

MAKE BETTER HAPPEN

# Ensono Strategic Modernisation Planning 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.

# Contents

**01** About Ensono.

**02** Ensono Strategic Modernisation  
Planning Services.

**03** Client Stories.

**04** More about us.

# 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](#).



# **Ensono Strategic Modernisation Planning Services**

# Get Ahead. Stay Ahead.

Continuous modernisation that eliminates unnecessary complexity. That gives you the agility, scalability, and availability you need, while mitigating costly risk, to gain a competitive advantage. Empowering you to drive business growth through customer satisfaction, retention, and acquisition.

**Modern applications to meet demand,  
drive growth, efficiency and innovation.**

## Get Started:



AI-Strategic  
Modernisation  
Assessment



AI Code &  
Architecture  
Audit



Solution Discovery  
Design

## Application Modernisation capabilities:



Legacy Application  
Modernisation



Cloud Native  
Engineering



Automated Domain &  
Capability Extraction



Modern Integration  
Patterns



Modern Development &  
Devops Practices



Replatforming &  
Refactoring



SaaS replacement

## Powered by:



Strategic  
thinking



Expert  
engineering



Innovative IP



Better  
governance



Upskilled teams

# Understanding Your Needs

Define a technical strategy for you that delivers the business and technology goals to enable growth, efficiency and innovation, with the aim to provide you with a clear strategic direction of the best path forward.



## Strategic Vision & Success Criteria

A clear measurable understanding of what we're trying to achieve that meets the success criteria of the project



## High-Level Baseline & Target Assessment

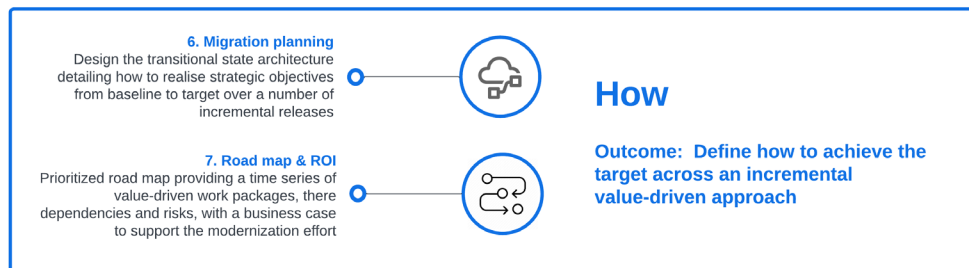
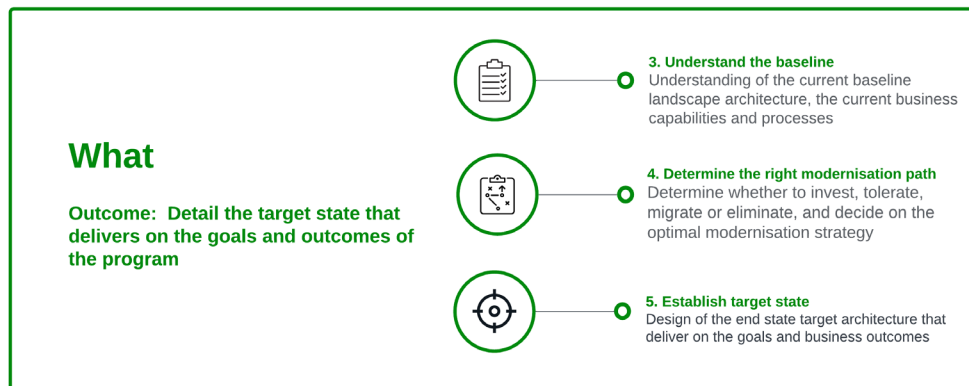
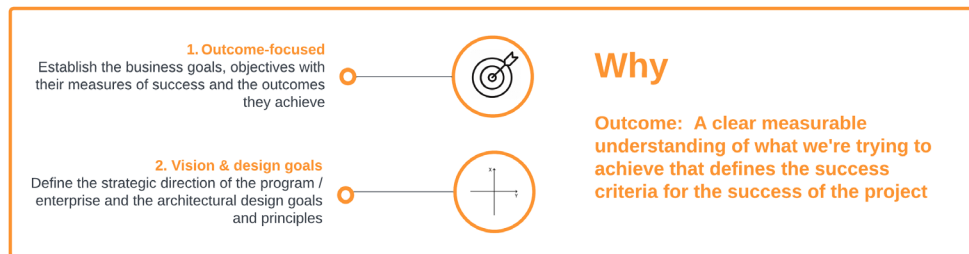
Understand the current portfolio across the organisation and a high-level view of the aspirational target architecture



