

G-Cloud 15

Service Definition Brochure



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Introduction to FDM



Why Choose FDM?



FDM Services



Pricing Guide & Using the Service

Introduction to FDM



About FDM Group

Powering the people behind tech and innovation for over 30 years

FDM Group is a global professional services and IT consultancy, enabling organisations to stay ahead of the latest technology trends and thrive in a rapidly changing world. Since our formation in 1990, we have grown into one of the UK's largest IT consultancies and have been listed on the London Stock Exchange since 2014.

Who we are

We specialise in identifying, training, and deploying talented individuals through our award-winning programmes for Graduates, Returners, Ex-Forces personnel, and Apprentices.

Our Consultants are equipped with cutting-edge skills across five core Practices:

- Software Engineering
- Change & Transformation
- Data & Analytics
- IT Operations
- Risk, Regulation & Compliance

Our innovative Skills Lab delivers experiential, sprint-based learning tailored to client needs, ensuring our Consultants are job-ready and adaptable to evolving technologies.

Global reach and scale

- c. 4,000 employees across 20

offices in five continents

- c. 400 clients spanning sectors such as banking, insurance, public sector, education, retail, energy, and hospitality
- Operations across Europe, North America, APAC, and EMEA

Our purpose

We aim to deliver client-led, sustainable, and profitable operations while creating opportunities for people from all backgrounds to launch rewarding careers in technology. Diversity, equity, and inclusion are at the heart of our culture, and we continue to champion initiatives that promote social mobility and gender equality.

