

MAKE BETTER HAPPEN

Ensono SRE as a Service.

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](#).



Site Reliability Engineering as a Service

What is SREaaS?



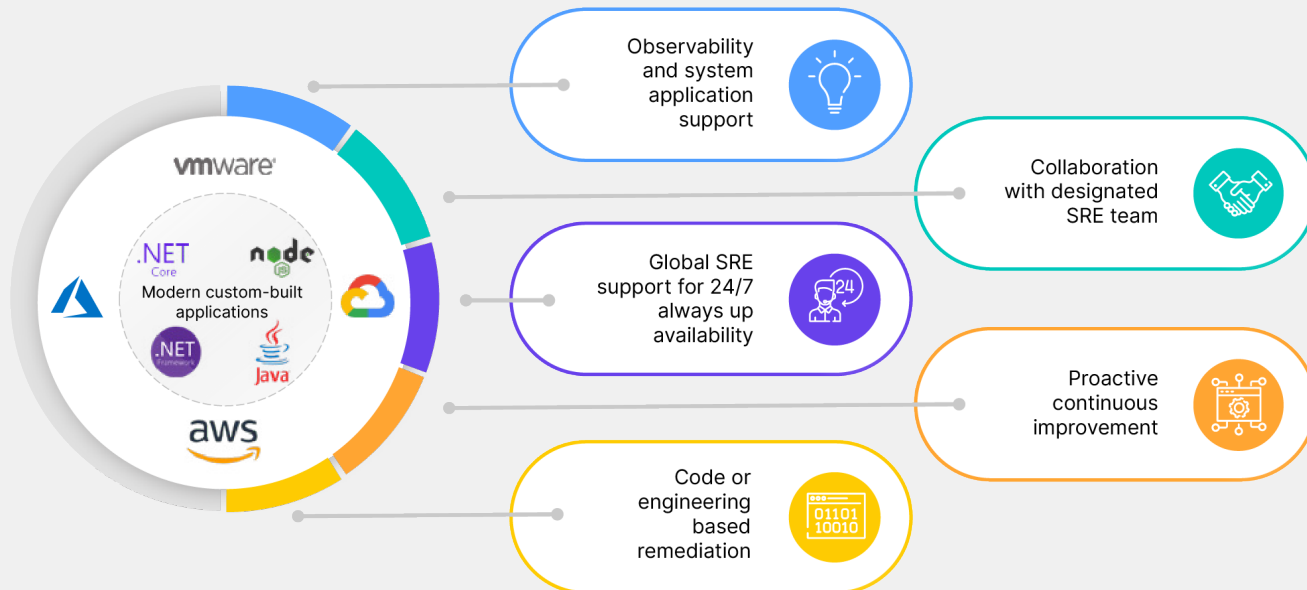
SRE practices enable organisations to drive agile software delivery while optimising reliability, performance and cost.