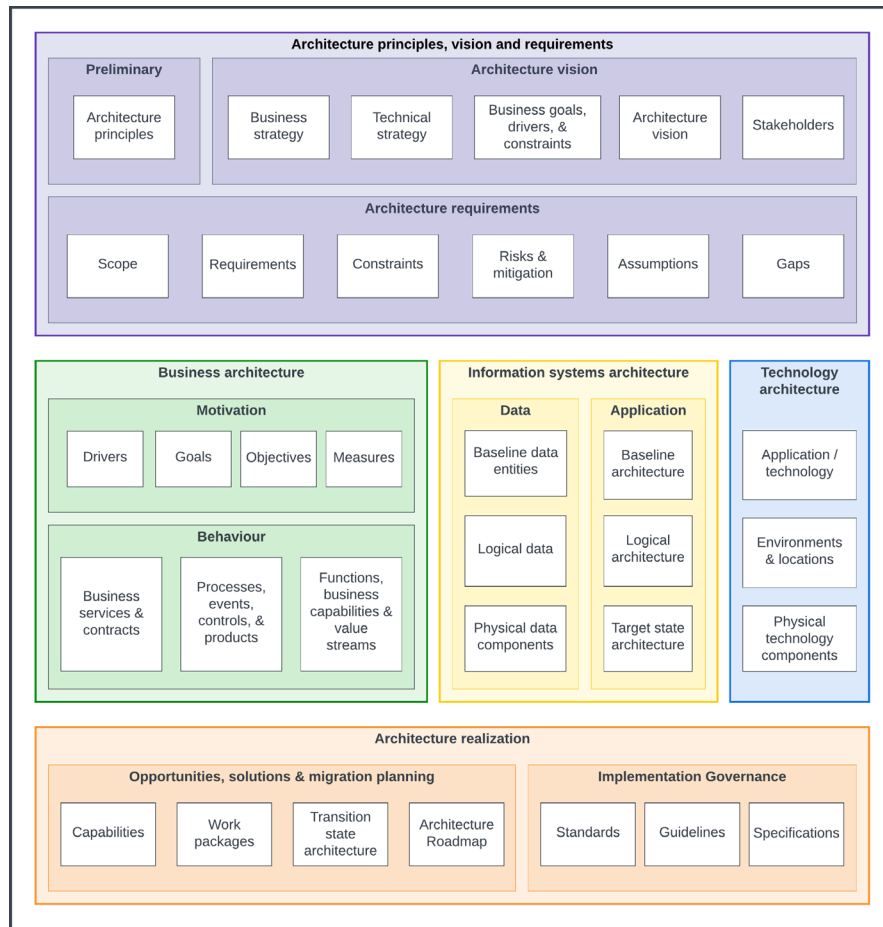
## Strategic Roadmap & Business Case

Detail the strategic approach that delivers on the goals and outcomes and define the order of strategic initiatives over a value-driven roadmap

# Technical Strategy Approach



# Technical Strategy Content Framework



# Strategic Vision & Success Criteria

A clear, measurable understanding of what we're trying to achieve that meets the success criteria of the project



## **Identify stakeholder concerns and business requirements**

Identify the key stakeholders and their concerns/objectives and define the key business requirements to be addressed in the architecture engagement



## **Capture and understand existing pain points, challenges and risks**

Understand the current pain points across the current landscape and what's the know risks and constraints stopping you from achieving it



## **Define strategic objectives, business goals and success criteria**

Understand the domain, competition and aspirations that will drive innovation, growth and efficiency, establish the business goals and objectives with their measures of success and the outcomes they achieve that the strategy aims to deliver



## **Define architectural design goals & principles**

Define areas of architectural significance that are critical to realising the programme's business strategy and outcomes



## **Define strategic direction of the programme/enterprise**

An agreed strategic vision which meets the defined business and technical goals and objectives of the programme

# High Level Baseline & Target Assessment

Understand the current portfolio across the organisation and a high-level view of the aspirational target architecture



## **Capture system catalogue**

Document each systems responsibilities, key capabilities, user profile, technology profile, relative complexity with dependencies, sizing, criticality, lifecycle status and drivers for change



## **Capture key user journeys , business processes and data flows**

Document the current user journeys and business processes the system supports describing the key interactions between actors and system.



