



Bridgeall

Custom Application Support Service Description



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1. Service Description

Bridgeall provides an enterprise-grade Application Support and Maintenance service designed to ensure your custom business systems remain secure, performant, and aligned with your evolving business goals. With over 20 years of experience in the Microsoft ecosystem, we move beyond "keeping the lights on" to provide a strategic partnership that drives continuous improvement.

1.1. End-to-End Custom .NET Support

We specialise in supporting bespoke **C# and .NET solutions**, whether they were built by Bridgeall, an internal team, or a previous third-party provider. Our ITIL-aligned service desk provides a structured approach to application care:

Bug Fixing & Incident Management: Rapid resolution of software defects and performance bottlenecks backed by robust, guaranteed SLAs.

Ticket-Based Support: A dedicated portal for your team to log issues, track progress, and communicate directly with our UK-based certified developers.

Preventative Maintenance: Regular security patching, dependency updates, and code reviews to prevent issues before they impact your users.

Minor Enhancements: Flexible support buckets that allow for the implementation of small features and UI tweaks without the need for a new project contract.

1.2. Application Modernisation: Future-Proofing Your Assets

Legacy applications can become a liability due to security risks and technical debt. Bridgeall helps you transition from "Legacy to Leading Edge":

Framework Upgrades: Migrating older .NET Framework applications to the latest **.NET (Core)** for improved speed and cross-platform capabilities.

Monolith to Microservices: Re-architecting complex systems into modular services for better scalability and easier updates.

UI/UX Refreshes: Modernising outdated interfaces to improve employee productivity and user satisfaction.

1.3. Fully Managed Azure Hosting & Infrastructure

Bridgeall removes the burden of managing server hardware and cloud configurations. As a **Tier 1 Microsoft CSP**, we provide a "One-Stop Shop" for both your software and the environment it lives in.

1.3.1. Managed Azure Infrastructure

We don't just host your code; we manage the entire **Azure Tenant**. This includes:

Security & Compliance: Implementation of Azure Policy, Defender for Cloud, and regular vulnerability scanning (ISO 27001 & Cyber Essentials Plus certified).

Infrastructure as Code (IaC): Managing your environments (Dev, Test, Production) with automated scripts for consistency and rapid recovery.

Cost Management: Proactive monitoring to ensure you aren't overspending on unallocated cloud resources.

1.3.2. High Availability & Disaster Recovery

We design your hosting environment for resilience, utilizing Azure's multi-region capabilities to ensure your business-critical applications remain online **99.9%** of the time. This includes managed backup schedules and regular Disaster Recovery (DR) testing.

1.4. Why Choose Bridgeall?

Microsoft Solutions Partner: Multiple designations in *Azure Infrastructure* and *Digital & App Innovation*.

Direct Developer Access: You speak to the experts writing the code, not just a generalist helpdesk.

Flexible Engagement: We can act as your fully outsourced IT department or augment your existing internal team.

2. Community Justice Scotland - A Seamless Transition to the Cloud and Application Development

Community Justice Scotland (CJS) is the national body responsible for reducing re-offending and breaking the cycle of crime through innovation and partnership. A critical component of their mission is the **LS/CMI system** (Level of Service and Case Management), which supports risk assessment and case management for individuals across the Scottish justice system.

“Bridgeall were excellent during the transition of this complex service. Any issues that arose were met with a positive can do attitude and solutions and workarounds were identified at pace and with thought and intelligence. The Scottish Government greatly appreciate this culture and commitment”.

– **Vicki Bell, Public Protection Interventions Team Leader**

2.1. The Challenge

The LS/CMI system is used by the Scottish Prison Service, over 1,200 social workers, and 100 psychologists across 32 Local Authorities. Before Bridgeall's involvement, the system faced two major hurdles:

- **Fragmented Hosting:** The system was previously hosted in 33 individual, disconnected instances, making it difficult to maintain, secure, and update.
- **System Bugs & Inefficiency:** A centralized version of the system had been created but was plagued with software errors and data inconsistencies that prevented social workers from using its full functionality.
- **The Solution: A Strategic Cloud Migration**

Following a competitive tender process, Bridgeall was appointed by the Scottish Government to manage the hosting, support, and modernization of this critical system.

