

MAKE BETTER HAPPEN

Data Assessment & Implementation Services.

G-Cloud 15 Service Description
2026

ensono[®]



Unleash your legacy with Ensono

Helping the world's most innovative companies fuel transformation, navigate disruption, and lead with confidence.

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Ensono Services on G-Cloud 15

Ensono enables public sector organisations to achieve better outcomes through **cloud-first solutions**. Our team of technology consultants and engineers brings **over 15 years' experience** delivering complex, high-impact projects for the UK's leading organisations. We work collaboratively with clients understanding their goals and applying **deep technical expertise** to design, build, and manage the right solution.

Our G-Cloud 15 Services:

- **Data Assessment & Implementation:** Secure, optimise, and modernise your data for the cloud.
- **Strategic Modernisation Planning & Implementation:** Transform legacy applications and infrastructure for agility and resilience.
- **SRE as a Service (SREaaS):** Proactive reliability, automation, and performance for critical systems.
- **Enterprise Test Services:** Comprehensive testing to ensure quality, security, and compliance.
- **Identity & Access Management:** Deliver secure, scalable, and frictionless access across your organisation.
- **Flex® Cloud Services:** Scalable, on-demand cloud engineering and managed services that flex with changing priorities.

Our public sector track record includes strategic platforms for central government, rapid NHS Covid-19 chatbot delivery, and support for local authorities, transport, education, housing, and charities. We're also recognised for delivering results in the private sector. See our website for client stories. [Client Stories | Ensono](#).



Data Assessment & Implementation Services

Good Data. Great AI.

Your AI is only as strong as the data behind it. Ensono helps you modernise your data estate with the strategy, engineering, and governance needed to unlock analytics, AI, and business value faster.

**Reliable platforms for growth,
efficiency and innovation.**

Quick starts:



Data & AI
assessments
and strategy



AI PoCs via
Innovation Lab



Data + process
optimisation



Dashboards,
reporting, and
visualisation

Data & AI capabilities



Data warehouses
and lakes



Advanced
analytics



Machine learning
and generative AI

Powered by:

**Expert
engineering
+ governance**

**Innovation
Lab for
applied AI**



**Cross-platform
experience**

(AWS, Azure, Snowflake)



**250+ data
engineers
& architects**

Data & AI Assessment

Examples of inputs and outputs related to the overall themes

Inputs (activities)

- As-Is Architecture (sources + platform)
- Design Goals Workshop
- Use Case Analysis
- Value Mapping Workshop
- As-Is Data Review (by source)



Strategic Analysis:
What is the goal?

As-Is Analysis:
What is being collected and used today?

Technical Analysis:
Is it technically feasible in the current state?

Outputs (deliverables)

Adoption roadmap and timeline

Data modernisation strategy

Current state assessment

AI strategy

Cloud cost consumption estimates

Capabilities Gap analysis

Executive summary

Innovation Lab AI PoCs

Ideation

Explore opportunities for growth, innovation, efficiencies and productivity improvements and validate business impact of potential use cases

Exploration and nomination of use cases, capturing their business value and potential impact



Use case nomination and selection

Exercise and explore use cases, AI hypothesis and validate feasibility

Priorities feasible use cases using potential business outcomes



Technology review

Review current technology and data landscape for dependencies, feasibility and scale of use case exploration



Exploration and analysis

Explore data, visualise and validate hypothesis.

