



# **Cloud Native Modernisation**

## Service Definition Document

G-Cloud 15

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Status: Definitive

Security Commercial – In Confidence

Version no.1/0

THINKING  
BEYOND  
LIMITATIONS

# We're Kainos

Formed in 1986, we set about finding the best people to tackle the most difficult digital work. We fostered a culture where people truly care for each other and the world around them.

Our reputation for software engineering and problem-solving was quickly established, and our customers started to view us more as their colleagues

We're much bigger now, helping organisations across the globe to navigate change in more ways than ever. But some things never change, like our commitment to our people, delighting our customers, and our technical ability

Some say we're leading a quiet revolution in digital, but if you ask us, we're just doing our bit to make the world a little bit better.



3,132 amazing  
people



13 consecutive  
years of growth



40 years  
of innovation



£382m revenue  
(FY2024)



13 locations  
globally



FTSE 250 listed  
tech company



# Our core expertise

The digital revolution is already happening. We're leading from the front to help our clients **seize every digital opportunity** and be future-ready.



Cloud



Business Applications



Data and AI



Managed services



Engineering



Service and  
experience design



Workday services  
and products

- Test
- Audit
- Shield
- Deployment
- Optimisation
- Spark & Grow

# Cloud Native Modernisation

We use cloud-native practices and Generative AI-assisted methods to transform how your applications meet user needs and modernise heritage and legacy systems. Our proven methodology boosts scalability, reliability, cost-efficiency, performance, and security.

We define tailored modernisation roadmaps and co-deliver transitions to in-house ownership - accelerating innovation and reducing technical debt.

## Features

1. Proven agile methodology pairing rapid assessment/early prototyping for maximum value.
2. Adopt modern technologies including serverless, containers, PaaS, Kubernetes and LLM's.
3. Reimagine legacy applications/monoliths through microservices and event-driven architectures.
4. Full Infrastructure-as-Code with automated CI/CD pipelines.
5. Benchmark and optimise green software for carbon reduction.
6. Strengthen security via DevSecOps and well-architected frameworks.
7. Flexible deployment: public and hybrid cloud models.
8. Zero downtime delivery with canary releases and automation.
9. Modernise legacy code using Generative AI enablement.
10. Provider-agnostic support: AWS, Azure, GCP, Hybrid Cloud

## Benefits

1. Reduce change friction and accelerate application innovation.
2. Delivered by expert practitioners with deep modernisation expertise.
3. Reduce carbon impact through adopting green software practices.
4. Mitigate risks from legacy and unsupported platforms.
5. Optimise cloud costs through FinOps practices e.g. intelligent scheduling/right-sizing.
6. Improve reliability with observability and automated recovery.
7. Increase development productivity improve staff morale, developer experience and productivity.
8. Co-delivery approach upskills your teams in cloud-native practices.
9. Evergreen delivery reduces technical debt and future risk.
10. Reduce operational overhead through adoption of cloud managed services.

# Cloud Modernisation

Many organisations realise that unlocking the full benefits of cloud-cost efficiency, elasticity, reliability, and faster development - requires more than simply “lifting and shifting” a datacentre into the cloud. Traditional approaches often limit potential value and lead to disappointment.

We combine cloud-native practices with AI-assisted modernisation and Cloud Native accelerators, backed by years of experience delivering some of the most high-profile government services. Our approach helps you unleash the true power of cloud and AI, accelerating your business like a digital native.

Our cloud-native offerings span across 3 different areas:

1. **Strategise & Enable:** We start with your business challenges - not technology. Through rapid discovery or vision workshops, we define tailored roadmaps that enable transformation across people, process, and technology. AI-driven insights help prioritise modernisation for maximum impact.
2. **Migrate & Integrate:** Working collaboratively, we identify the optimal modernisation path and integrate cloud-native technologies using a technology-agnostic approach - minimising business impact while maximising value. AI-assisted migration tools accelerate refactoring and reduce risk.
3. **Modernise & Optimise:** Cloud evolves quickly, and standing still isn't an option. We enable continuous (“evergreen”) modernisation - optimising costs, reducing carbon impact, and empowering your teams for independent operations. Generative AI accelerates code transformation and automation, improving developer productivity.