## **Understand current and target business capabilities**

To ensure all current and target capabilities are understood and accounted for in any future strategic approach



## **Document the baseline technical architecture and dependencies**

Document how the business, data, application and technology architecture landscape is currently represented used to identify problem areas and improvement opportunities.



## **Application disposition assessment**

Determine whether to invest, tolerate, migrate or eliminate, and decide on the optimal modernisation strategy (5 R's) for each system in the system catalogue considering factors such as cost, complexity and risk.



## **Design high-level technical architecture to meet the goals of the business**

The future target solution to meet the business architecture, mapping technologies to deliver the target capabilities

# Strategic Roadmap & Business Case

Detail the strategic approach that delivers on the goals and outcomes and define the order of strategic initiatives over a value-driven roadmap



## **Gap analysis between baseline and target landscape architecture**

Analysis to identify gaps in business capabilities between the baseline and target solutions



## **Identification and prioritisation of high-level work packages**

Identification of high-level work packages which are needed to move to the target architecture.

Prioritisation of these work packages to identify the order of work.



## **Roadmap**

High-level roadmap defining work packages and phased architecture to transition from baseline to target for each major milestone providing a time series of value driven work packages



## **Business case**

High-level return on investment for each major milestone linked to the overall business goals and objectives

# AI-Driven Application Modernisation

## EVOLVE

### AI-Accelerated Foundation Modernisation

*"Stabilise, secure, and enable change"*

- AI portfolio rationalisation
- AI code & architecture audit
- AI-assisted replatforming & refactoring
- AI-powered DevSecOps

AI is used to **understand, de-risk, and modernise existing applications at scale.**

## INTEGRATE

### AI-Driven Decoupling & Optionality

*"Decouple, de-risk, and create choice"*

- AI-discovered integration patterns
- Automated domain & capability extraction
- API & event design acceleration
- SaaS replacement intelligence

AI focuses on **understanding flows, dependencies, and seams** to safely decouple systems

## BUILD

### AI-Enabled Digital Product Engineering

*"Differentiate, scale, and innovate"*

- AI-assisted product discovery
- AI-accelerated solution design
- AI-powered engineering
- AI-driven continuous delivery

AI accelerates **design, delivery, and optimisation of new systems**, not just code generation.

# Collaborative Approach



## Information Gathering

- Collect and review current documentation
- Interview key stakeholders & subject matter experts
- Ensono led workshops to capture and define key goals, principles and outcomes
- AI-assisted analysis of existing codebase for deep insights into current operation



## Technical Assessments

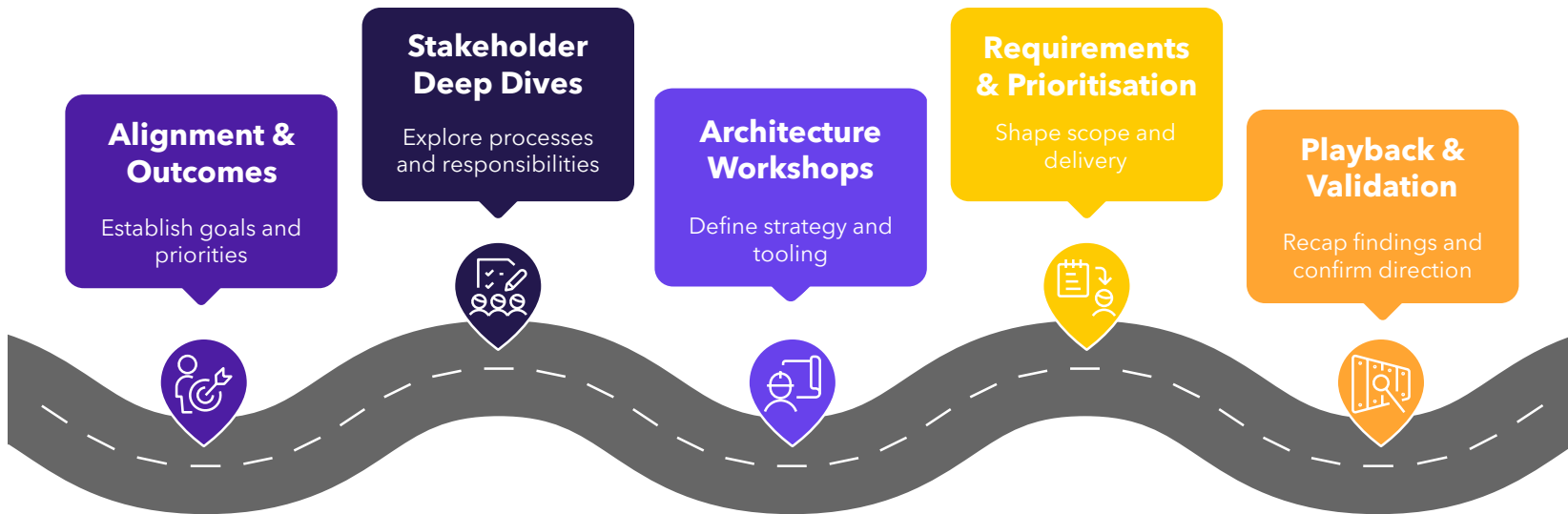
- Interview business & technical domain experts to map out the baseline and target landscape
- Categorisation of systems by technical and functional fit
- TIME assessment across system catalogue (Tolerate, Invest, Migrate, Eliminate)
- Value vs Effort, mapping the value of delivering target initiatives against the effort to deliver