Promote and continue with most successful and viable hypothesis onto the pilot stage



Pilot

Build pilot, model data, train ML model, integrate Gen AI, and visualise results

Validate and measure success for hypothesis, confirm opportunity to create production use case



Supported by:

- Our agility, ability to pivot, and rapidly apply and test hypothesis
- Our collaboration with best-of-breed cloud service providers, with strong relationships and privileged access to advanced support
- Experience applying AI across a diverse set of platforms
- Exceptional analysts, engineers and designers

Data & Process Optimisation



Discover

- 4 weeks for analysis and discovery
- Deliverables include recommendations for increasing performance and/or reducing cost



Implement

- 8-12 weeks to implement our recommendations
- Benchmarking tools and standard reporting
- Iterative delivery, delivering value frequently



Report

- Document any further recommendations
- Additional business value
- Roadmap for recommendations

Data Visualisation & Reporting



Assess

- Assess existing report and dashboard usage
- Identify business purpose and audience
- Identify reporting pain points
- Confirm key performance indicators that drive strategic decisions



Analyse

- Define a recommended reporting suite
- Confirm requirements to transition from current to target state



Visualise

- Determine the most effective data visualisations for users
- Develop reporting and dashboard prototypes



Data Implementation



Discovery

Focused on preparations for delivery:

- Use case nomination/deeper analysis
- Data domain mapping
- Governance and quality standards
- Data process & responsibility matrix
- To-be architecture
- Skills gap analysis/training plan
- Delivery roadmap
- High level backlog/detailed backlog for project initialisation



Delivery

Focused on delivery:

- Establish core cloud data environment and governance foundations
- Set up scalable ingestion and transformation pipelines
- Build curated data layers for analytics and reporting
- Implement security, access controls and compliance measures
- Deliver dashboards, models or initial use cases
- Provide knowledge transfer and handover to internal teams

Data & AI Capabilities

Data Governance



Data Quality



Data Lineage



Data Stewardship



Compliance

Platform Engineering



DevOps



Security



Data Integration



Resilience

Data Repositories



Data Lake



Data Lakehouse



Data Warehouse



Data Mesh

Analytics



Descriptive

i.e. Sales Reports



Prescriptive

i.e. Inventory Optimisation



Diagnostic

i.e. Customer Churn

AI



Machine Learning



Gen AI



ML Ops

Data & AI Maturity Model

01

Economics

- Solidify your AI use cases with rapid PoCs that show the value
- Compelling business cases for your most senior stakeholders

02

Data Practices

- Reinvigorate data management processes
- Best practice DataOps
- Consolidate data siloes

03

Technology

- Fit-for-future data architecture
- Data platform engineering and AI model development

04

People

- Improve data and AI literacy through hybrid teams
- Decentralise 'data gatekeepers'

05

Security & Compliance

- Governance, data access management, and AI ethics
- Defense against sophisticated threats





Client stories

NHS 24 scales to meet demand with fast, accurate information during peak call periods

CLIENT

NHS 24 is Scotland's national telehealth and telecare organisation. The company runs a telephone advice and triage service that covers the out-of-hours period to ensure that people have access to the health advice they need whenever they need it.

CHALLENGE

During the pandemic, NHS 24 was at the forefront of providing information and care for people worried about coronavirus, but it was struggling to respond to a huge peak in telephone enquiries. It needed to find a new way to give people timely access to accurate information and advice.

SOLUTION

To support NHS 24 in scaling to meet this new demand and give citizens access to accurate information faster, Ensono designed and deployed a multi-channel chatbot.

Conceived by Cancer Central, the 'Ask Ave' chatbot was built using the Microsoft Bot Framework and SMS texts by Twilio.

We turned a working prototype around in 24 hours and went live just a few weeks later, providing a fast, reliable and secure new way to deliver information to patients.



OUTCOMES

- **40,000 queries were answered in first 30 days, using clinically approved information from NHS 24**
- **50% click through rate to the NHS Inform site, taking pressure off over stretched contact center teams**
- **3x more effective than other live chatbot functions**

NHS
24

Data platform and training help non-profit housing provider deliver better care

CLIENT

England's largest not-for-profit provider of specialist housing and care for those in later life, providing 54,000 homes across 1,700 sites. The company reinvests into their customer-centric properties and services, building more and innovating for the future so that people can have a home where they love living in later life.

CHALLENGE

The client had chronically underinvested in technology and wanted to begin its cloud journey with a foundational data platform. Under the watchful eye of government bodies, it needed trust and governance in its data to be able to confidently report on buildings, procurement, and vendor selection to make better business decisions and optimise customers' homes.