## Our Experience

Kainos has significant experience in rapidly delivering robust cloud landing zones. Our specialists have delivered some of the highest profile citizen-facing platforms in Government following a risk-based approach to design and implement landing zones aligned with NCSC guidance for use with OFFICIAL-SENSITIVE workloads.

## Our Expertise

We invest heavily in our people and accelerators, with 500+ cloud-certified professionals across AWS, Azure, and GCP. As an independent provider, we offer objective, vendor-agnostic advice, recommending the best tools and platforms to achieve your goals - including AI and GenAI solutions for modernisation

# Our modernisation process

Working towards achieving your business needs identified in vision and discovery workshops, we apply our proven modernisation process, cloud-native accelerators, and AI-assisted techniques to help you determine what needs to be done and how we'll get you there. Generative AI accelerates code transformation, automation, and optimisation - reducing technical debt and speeding delivery.



# Vision, Discovery & Planning

Our Cloud Native and AI experts work with your architects, service owners, and engineers to understand business challenges, user needs, and current architecture. We then define an optimal modernisation pathway that goes beyond operational improvements - unlocking scalability, resilience, and innovation.

Using AI-driven insights and Cloud Native accelerators, we rapidly create a prioritised backlog and roadmap to deliver measurable value.



## 1. Kick-off Workshop

We'll rapidly build an understanding of user needs, challenges, and the current problem domain subject to modernisation. We'll help you break down the requirements, prioritise needs, and identify the first end-to-end "thin slice" of value to deliver.



## 2. Collaborative Exploration

Work with our Cloud Native experts in a design session to reimagine your application using cloud-native and AI-assisted approaches. Agree on a modernisation pathway that balances speed, risk, and impact.



## 3. Build Roadmap & Backlog

Generate a clear roadmap and estimated backlog with acceptance criteria. If needed, we support investment cases with data-driven insights and AI-powered forecasting.

## Migrate & Modernise

# Co-Delivery

Using the roadmap and backlog from planning, we create, refine, and estimate user stories representing an end-to-end “thin slice” of your application. Our preferred approach is co-delivery, working as one team with your engineers and architects to share knowledge, enable skills, and overcome challenges together. We can also provide a full team to deliver modernisation on your behalf.

## Thin Slice

For the first co-delivery sprint, we focus on the most complex and challenging areas - top to bottom - to accelerate proof-of-concept and build confidence. Generative AI accelerators help refactor legacy code and automate repetitive tasks, reducing risk and speeding delivery.



## One Team Approach

We don't “do modernisation to you” - we do it with you. Our goal is to support your teams, spark interest in cloud-native and AI-driven technologies, and build long-term momentum. This can be as a single virtual team or by embedding Kainos specialists alongside yours.



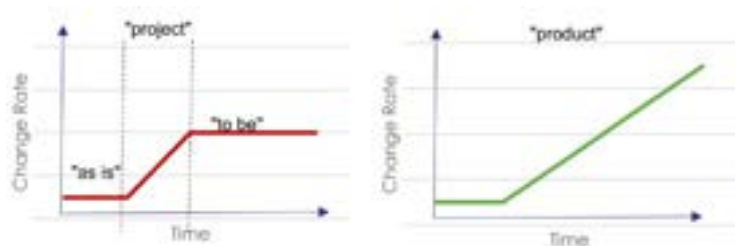
Manage & Optimise

# Enablement

Enablement ensures you maintain momentum from the iteration and feedback loops generated during initial modernisation. True digital natives understand that modernisation is never “done” - it’s a continuous process requiring a product-led mindset. Products need ongoing improvement and care until they are retired.

## Project vs Product

We help you transition from co-delivery to a product-led approach, embedding continuous improvement into your operating model. This reduces overheads and maximises business value as your product matures, evolves, and adapts.



## Continuous Improvement & Support

Modernisation doesn't stop at delivery. We enable your teams - or provide ongoing services - to ensure continuous optimisation of cost, security, and performance. Using AI-driven insights and Generative AI automation, we accelerate vulnerability management, compliance, and service evolution, keeping your cloud-native benefits evergreen.