Source: Gartner Hype Cycle for Site Reliability Engineering, 2023

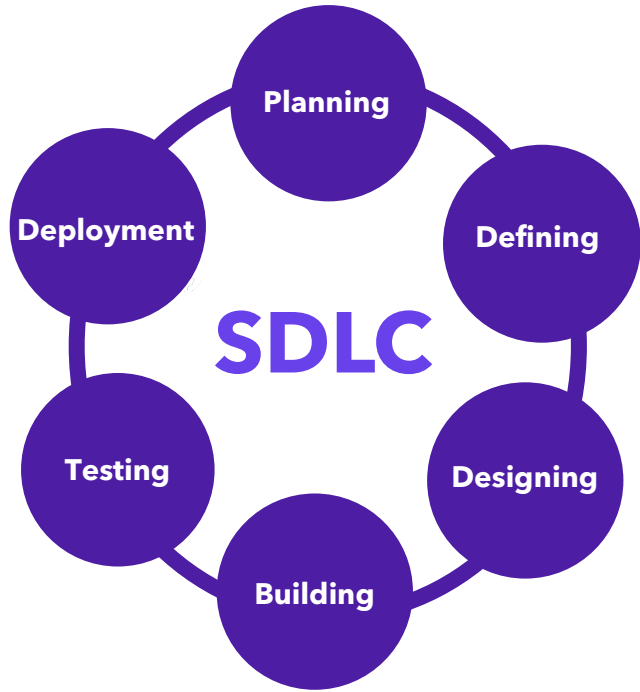


Site Reliability Engineering as a Service

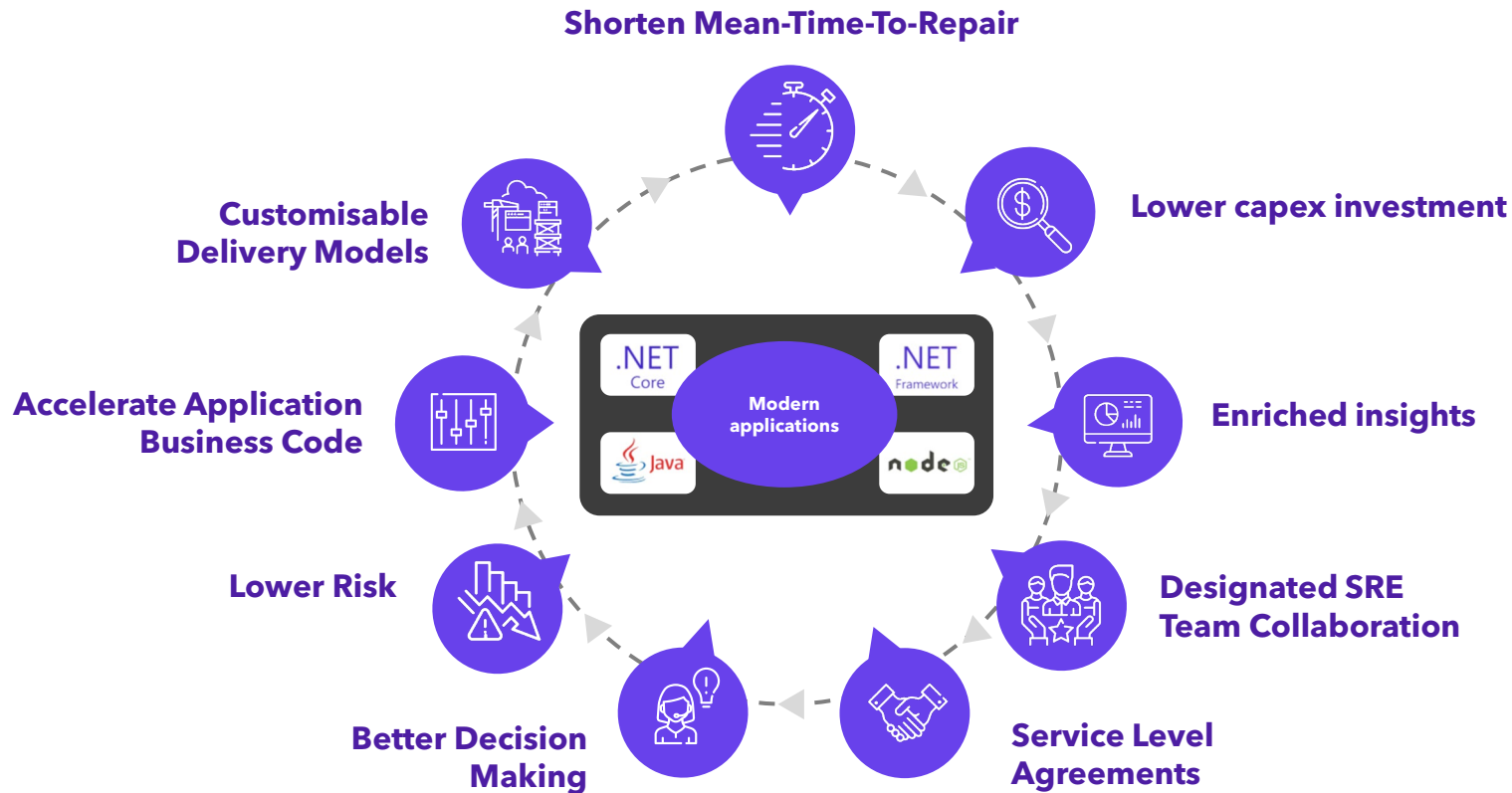
Ensono SREaaS is a 24x7 managed Site Reliability Engineering service providing operational support, observability, automation and engineering expertise for modern, cloud-centric applications.