4000+

employees

FTSE4Good

recognised business

2000+

new careers launched annually

£20m

annual investment in net new talent

30,000+

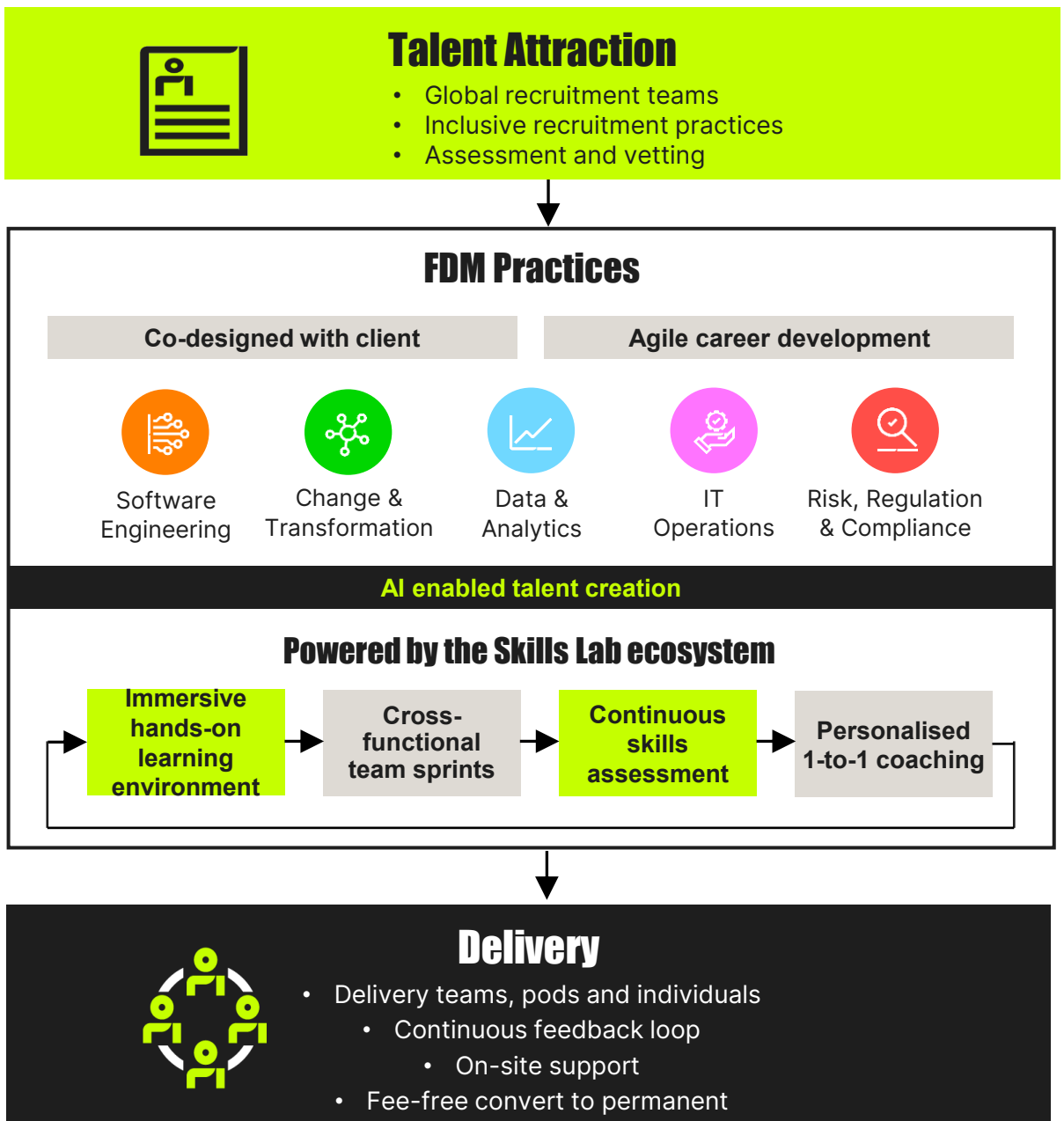
FDM alumni

400+

clients worldwide

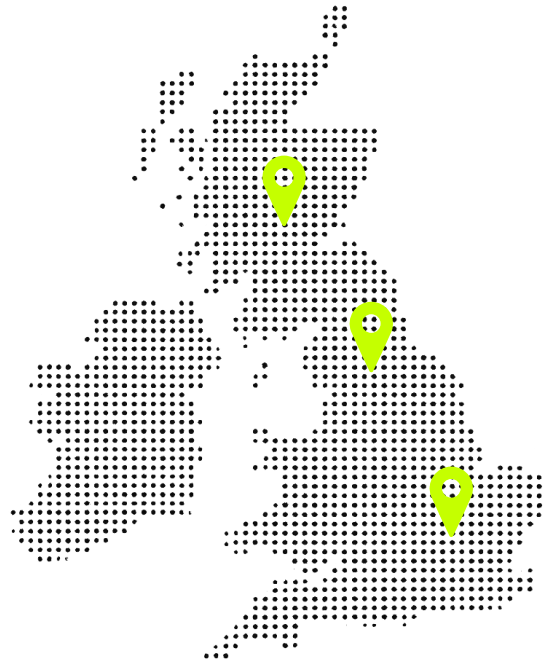
Our Business Model

FDM Group's innovative business model focuses on merging talent with technology, offering training and career opportunities in the tech industry. By targeting under-represented groups and those facing entry barriers, FDM bridges the digital skills gap and introduces fresh talent to the market. The company sources candidates from diverse backgrounds, including apprentices, graduates, career changers, and veterans, ensuring inclusivity. Participants receive 6-14 weeks of accredited training before joining FDM's client network. Additionally, FDM aids clients in enhancing their teams' diversity and capabilities by transitioning talent to permanent roles after two years, at no extra cost, fostering a sustainable talent pipeline in technology.



Our Work Across Public Sector

FDM has become a trusted partner of over 40+ government departments and public sector organisations across Government Digital and Data professions such as, Security, Project Delivery, Policy, Operations, Government Finance, Data Analysis, Government Commercial and more. We have been engaged to support Public Sector clients with the rapid deployment of teams to delivery comprehensive cloud services addressing acute digital skills shortages whilst building scalable, longer-term pipelines of diverse digital talent across their UK sites.