SOLUTION

Ensono provided a 'Day One' implementation that covers foundation architecture components, tools, processes, and an initial user story to log in to the platform and access a report, based on raw data input from up to five sources within the client's organisation.

We've taken an organisation that was behind the technology curve and upskilled the internal team to be completely self-sufficient. We did this through hybrid teams and empowering the client's team to make architectural decisions based on deeper understanding of the business.



OUTCOMES

- Real time reporting and trusted dashboards allow client to make confident business decisions in minutes rather than days
- A consolidated view of properties helps identify and optimise care to those who need it most
- The platform has started driving efficiencies and delivered cost-savings by removing bottlenecks from the resident application processes and streamlining HR functions and people management
- A proof-of-concept feedback and complaint mechanism has freed up time for staff to drive customer satisfaction and spend time on more valuable tasks

"Ensono is expert in delivering digital transformation for the housing and care sectors. We were impressed by their track record in delivering seven-figure savings for similar organisations and found the company to have the right blend of technical strategy, practical hands-on expertise, and mature ways of working for our needs. In particular, we enjoy working with them on a personal level due to Ensono Digital's positive outlook and our shared values." - CEO

Rail operator automates crew rostering to combat record train cancellations

CLIENT

A UK rail company with an extensive network. It plays a crucial role in connecting communities and supporting regional economies, but at a time when train passengers in Britain faced record levels of disruption, it was the worst-performing.

CHALLENGES

The company faced significant operational challenges that led to a significant percentage of services being cancelled. This was bad for business and led to regulatory fines and substantial payouts through the 'Delay Repay' compensation scheme.

The root of the issue lay in the complexity of the rules that determined which crew members could cover which services, based on several factors including timetabled services, crew availability and training, shift patterns, and T&Cs in their employment contracts. This made rostering a very time-consuming manual process, one that an off-the-shelf rostering tool could not cater for. However, convincing internal stakeholders that automation was a feasible solution was a challenge.

SOLUTION

The company engaged Ensono to explore the feasibility of automating this process. We did so through a Proof of Concept (PoC) that was created in just eight weeks. The team started by analysing data to identify inefficiencies and error sources in the current process. We then developed a new data model and optimisation algorithm to automate crew rostering and created a Power BI dashboard to enable depot managers to view and interact with rostering suggestions.



OUTCOMES

The company has already seen significant improvements due to automation of the crew-rostering process, including:

- Fewer on-the-day changes and cancellations due to increased crew coverage in the PoC region
- Significant time savings for the team and reduction in manual errors
- It is now able to make good progress towards its goal of reducing cancellations by 6%



Global business school improves decision making and prepares for new era of AI

CLIENT

One of the world's leading educational institutions, serving a diverse student body around the world.

CHALLENGE

The institution's employees had a limited ability to make informed decisions due to siloed, inconsistent and inaccurate data. Departments were using their own tools, many of which were outdated or unsupported.

For the Marketing team, reporting took seven hours, with team members having to manually pull data from three different platforms, and combine it in spreadsheets, before being able to analyse it.

As a result, the team only reported on a quarterly basis, which limited its ability to respond to market changes, test campaigns, and make ongoing improvements to optimise budget spend and successfully attract new students.

SOLUTION

Ensono was asked to design a new data architecture for the institution.

We ran 18 workshops with over 60 staff members, from senior leaders to hands-on analysts. Each conversation helped us understand the frustrations, hopes, and goals of the people who rely on this data every day.

Together, we shaped a new approach to managing and using data. A central team would take care of the tools and ensure the data was accurate, while individual departments would focus on using that data to improve their work.