## Collaborative Decision Making

- Define together the success criteria of the strategy
- Regular touchpoints with key stakeholders through standups and weekly playbacks
- Collaborative decision making to prioritise work packages and determine modernisation strategies
- Drive alignment and buy-in across key stakeholders, breaking silos

# Discovery Workshops





# Client stories

# Reducing costs and improving resident experiences for Notting Hill Genesis

## CLIENT

Created in 2018 from two well-established housing associations, Notting Hill Genesis (NHG) is now one of the largest housing associations in London and the southeast. It owns and manages more than 66,000 homes and employs around 2,000 staff.

## CHALLENGE

NHG needed a creative IT overhaul to improve inefficient manual processes and deliver a higher standard of service to tenants. Front-line staff were under pressure to deal with thousands of resident requests, but manual processes and existing technology meant issues often took days to address.

## SOLUTION

Using Microsoft Azure, Ensono delivered a bespoke, microservices platform that has significantly improved the efficiency of front-line staff while providing a better service for residents. WorkWise' simplifies, standardises and automates key businesses processes such as repairs, lettings, arrears, visits and inspections, making them available to residents via a single self-serve online portal.

WorkWise transforms NHG's existing technologies, including Northgate and Microsoft Dynamics, from being off-line on the weekend and during out of hours, to fully supporting the new agile and highly-available infrastructure. The scalable, flexible new platform gives NHG the ability to cost-effectively extend capabilities in future at a low risk.



## OUTCOMES

- 24/7 customer service - Providing around-the-clock support through self-service, while significantly lowering support costs without the need for 24/7 support.
- 30% time saving - Housing officers can spend more time in the field, accessing key business processes using their mobile devices and saving 30% of their time.
- Increased customer satisfaction - Front-line staff have more time to spend with residents and spend less time doing manual tasks
- 99.95% availability which equated to just 1.5 minutes of downtime per day.



# New finance system transforms the student experience

## CLIENT

This client is one of the world's leading educational institutions, serving a diverse student body around the world.

## CHALLENGE

A 20-year-old finance system required manual workarounds, causing inefficiencies and confusion in tracking student payments. There was often confusion when a student needed to find out how much they still owed as this information was spread across four different sources of truth. The client also wanted to give its students access to a self-service online portal where they could view and pay outstanding invoices to further reduce the burden on the finance team and enhance the student experience.

## SOLUTION

Ensono, selected as the client's strategic transformation partner, supported the selection and integration of a new SaaS finance system.

Reviewed the challenges posed by the current system vs the improvements a modern system would deliver.

Documented user personas and challenges, determined high-level systems architecture, and developed integration and business value maps. All known risks, assumptions, issues, and dependencies were documented. Then we recommended a shortlist of the three best solutions.

Once selected, Ensono integrated existing Dynamics 365 apps used by the Admissions team with the new SaaS solution to automatically create invoices and record payments.



## OUTCOMES

Students can easily view their accounts & track payments online

96% of the invoicing process automated, saving staff a lot of time

Connects the invoicing process directly to the new CRM

High quality code, handovers and documentation

Client team upskilled and exposed to new ways of working

*"The Ensono team has been so easy to work with. Their transparency, strong governance, and problem-solving abilities paved the way to them becoming our strategic partner for digital transformation."*

# Supporting digital growth, improving customer experience and increasing business agility for The Gym Group

## CLIENT

The Gym Group is a low-cost, high-quality health and fitness business with more than 225 no-contract gyms open 24 hours a day.

## CHALLENGE

The Gym Group's digital estate is integral to its business strategy to connect with customers and drive sales. However, some elements were reaching the end of life, and there were limited options to scale. This meant changes and optimisations had become expensive and didn't reflect its best-in-breed customer service.