Get Britain Working Objective

FDM supports the Government's *Get Britain Working* objectives by creating accessible routes into technology careers. Our programmes for graduates, returners, ex-forces personnel and apprentices help people from diverse backgrounds gain skills for sustainable employment.

Our Skills Lab delivers practical, employer-led training that prepares individuals for high-demand roles and supports long-term career progression.

Through local hiring and upskilling, we place talent close to client sites, boosting regional employment and reducing skills gaps. We work with schools in social mobility cold spots, offer degree-level apprenticeships, and re-skill those returning to work—creating meaningful tech career opportunities nationwide

40+

Public Sector Partnerships

2000+

All-time number of consultant deployments into Public Sector roles

400+

FDM consultants transitioned to the civil service

10+

Years of experience and expertise in Public Sector

Specialist Skills, Strategically Delivered

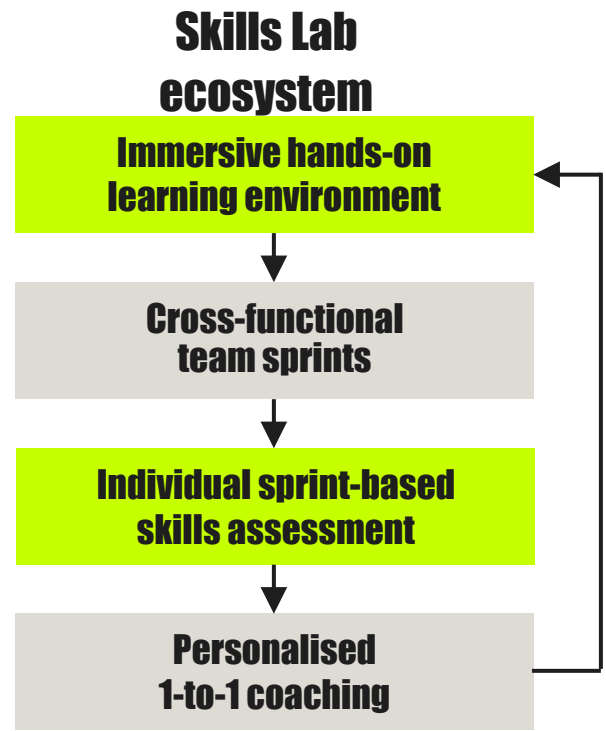
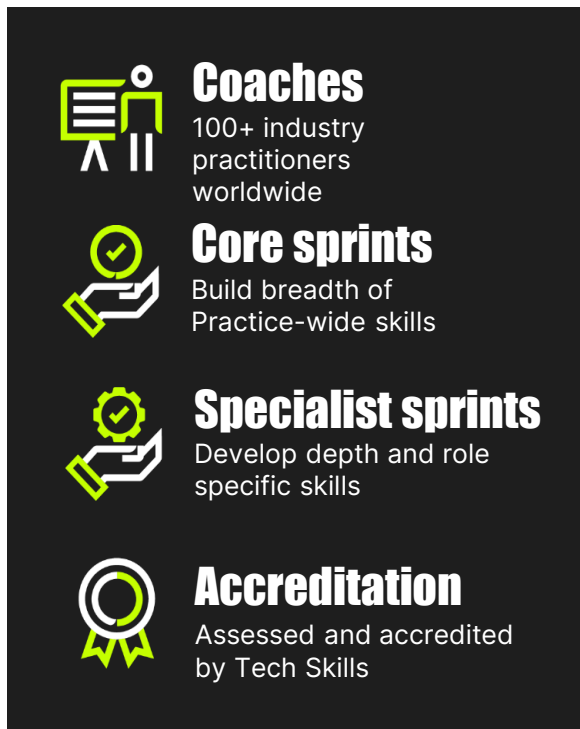
Our five Practices bring together subject matter experts, coaches and consultants who develop highly skilled talent to support cloud services.