## Where we are

### **The Americas**

Buenos Aires  
Indianapolis  
Nova Scotia  
Toronto

### **UK and Ireland**

London  
Birmingham  
Belfast  
Derry  
Dublin

### **Central Europe**

Gdansk  
Helsinki  
Paris  
Wommelgem

# What makes us stand out



Our people



True collaboration



Innovation



Digital know-how



Common goals



Trust



# Digital Services

We are **engineers**, specialists. We **overcome big challenges** for our clients, through delivery of **intelligent** digital services that use the best in **talent and technology**.

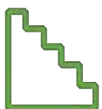


**55 million UK citizens**

positively impacted by  
services we've delivered



**892  
customers**



**13 locations**

And growing



**99% of customers**

rate our service as good,  
great or excellent



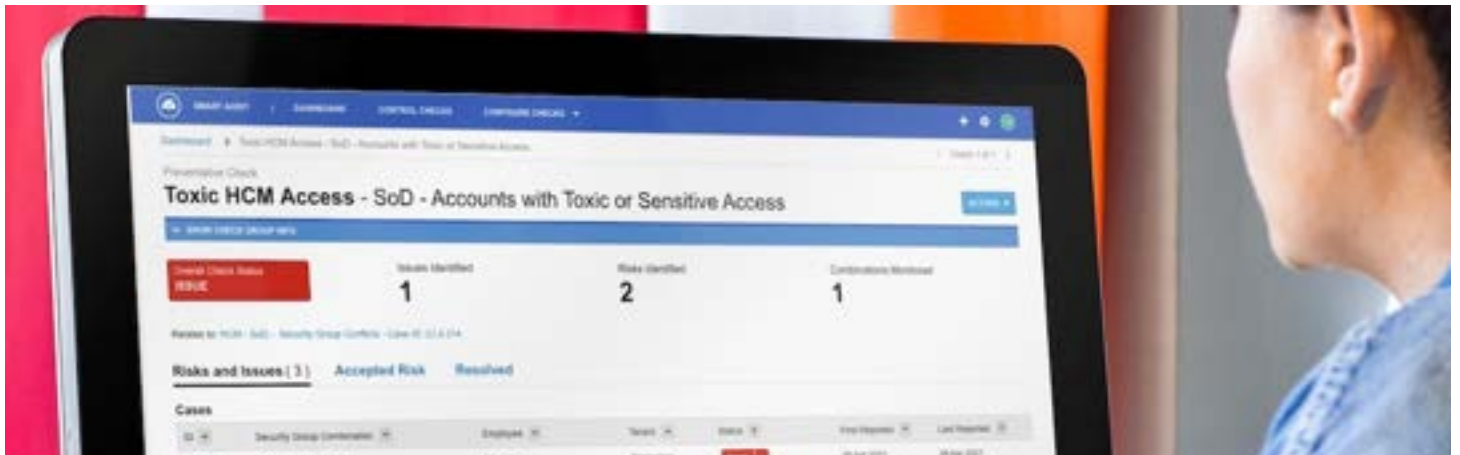
**Key partners**

Working closely with  
Microsoft and AWS to  
deliver results



**Award-winning**

90+ industry awards



# Workday

Kainos is a Workday **phase one prime status partner** in all European, North American and Asia Pacific markets. We have worked with many public and private sector customers of various sizes and scale in over **40 countries worldwide**.



## Partner Since 2011

We are the only certified Workday Services, Technology and Extend partner globally.



## Workday Services

Full range provider from pre-deployment consulting, implementation and support.



## 650+ Customers

We have deployed to over 650 customers and are a proud Workday customer also, using HCM, Financials, Recruitment, Planning and PSA to run our business.



## Workday Public Sector

We have worked with many UK Public Sector customers with their initial deployment, post-deployment support and adoption of new modules.



## Kainos Smart

Our product is deployed to 500+ customers globally saving them 1000s of testing hours.



## 900+ Consultants

Hold over 2,700+ Workday certifications covering all areas of the platform.

# 65 million

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citizens positively impacted  
by services **built by Kainos**  
for the UK Government

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Every driver & every car on the road  
Every piece of work to fix roads  
Every court case & every prisoner  
Every home helped with help-to-buy  
Every passport & renewal application  
Every COVID test sent out  
Every COVID test result  
Every user of the NHS App

Every voter registered  
Every company opened & closed  
Every UK civil servant trained  
Every piece of produce grown in the UK  
Every thing imported & exported to the EU  
Every benefit fraud prevented  
Every body's pension details

# Our Social Values and commitment to HM Government strategy



## Education & Capability Building

We empower people through technical and behavioral learning programs, academies, and outreach projects, fostering skills development and inspiring future technology leaders across communities and organisations.