The Gym Group needed a platform that could handle high traffic and transactions at peak times and deliver a streamlined purchasing experience.

## SOLUTION

Ensono worked with multiple stakeholders across The Gym Group to align and develop an improved eCommerce platform and solves user pain points and delivers a better digital experience for existing and potential members.

Ensono designed a tested prototype for an SEO-optimised, user-friendly public-facing sales site and membership area that proved robust enough to deliver high performance and a smoother experience during peak traffic.

Ensono integrated Customer Identity Access Management (CIAM) with a new headless CMS and microservices solution to support new members with a seamless sign-on process and drive conversions. Single Sign On (SSO) between the legacy site, mobile app, eCommerce site and members area brings a seamless experience for members and secures valuable personal data.



## OUTCOMES

Friction was removed from the checkout process, reducing the number of customers that abandoned transactions and increasing conversion by 50 basis points.

~£8m incremental revenue from improvement in conversion.

10x faster page loading leading to greater organic rankings.

Faster deployment of platform enhancements with 45 minutes from build to production.

*"We really needed a partner who were engineering heavyweights with a solid eCommerce know-how, and we got that with Ensono. The team were able to challenge our thinking and able to drive best-of-breed technology into our stack. A re-platform is always a tough project, but Ensono rose to meet the technical and delivery challenges. The results have been incredible, and The Gym Group is now set up for the future" | Jim Hingston, Digital Product Director, The Gym Group*



# Modernisation supports growth for national retailer

## CLIENT

The client is a large British multi-national retailer of clothing, footwear and home products.

## CHALLENGE

The retailer had ambitious plans to grow its online presence and expand into multi-brand retail. But its ageing monolithic architecture was holding it back. Software updates were limited to once a week, and every change required a full platform release, creating bottlenecks and frustration across teams.

Meanwhile, warehouse staff were manually packing hundreds of thousands of orders a day. As ecommerce sales surged, fulfilment backlogs grew, and customer expectations rose. The systems couldn't scale, and the pressure was mounting.

## SOLUTION

Together, we broke down the monolith and introduced a microservices architecture that enabled faster releases, independent development, and better scalability.

### eCommerce platform modernisation

We migrated the monolithic ecommerce system to a microservices-based platform with custom-built services, off-the-shelf integrations, and bespoke front-end applications. This enabled auto-scaling, reduced downtime, and supported 500,000+ concurrent users.

### Warehouse transformation

We introduced a hybrid platform combining microservices, mainframe interfaces, and third-party automation kits.

### Product systems optimisation

We replaced legacy product management tools with a cloud-native microservices platform. This enabled incremental delivery, reduced dependency on unsupported technologies, and improved visibility across workflows.



## OUTCOMES

- 70% cost savings through reusable infrastructure and configurable architecture
- Lead time to market within 4-6 weeks for onboarding third-party brands
- 50% improvement in user satisfaction with seamless onboarding and minimal training
- 90% improvement in technology consistency across the estate
- 99.95% operational availability and 100% data durability for warehouse systems
- Enabled multi-tenant platform for third-party brands, unlocking new revenue streams and faster product availability
- Faster development and release cycles across ecommerce and product systems

*"Ensono have been instrumental in modernising our warehouse systems. Introducing microservices has unlocked a roadmap to robotics that will supercharge our warehouse efficiency and provide an even better service to our customers. This new architecture has given us access to invaluable data insights that will help us learn, iterate and capitalise on emerging opportunities."*



# More about us

# Who we are



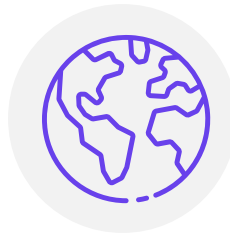
**250+**  
clients



**11+ years**  
average client tenure

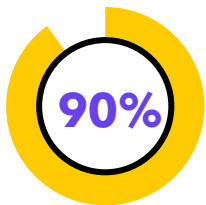


**3,900+**  
experts



**\$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?

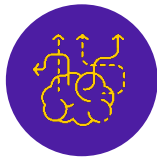
- **Business outcomes first:** We focus on delivering better business results, not just technology solutions.
- **Vendor agnostic:** Independent advice backed by partnerships with all major cloud providers, without commercial bias.
- **Code less, deliver more:** We leverage existing technologies and 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](mailto:bids@ensono.com)  
[www.ensono.com](http://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<sup>®</sup>  
Make better happen