Software Engineering, IT Operations, Data & Analytics, Change & Transformation, and Risk, Regulation & Compliance are each built on teams of specialists who operate within a strong learning and development culture in FDM's Skills Lab. This ensures clients receive high-quality expertise and service. By taking a holistic, cross-functional approach to training, our consultants are prepared to step into a range of roles post-training, demonstrating greater agility, resilience and understanding of wider business strategy.

	Skills	Consultant roles
Software Engineering	• Software coding • Object oriented programming • Software testing • Tools proficiency • Data management • AI engineering	• Backend Developers • Frontend Developers • Full Stack Developers • QA Engineers • Test Automation Engineers • Mobile Developers
Change & Transformation	• Project management • Risk management • Requirements engineering • Change management • Business process – improvement and AI	• Change Managers • Project Managers • Product Managers • Business Analysts • Business System Analysts • Scrum Masters
Data & Analytics	• Data management • Interacting with data sources • Data warehousing • Automation of process • Data engineering • AI engineering	• Data Analysts • Business Intelligence Analysts • Data Engineers • Database Developers • ETL Developers • AI Prompt Engineers
IT Operations	• Incident management • Security operations • IT infrastructure • System administration • Network support • Cloud engineering and AI	• Service Desk Analysts • Infrastructure Engineers • ITSM Specialists • Cloud Administrator • DevOps Engineers • Cyber Security Analysts • Site Reliability Engineers
Risk, Regulation & Compliance	• Data management • Risk management • Anti-financial crime • Compliance • Team management • Process improvement	• AML / KYC Analysts and QA/QCs • Client and Trade Lifecycle Analysts • Regulatory and Risk Reporting Analysts • Risk Framework Analysts

Building Skill Sets

FDM Skills Lab



Our Skills Lab is a dedicated space designed for consultants to hone their Practice-relevant abilities. It is a hub for professional advancement, blending theory with hands-on experience in a dynamic, engaging atmosphere crafted for consultant development.

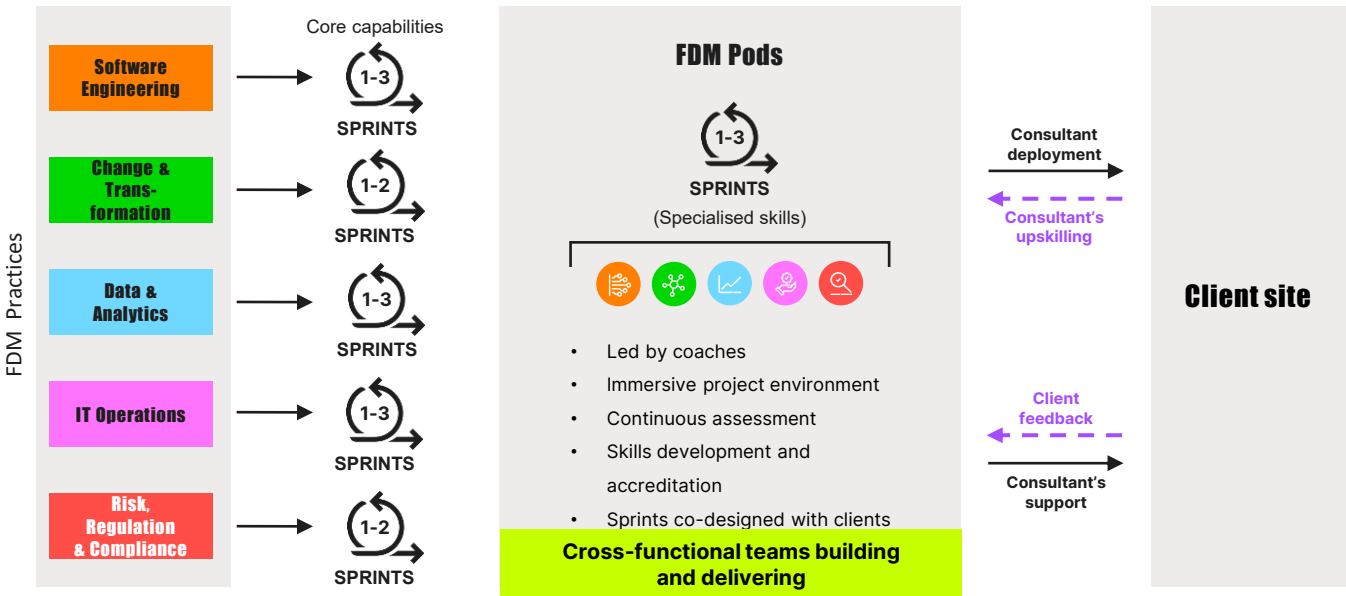
- **Technical skills:** we offer coaching in various technical areas, including software development, data analysis, quality assurance, project management, cybersecurity, and more. These coaching programmes focus on the skills and technologies essential for business growth.
- **Professional development:** beyond technical skills, our Skills Lab emphasises professional development coaching. This includes communication skills, teamwork, presentation skills, and other soft skills that are essential for success in a corporate environment.
- **Industry-specific knowledge:** depending on the needs of our customers and the current job market demands, we offer specialised coaching in specific industries, such as finance, insurance, healthcare, and more.

