



Bridgeall

Application Development Service Description



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1. Service Description

Service Bridgeall is well known and respected for developing custom applications for our customers. We have teams of experienced developers that use a wide range of technologies to develop, deploy and support applications that help your business.

- Cloud first approach
- All our apps are future proofed to meet your requirements
- Improve employee productivity with our leading app experiences

.Net Development

Our team are experts in .Net Development. .Net Core is an open-source development platform from Microsoft for building a diverse range of applications. With .Net you can use a wide range of languages and libraries.

.NET helps Bridgeall develop high quality applications faster. Modern language constructs like generics, Language Integrated Query (LINQ), and asynchronous programming accelerates our developer's productivity.

Combined with the extensive class libraries, common APIs, multi-language support, and the powerful tooling provided by the Visual Studio family, .NET is the most productive platform for developers. All of this ensures Bridgeall provides value to our customers.

Web applications

We build applications that are core to your business. Accessible via the browser and designed to support your business.

Mobile applications

We build mobile applications for iOS and Android.

Power Apps

Where applicable we will use Microsoft Power Apps. For Apps for your employees Power Apps is a cost-effective delivery model.

Development Practices

For development of .Net solutions we adopt a Test-Driven Development (TDD) approach centred on automated testing and once source code is checked-in it undergoes immediate unit testing as part of our Continuous Integration (CI) builds. Full system test builds that include all User Interface (UI) tests are triggered automatically if all unit tests pass. This avoids last minute and expensive bug fixing at a time when the solution should be going live.

Development Management Tools

Bridgeall has long recognised the value that appropriate tools add to the development process and Microsoft's Visual Studio Team Services (VSTS), now rebranded by Microsoft as Azure DevOps, is central to our Application Lifecycle Management (ALM) approach. We have used this and previous versions since 2005.

Azure DevOps is Bridgeall's key agile development toolset and is fundamental to our project planning and management processes. We utilise Azure DevOps daily to manage the product backlog, task allocation and project burndown. The 'Burndown' chart function is used extensively by our delivery teams to manage and track progress (velocity) through each sprint and ensure the project remains on

track. This functionality will be used in parallel with the overarching Microsoft Project plan to track progress.

Application Development services

Bridgeall is a Microsoft Gold partner for application development and application integration. We have a large team of developers and a strong track record of delivering quality applications to meet a wide range of use cases and requirements.

Whether you are looking to create a new application for your business or modernize and move an existing application to the cloud, we can help.

- Application development
 - We help organisations turn an idea into an application. Our development team have experience working on every size and type of application. From creating requirements to developing a technology strategy for your application we provide a full range of services. We have built 100s of applications over the last 20 years, delivering them to the highest standard for our customers. We use a flexible sprint-based approach designed around you by our highly experience development team.
- Application modernisation
 - We help organisations modernise their on-premises, older applications. We provide consultancy services to help you identify the best solution for you. From lift and shift from on-premises to the cloud to a full re-architect we provide the full spectrum of modifications and modernisation for your application. We can also do user experience refreshes and bug and performance fixes across these applications.
- Application Support
 - Our application support services are available for all applications whether we have developed them or not. We provide a proactive support service, with an on-hand development team to support with any issues or fixes required. We can take over support from existing partners and pride ourselves in a smooth transition. We are more than just a ticket handling support partner; we believe in partnering with our customers to help drive improvements across their applications.

2. Example of application development projects

2.1. Fair Start Scotland – Scottish Employability Tracking Services

Background

Fair Start Scotland (FSS), Scotland's newly devolved employability service, commenced operations in April 2018 following a one-year transitional period. The service will provide employability support to 38,000 people over the next five years focused mainly on those 'furthest from getting steady work'. Mentoring, skills development, volunteering opportunities and advice on self-employment are delivered through nine regional partners.

Solution

With circa 90 percent of referrals to FSS originating from the Jobcentre Plus (JCP) network, a new data exchange service with DWP was a priority. Following an ITT issued in July 2017, Bridgeall were appointed as a delivery partner in August of that year.

Time was of the essence. The full project delivery lifecycle - strategy, initiation, discovery, procurement, alpha, beta and transition to live service - had to be completed within 14 months, with the new system being live by March 2018.

With a fixed price and fixed resources, an Agile approach was adopted, delivering a Minimum Viable Product with a commitment to continuous improvement and leveraging the full potential of Azure, Microsoft's cloud solution.

Bridgeall software developers worked closely with FSS's internal project team to deliver on-time and under budget. A key factor in the successful joint delivery was the close integration of both teams on-site at FSS.

Recognising that 'late delivery' was not an option, we worked closely with the internal team to find solutions always within scope of the commercial agreement.