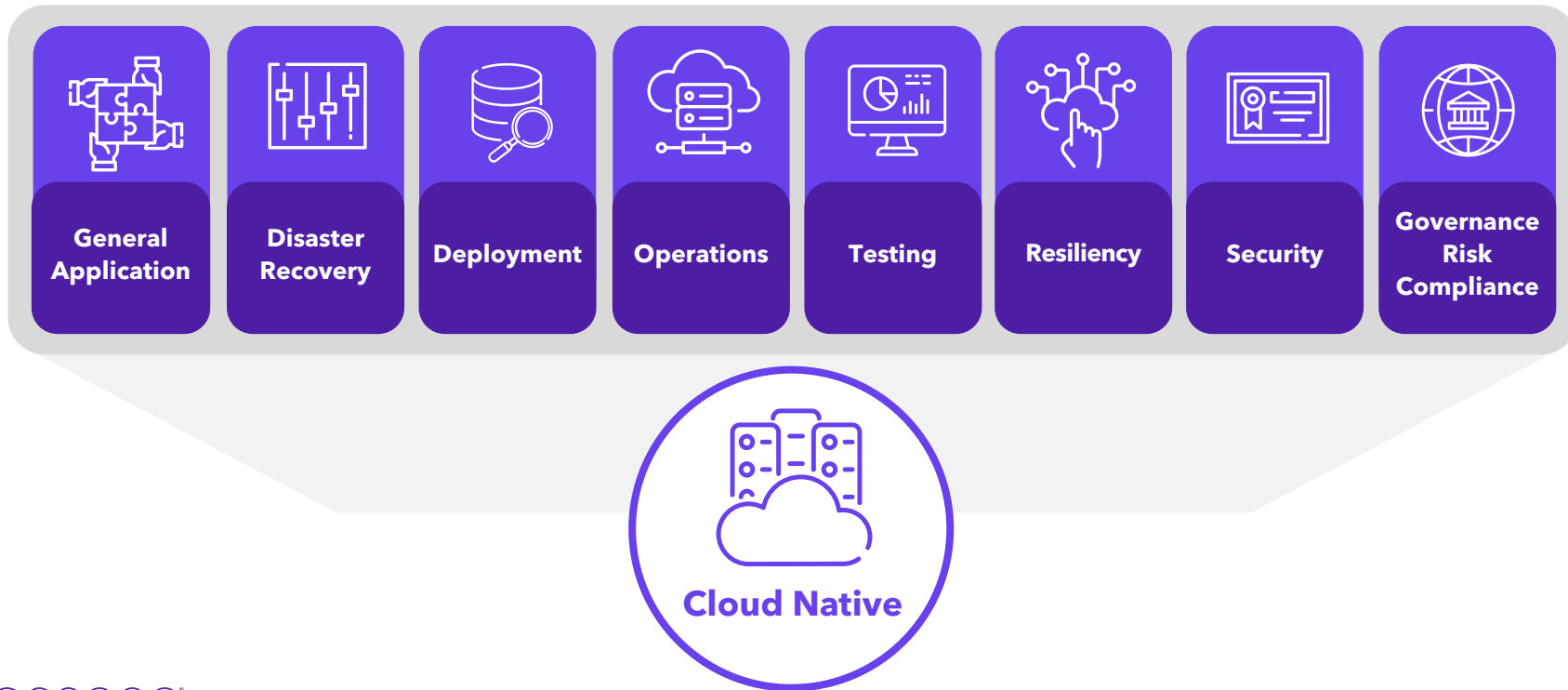
SREaaS Approaches & Framework



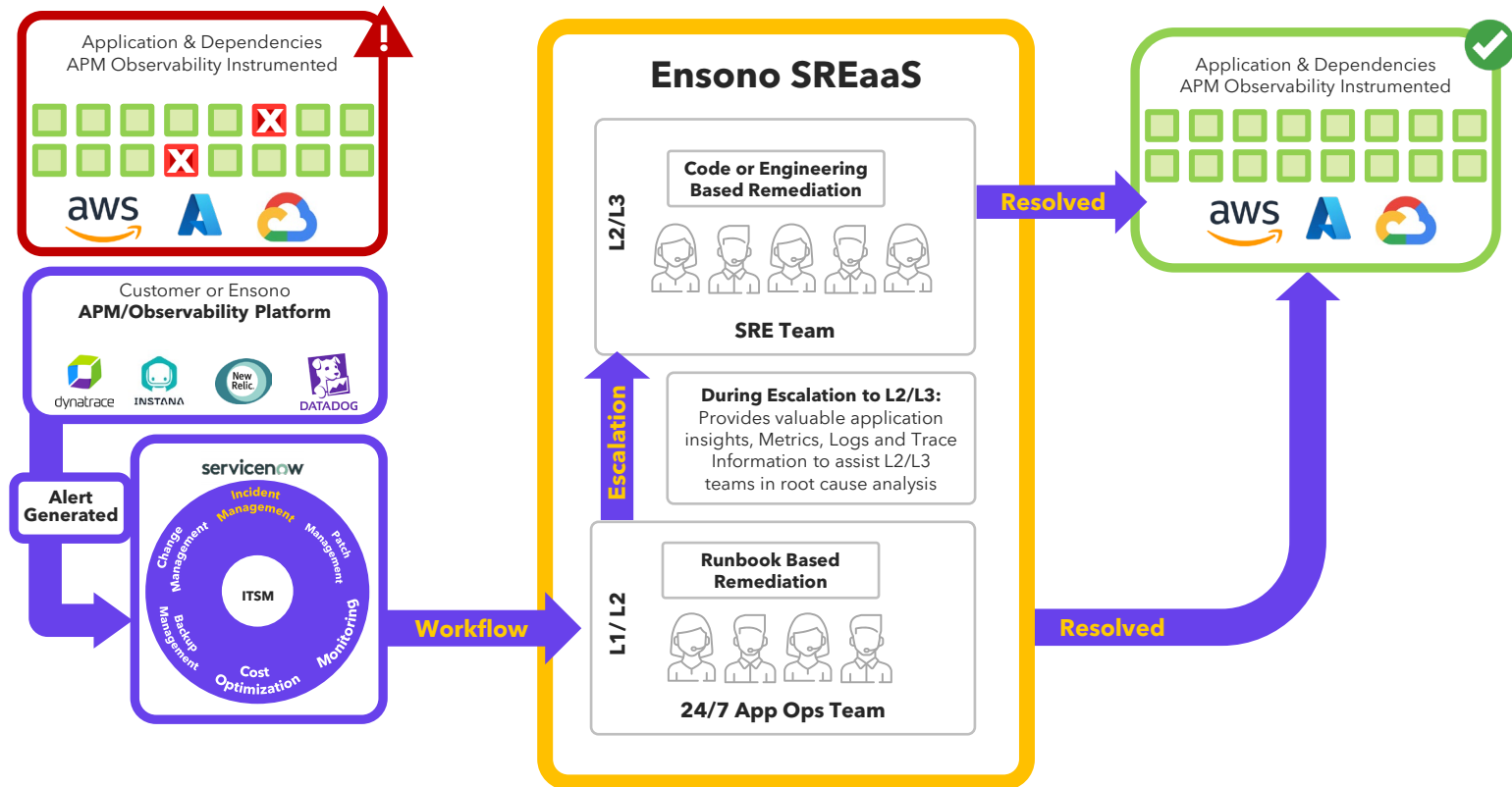
SREaaS Benefits



SREaaS Assessment Pillars



Application Problem Resolution Path





Client stories

Pay.UK protects millions of UK consumers from fraud

CLIENT

Pay.UK is the UK's recognized operator and standards body, governed by the bank of England and Payment Services Regulator. Through its infrastructure and services, it ensures the seamless, secure, and safe transfer of billions of pounds' worth of payments every single day, and over £10 trillion annually.

CHALLENGE

In response to rising fraud—over £750 million lost annually—the UK's Payment Services Regulator introduced new legislation requiring banks to reimburse victims of payment scams within five business days. Crucially, the cost of reimbursement must be shared equally between the sending and receiving banks, making fraud protection a shared responsibility across the industry.

To support this, Pay.UK was given two urgent tasks:

- Expand the Confirmation of Payee (CoP) service to over 400 financial institutions by October 31, 2024, helping prevent fraud before payments are made.
- Launch a Reimbursement Claims Management Service (RCMS) by October 7, 2024, enabling banks to process fraud claims quickly and fairly.