2.2. Secure Azure Migration

Bridgeall designed and delivered a highly secure **Microsoft Azure** environment. The team successfully migrated the centralized system from the Scottish Government's Public Services Network (PSN) to the public cloud. This move ensured:

- High availability and improved performance.
- Modernized security protocols suitable for highly sensitive justice data.
- A scalable foundation for future enhancements.

2.3. Application Remediation & Bug Fixing

Once live in the cloud, Bridgeall shifted focus to the application itself. The team worked collaboratively to identify root causes of legacy errors, remediate faulty data, and implement permanent fixes. This involved extensive **User Acceptance Testing (UAT)** with all 32 local authorities to ensure the system was fit for operational use.

2.4. Continuous Managed Support

Bridgeall now provides ongoing **Managed Application Support**, responding to support tickets and developing annual system updates. This ensures the LS/CMI system remains aligned with evolving criminal justice standards and user needs.

2.5. The Impact

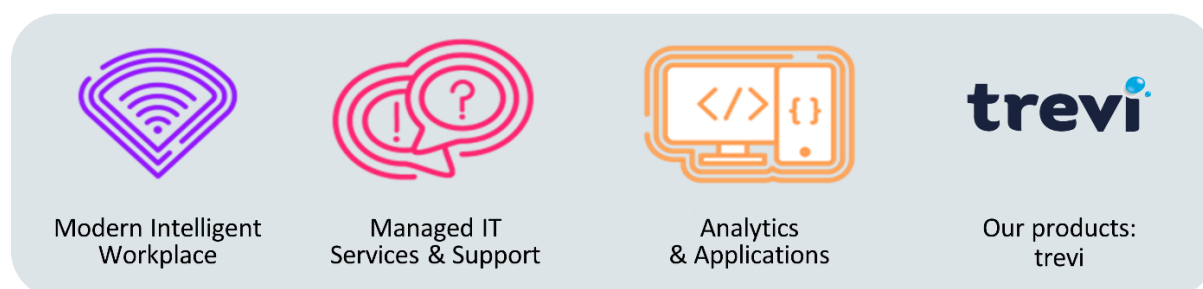
By centralising the system and moving it to Azure, Bridgeall helped CJS achieve a more reliable and effective tool for offender management.

- **Empowered Workforce:** Social workers and psychologists can now rely on a fully functional, bug-free system to make informed sentencing and release decisions.
- **Operational Efficiency:** Centralized hosting simplifies the management of a national service, reducing the overhead previously required for 33 separate instances.
- **Mission Success:** A robust digital platform allows CJS to focus on its core objective—improving rehabilitation rates and creating safer communities across Scotland.

3. About Bridgeall

Since 2002, Bridgeall has successfully delivered hundreds of projects to private and public sector organisations. Our focus is on providing an exceptional service to our customers by delivering class-leading digital solutions. We are ISO 9001, ISO 27001 and Cyber Essentials Plus certified, demonstrating our focus on quality and governance in everything we do.

As well as having our own software solutions for the water market (Trevi), we split our services up into our 3 main business units; Managed IT Services & Support, Modern Intelligent Workplace and Applications & Analytics.



We are a one-stop-shop for all things Microsoft with certified consultants across the full stack and cloud solutions including Azure, Dynamics 365, Data & Analytics, Microsoft 365, SharePoint, Power Apps and Power Platform, working with the likes of:



Microsoft

Bridgeall takes great pride in our achievements in recent years of being a 10 x Microsoft Gold Partner. With Microsoft's new Cloud Partner Program, this changed the accreditation approach to focus on key solution areas. As a result, we have achieved the designations required to qualify as an accredited Microsoft Solutions Partner in the following key areas.



Modern Work

Azure Data & AI

Azure Infrastructure

Azure Digital & App
Innovation

In addition, we are a Tier 1 Cloud Solution Provider (CSP), meaning we have unique access to Microsoft licensing and can offer specialist licensing advice and pricing.

Being a CSP partner, Bridgeall can also offer our clients flexible pricing and billing options, as well as the ability to bundle multiple services together under a single contract.

4. Contact Us

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