Adopting an Agile approach allowed the joint project team to react quickly and efficiently to change as project requirements evolved. Change was embraced as part of the process rather than something requiring many layers of governance to implement.

Three main project stages were involved – Alpha, Beta, Live Transition as follows:

- **ALPHA Sept to Dec 2017:** Delivered over six two-week sprints embracing Agile techniques such as Daily Stand-Ups, Show & Tell, Sprint Retrospectives and Sprint Planning.
- **BETA Jan to Feb 2018:** A shift in focus to 'harden' the application in preparation for live operation including user acceptance testing, independent information security health-check, risk management assessment, demos and train-the-trainer sessions with service providers, component testing of the daily data file exchange with DWP and contingency planning.
- **Transition to Live Service March 2018:** Bridgeall's involvement in the project continued during the transition to live phase working closely with the internal team on-site to ensure a successful soft launch on the 13th March 2018, followed by a full launch on the 3rd April.

All of the above was supported by an agreed governance model and quality assurance framework operating at three main levels:

- Monthly progress reports provided to Ministers and the Programme Board.

- Regular communications with the Business Design Authority (BDA), the most important and effective governance group for the project comprising a collective of senior decision-makers regularly called up to make important decisions.
- The IT Project Board, a collection of all IT delivery partners providing a forum for reporting project progress against plans, working collaboratively to solve issues arising.

Independent assurance was provided by Gateway Reviews and evaluation by the Office of the Chief Information Officer (OCIO).

2.2. Central Market Agency – Water billing system

Background

Based in Stirling, CMA administers the market for water and wastewater retail services in Scotland. A key task is to calculate the money owed by each supplier to Scottish Water for wholesale services amounting to over £320 million per annum.

The calculations required to work out the charges associated with 150,000 business customers are extremely complex but the market requires them to be correct.

Bridgeall were selected as the best equipped company to provide CMA with the certainty they required, ensuring that the billing calculation system delivered accurate results.

Solution - Water Market Billing System

To meet the challenge of accuracy and reliability, Bridgeall built a flexible mechanism providing quick and precise testing for a large number (1,000+) of complex billing scenarios.

The tests take into account multiple services, including metered and unmeasured clean water supplies, metered and unmeasured sewerage services, trade effluent treatment and surface water drainage. Testing is sufficiently robust to reflect the myriad of transactions taking place in the market. Accurate results are produced with no disruption to the Central Systems.

When changes to calculations are demanded by the market, Bridgeall's tests quickly establish whether they continue to provide accurate results and, equally importantly, make sure that the new software does not corrupt existing services.

Testimonial

The testing mechanism developed and implemented by Bridgeall has proved to be accurate, extremely adaptable and cost effective in a market where failure could cause chaos.

Jeremy Atkinson – Chief Executive of the Central Market Agency

"Since first meeting Bridgeall five years ago, I have been enormously impressed by their ability to solve complex problems and to find solutions that work. This can only be done through an instinctive feel for the utilities market and a 360 degree understanding of what CMA is trying to achieve. The Bridgeall team have anticipated issues before they become a problem, a priceless quality in a contractor. They work quickly, to tight deadlines, always delivering high quality solutions on budget. I expect the relationship between the CMA and Bridgeall to continue to grow."

Scope

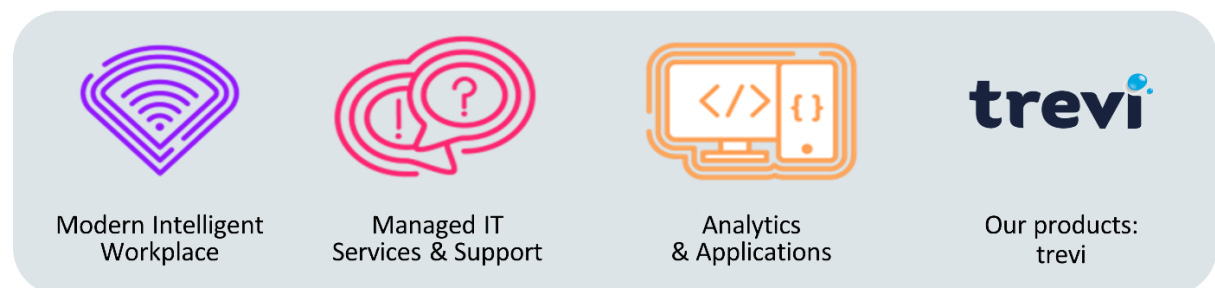
Systems Integration, Technical Designs, Stakeholder Management, Transferring Knowledge

Bridgeall designed, built, supported and enhanced the Central Systems underpinning the newly competitive market for retail of water and waste water services. Project effort was 2,500 days effort during initial development over 15 months and subsequently 200 to 2,000 days annually.

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 Infrastructure

Azure Data & AI

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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