These deadlines were tight, and the stakes were high—millions of consumers rely on Pay.UK's infrastructure every day. The organization needed a secure, scalable solution that could be delivered fast.

SOLUTION

Pay.UK partnered with Ensono to build a central identity directory and API platform that would allow financial institutions to securely verify account details and manage fraud claims. Ensono delivered the solution in just 8 months, using proven technologies and cloud infrastructure to ensure speed, security, and reliability. We now manage it, providing Site Reliability Engineering.



Payment Successful



OUTCOMES

- **Consumer protection:** Millions of people are now better protected from fraud when making everyday payments.
- **Industry-wide collaboration:** Over 400 financial institutions can securely share data to prevent fraud and process claims.
- **Scalability & speed:** The system handles up to 1 billion requests per month with millisecond response times.
- **Regulatory success:** Pay.UK met all regulatory deadlines—something many thought impossible.

"Partnering with Ensono enabled us to build the CoP and RCMS services from the ground up in less than 8 months, ensuring we delivered to the exact dates that were set by the regulator, which many in the industry thought would be unattainable." - Chief Operations Officer, Pay.UK

Intelligent data platform unlocks hyper-personalisation & predictive modelling for hotel group

CLIENT

The client is a UK-based, PE-owned hotel group that had outgrown its data analytics platform. With updates frequently breaking the platform, the client couldn't make the timely, evidence-backed business decisions it needed to successfully scale.

CHALLENGE

Numerous problems with data accuracy resulted in a lack of trust in the data and a data platform that went unused. Instead, employees relied on multiple, siloed reports in Excel to inform the most important strategic business decisions which took 100+ hours every month to prepare. The client understood its outdated systems were restricting its future growth plans.

SOLUTION

Ensono developed an intelligent, extensible green field data platform in the Google Cloud Platform (GCP), to understand and act on customer behaviour, forecasting, and manage risk, while providing modern analytics tools, dynamic, transparent dashboards, and data governance.

The new centralised platform will enable data-driven decision-making across the organisation, increasing customer engagement and retention to maximise their revenue opportunities and allow them to make informed investment decisions.

Ensono then provided a best-in-breed Site Reliability Engineering (SRE) service to maintain, manage and enhance the platform so it remains cost-efficient, reliable, resilient, secure, scalable, and up to date.

The client will be able to use the data platform for predictive modelling where they'll be able to analyse the effects of weather, and current, social, or sporting events throughout the business, allowing for improved forecasting. They'll be able to plan for cyclical peaks and understand how this impacts the wider business strategy.

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OUTCOMES

- Real time data and analytics platform with dashboards providing accurate reporting in minutes, rather than hours which will increase user engagement and key stakeholder buy-in, provide robust data governance and remove cottage industry practices
- Using the AI tools within the platform gives the client a 360 view of their customer, enabling hyper-personalises customer experiences and tailored offers throughout the hotel based on individual preferences and buying behaviour
- The client can now capitalise on untapped revenue streams from affiliate subsidies by cross-validating their sales across all the different business lines and mapping them back to correct promotions, reaping £M's in unclaimed rebates.

"Ensono has revolutionised how we capture and analyse our data, allowing us to unlock our future growth, digital innovation, and increasing our efficiency. With these invaluable insights, we have enhanced our ability to measure, model and compare performance across the board, allowing us to better serve our customers" - CTO





More about us

Who we are



250+
clients



11+ years
average client tenure

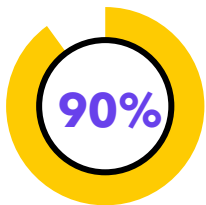


3,900+
experts



\$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?

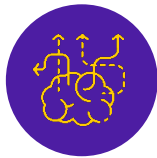
- **Business outcomes first:** We focus on delivering better business results, not just technology solutions.
- **Vendor agnostic:** Independent advice backed by partnerships with all major cloud providers, without commercial bias.
- **Code less, deliver more:** We leverage existing technologies and 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 color. It features a subtle, repeating pattern of small triangles that create a 3D effect. Overlaid on this are several concentric, semi-transparent circles of varying shades of purple, centered towards the right side of the image.

enso^{no}
Make better happen