## Social Responsibility

Tackling workforce inequality and ensuring equal access to technical and vocational education, through our Academies, Camps and Earn as you Learn schemes.

## Innovation & Future Readiness

Driving continuous improvement through technology

## Health, Wellbeing & Accessibility

We support colleagues' physical, emotional, and career wellbeing through initiatives, guidance, and inclusive design, ensuring equal access, experiences, and compliance for all users with diverse needs.

## Climate Action & Sustainability

With a comprehensive sustainability strategy underway, we will be a Carbon Net Zero company by 2030.

## Equality, Diversity & Inclusion

Maximising service experience for citizens and civil servants by delivering projects with diverse teams, underpinned by our BAME, LGBTQIA+ and female communities.



# The Code of Ethics

We are guided by our 6 ethical principles.



## Wellbeing

We protect the wellbeing of our staff, customers and communities.



## Equality

We improve access and inclusion and minimise bias.



## Transparency

Our decisions are traceable and accountable.



## Integrity

We hold ourselves and others to ethical standards.



## Environment

We act responsibly towards the Earth and its resources.



## Initiative

We take initiative to deliver social value and positive impacts.

# BCDR and Exit Plan

## **Business Continuity and Disaster Recovery (BCDR)**

A Business Continuity Plan can be provided if required. This shall set out the arrangements to be invoked in the event of an actual or perceived threat to business continuity, to ensure continued operation of the system and continuity of the services provided by Kainos pursuant to the Prime Agreement and shall include: the alternative processes, options and responsibilities that may be adopted in the event of a failure or disruption to the system and/or services provided by Kainos pursuant to the Prime Agreement; and the steps to be taken by Kainos upon resumption of the system and services provided by Kainos pursuant to the Prime Agreement in order to address any prevailing effect of the failure or disruption including a root cause analysis of the failure or disruption.

## **Exit Plan**

An Exit Plan can be provided if required to detail the steps that would be carried out to ensure smooth transition of Kainos services to a new supplier. The steps outlined in the Exit Plan will help mitigate against any disruption to the service during the transition period. It is assumed that any new supplier will themselves have a procedure they wish to follow during the transition period, and as such the steps in this Exit Plan will serve as a checklist for the new supplier to ensure all key areas of the transition have been covered. The Exit Plan will therefore be subject to refinement should it be exercised.

# Commercial Statement

## Confidentiality and copyright

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The contents of this document are commercial and confidential in nature and the copyright of Kainos. This document must not be reproduced (in whole or in part) save in connection with the purpose for which it was issued and must not be shared with Generative AI systems without express consent.

## Trademarks

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## Caveats

Kainos has used all reasonable endeavours to ensure that the contents of this document are accurate but is not responsible for any errors or omissions.

All information provided prior to execution of a contract is provided 'as is' and 'subject to contract' without warranty of any kind.

This document does not constitute an offer from Kainos. In the event that the parties elect to work together, they will only be contractually bound to each other upon signature of a contract.

## Corporate information

"Kainos" is the trading name of the Kainos group of companies, further information on which can be found here: <https://www.kainos.com/corporate-information/>.

Kainos Software Limited/ Kainos WorkSmart Limited, will be the contracting entity under this tender / for the provision of the service and may be assisted from time to time by other Kainos group companies.

## Freedom of information

Kainos considers that the following information provided in this document is exempt from disclosure under the Freedom of Information Act 2000 (FOI):

The CVs of staff qualify under the "Personal Information Exemption (s.40)" of the Freedom of Information Act and are exempt from disclosure under the Data Protection Act 1998. The Period for which this information should be confidential is the lifetime of the Data Subject.

Rate and pricing information is confidential and commercially sensitive and covered by the 'Commercial Interests' exemption (s.43) of the FOI, as the release of this information is likely to prejudice the commercial interests of Kainos and is likely to adversely affect its (and the Customer's) future negotiating position. The period that this information should be confidential for should be 5 years.