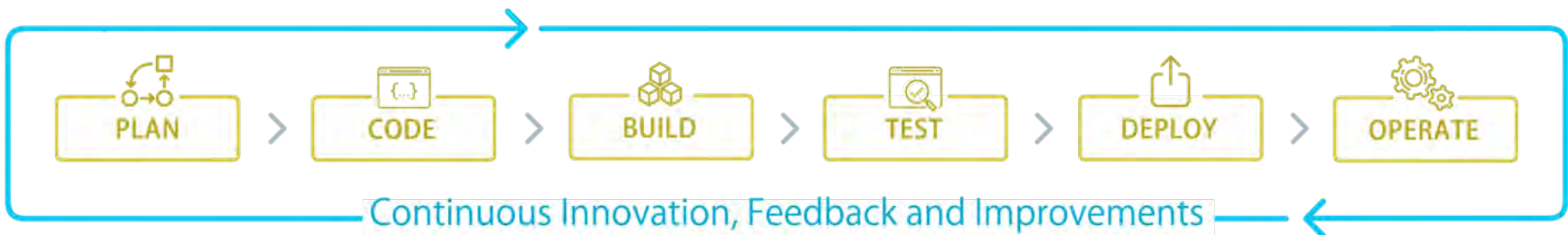
We use our proven cloud support service (InformedSERVICE™) to provide secure, scalable, configurable, and cost-effective cloud hosting and software support services that are tailored to your unique needs.

Our highly-experienced and certified practitioners provide **Service Desks, incident and problem management, automated testing and deployment, continuous service improvement, service operational monitoring, and service level management and reporting** using configurable frameworks based on DevOps, ITIL, and SIAM.

InformedSERVICE™ has the following benefits:

- Configurable, **cost-effective** options for DevOps, ITIL and SIAM needs
- Continuous delivery and automated testing, using DevOps best practice
- ITIL compliant, **flexible** service levels
- End-to-end management of service incidents, requests, and improvements

- **Proactive service analytics and reporting**, driving continuous improvements and cost savings (e.g. through adoption of new technologies, reduction in product licence fees, right-sizing environments and elastic provisioning)
- Delivers ongoing service **improvements** and incremental benefits
- Flexible services tailored to individual needs; industry-leading support
- KPI analytics measurement and performance management tracking
- Service Desk up to 24/7/365, 1st, 2nd, 3rd line
- Designed for the cloud, and proven and integrated across leading cloud-vendors including AWS and Microsoft Azure
- All staff BPSS or SC cleared, and fully familiar with GDS standards and assessment



5.0 Contact Us

Contact Us

To discuss your requirements:

Contact: Ana Demonacos
Business and Client Services Team

Email: opportunities@informed.com

Telephone: 0161 942 2000



EDINBURGH

93 George Street
Edinburgh
Midlothian
EH23ES
Tel: 0131 240 1212

MANCHESTER

The Old Bank
Old Market Place
Altrincham
Cheshire
WA144PA
Tel: 0161 942 2000

LONDON

11 Old Queen Street
Westminster
London
SW1H9JA
Tel: 0203 042 2000

LEEDS

Informed Solutions
15th Floor
67 Albion Street
Leeds
LS1 5AA
Tel: 0113 524 6542