We introduced a multi-layered Medallion Data Lakehouse architecture to organise data in three layers: raw information; clean, checked data; and tailored datasets that departments can use for their specific needs



OUTCOMES

- **17 manual steps eliminated, freeing up time and enabling smarter decision-making.**
- **Real-time reporting unlocked, allowing the marketing team to optimise campaigns without delay, enhancing student recruitment.**
- **A scalable data architecture established, paving the way for AI and analytics adoption across the institution.**

When a new Chief Technology Officer joined the institution, he had a clear mission: "to enable our staff to leverage data to drive decisions and create better experiences for all our customers."



More about us

Who we are



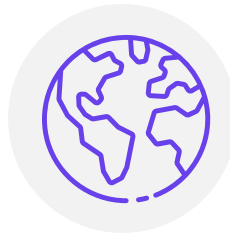
250+
clients



11+ years
average client tenure

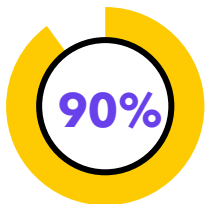


3,900+
experts



\$1B+
global revenue

Trusted to run, migrate, and protect the world's most critical workloads



Client revenue

90% of our client's revenue runs through Ensono managed platforms

300+

Migrations

Help clients exit datacenters and rely on Ensono DCs and public clouds.

250+

Microsoft Experts

Certified across Azure, data & AI, and app innovation

90PB+

Data footprint

Manage complex data sets and multiple storage platforms

165+

AWS Experts

Certified across migrations, modernisation and managed services

3,400+

Managed Servers

Supporting mission-critical workloads across hybrid environments

Ensono Cloud Services Portfolio

Cloud Consulting



Digital Strategy



Landing Zone
Design & Build



Cloud Migration



Modern Workplace
M365, EMS



Application
Modernisation



IdAM



Security Services



Data platforms



AI



Microservices



Cloud Optimisation



Application
Presentation

Cloud Managed Services



Cloud Operate



Flex Engineering



Site Reliability
Engineering (SRE)



Ensono Envision



Database
Managed
Services



VDI
AVD & Citrix



Well Architected
Review

We follow the GDS Service Manual's approach to agile delivery

Discovery

- A short (typically four to eight week) phase focused on understanding the problem to be solved: Researching user needs, agreeing business goals, detailing constraints, and identifying ideas to test at alpha.



Alpha

- Another short (typically six to eight week) phase focused on building prototypes and testing ideas, working with a small group of users or stakeholders.
- The objective of this stage is to get enough feedback on a prototype to determine whether to move on to beta.



Beta

- A phase focused on starting to build the best idea from alpha. An initial, private beta will involve a limited number of users to gather feedback to make improvements.
- Once we've done that and are confident that the service can operate at scale, we can move into public beta, opening up the service to everyone that needs it and preparing for live.



Live

- The focus of the live phase is to support the service on a sustainable, ongoing basis, continuing to make improvements, and iterating to take account of emerging needs.
- Success is measured against the targets agreed during the earlier phases.

Why Ensono?

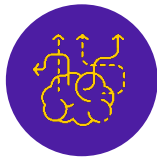
- **Business outcomes first:** We focus on delivering better business results, not just technology solutions.
- **Vendor agnostic:** Independent advice backed by partnerships with all major cloud providers, without commercial bias.
- **Code less, deliver more:** We leverage existing technologies and prefer PaaS for hyperscale performance, risk reduction, and cost efficiency.
- **Proven delivery:** A decade of engineering excellence, supported by Ensono Stacks, our toolbox of tested approaches and automation.
- **Knowledge transfer:** We train and empower in-house teams for long-term self-sufficiency, with managed services available when needed.

Ensono has unique expertise, focus and flexibility



Capability & Commitment

With expertise in **AWS, Azure, GCP**, private cloud and legacy systems we excel in complex environments, helping our clients to **unlock their most valuable data and insights from mainframe to cloud.**



Outcome Focused

We focus on **your core business objectives** and outcomes with a **technology agnostic** approach, independent of vendors and point solutions.



Proactive partnership

We don't just reimagine your strategy, we roll up our sleeves and deliver our recommendations. Ensono is an **extension of your team, built around your needs.**

Ensono continues to be recognised for its technology, people and innovation

Microsoft Partner Azure Expert MSP



Microsoft
Solutions Partner
Security

Microsoft
Solutions Partner
Infrastructure
Azure

Specialist
SAP on Azure
Microsoft Windows Virtual
Desktop
Infra and Database Migration

Microsoft
Solutions Partner
Digital & App Innovation
Azure

Specialist
Kubernetes on Azure

Microsoft
Solutions Partner
Data & AI
Azure

Specialist
Kubernetes on Azure
Infra and Database Migration



MSUS Partner Award Winner 2020



- Public Sector
- Immersion Day
- Public Sector Solution Provider



- Migration Services Competency

- Amazon EC2 for Windows Server Delivery
- AWS Microsoft Workloads Services Competency



Google Cloud
Partner

SAP® Certified
in Hosting Services

SAP® Certified
in Cloud Operations

SAP® Certified
in SAP HANA® Operations



Partner
Preferred
Service Provider



Gold
Partner



Security & Compliance Certifications



At Ensono, our **dedication to excellence** extends beyond industry accolades to include a steadfast **commitment to security and compliance**. Our certifications are a testament to the **rigorous standards** we uphold to protect and serve our clients with **reliability and trust**.

ESG Commitment

The Environment

We are reducing energy use and material waste through environmentally responsible management of offices and data centers. We have implemented programs that:

- Monitor air emissions
- Recycle cooling water and electronic waste
- Reduce energy consumption
- Ensure safe disposal of hazardous materials
- Use renewable and/or lower impact energy sources

2050 Net Zero Goal

Social Responsibility

By developing people in a diverse, equitable and inclusive workplace, we offer growth opportunities for associates and more innovative solutions for clients. Initiatives include:

- Unconscious bias training
- Tech Talent Charter (U.K. nonprofit)
- Ensono Academies:
 - Junior Academy for inner city youth
 - Ensono Mainframe & Cloud Academies
- Women Connected mentoring program
- Associate development, recognition and engagement programs

Governance

We are a trusted global MSP, serving clients throughout the world. Our code of conduct defines standards for a fair and safe workplace. Governance practices include:

- Board oversight of financial audits and reporting; technology strategy and investment; and compensation plans
- Annual compliance, privacy and data protection training for all associates
- Comprehensive Risk Management program
- Compliance with industry regulations

Culture That Shows Up in Your Results

Being a great ally starts with our people and ends with stronger results for you.

What you get



24/7 extension of your team

Globally aligned, locally accountable



Transparent allyship

We flag issues early and fix them fast



Built-in agility

We adapt to your ways of working



Lower costs

Proactively even if it doesn't benefit us

Powered by

3,900+

Global Associates

with hands-on service mindset

98%

Client Satisfaction

on critical incidents



Great Place to Work® Certified

(US, India, Poland, UK, Germany)

Embedded in your tools, your workflows, your strategy



A relentless ally, working tirelessly in pursuit of your goals

Deeper, broader expertise

“

Every other firm brought their sales team—Ensono brought the people who would be there the day after the sale.”

Chief Information Officer
Major Retailer

An extension of your team

“

Your team is amazing—it has been a true partnership since the first interaction.”

Director, Infrastructure & Operations
Major Energy Company

Putting your interests first

“

Ensono provides a personal touch and is always proactively engaged.”

Chief Operating Officer
Government Agency



Contact us.

Email: bids@ensono.com
www.ensono.com

Take a look at our UK Government
Frameworks webpage for more details:
<https://www.ensono.com/gb/g-cloud-15/>

The background is a deep purple with a subtle geometric pattern of overlapping triangles. On the right side, there are several concentric, semi-transparent circular lines that create a sense of depth and movement. The Ensono logo and tagline are centered in the middle of the image.

ensono[®]
Make better happen