Building Skill Sets

FDM Skills Lab

FDM Skills Labs expand upon the core capabilities supplied from the FDM Practices by moving consultants into FDM Upskilling Pods. These Pods are cross-functional, heuristic environments for experiential learning, giving Consultants from each practice the opportunity to work alongside those from different specialisms and to hone their practice-relevant abilities. This helps to develop a comprehensive view how those from other Practices contribute towards the delivery.

The Skills Labs utilises a skills-based approach, assessing the practical competencies demonstrated throughout the Pod. This ensures Consultants have the practical skills required throughout the delivery of cloud services.



Coaches

Personalised 1-1 coaching from 100+ industry practitioners



Specialist Sprints

Develop depth and role specific skills



Core Sprints

Build breadth of practice wide skills

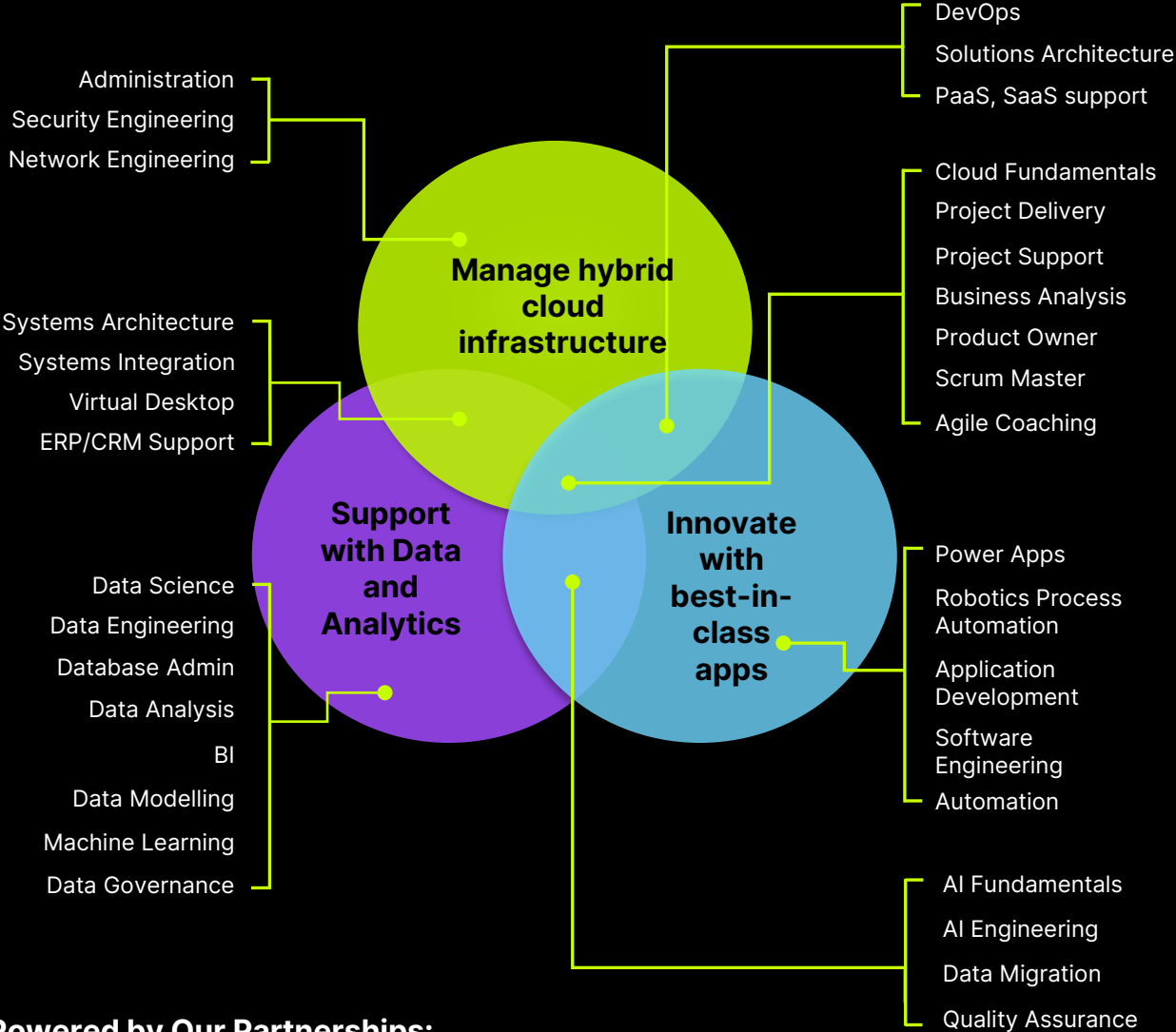


Quality Gates

Individual Skills Assessment in each sprint cycle

Our Capability Within Cloud Services

Drawing from our five skills practices, we can rapidly build and deploy entire teams as well as supporting with individual resource augmentation to provision a wide range of cloud-based services. Our Service Delivery Managers and Subject Matter Experts will work with you to understand your needs before shortlisting the best people with the most relevant skills to support with service delivery.



Powered by Our Partnerships:



Powered by Our Partnerships

As a leading Workforce Development Partner, we deliver tailored upskilling programmes aligned to emerging cloud trends. Our in-house coaches blend practical cloud experience with targeted learning and certification pathways, enabling individuals and organisations to build in-demand cloud capabilities.

We stand out for creating immersive, real-world cloud training environments that build confidence and accelerate career progression. With adaptable solutions across cloud architecture, DevOps, AI and security, we support diverse business needs and cloud ecosystems. Our mission is to drive industry-wide innovation by equipping professionals with the skills to lead modern, cloud-centric transformation.



The partnership between FDM and Microsoft brings together shared strengths to accelerate cloud-focused digital transformation. Together, we deliver solutions that help organisations and individuals adopt, scale and innovate on Azure.

- Aligned to Microsoft's Azure certification pathways
- Training designed to build cloud-ready capability
- Globally recognised certifications supporting career and organisational growth



We are an Authorised Training Partner for AWS, developing cloud-ready AWS consultant talent for our clients.

- AWS-certified FDM Coaches deliver sprints and project-based learning through the Skills Lab
- Consultants gain practical, job-ready AWS capability from day one
- Programmes can be tailored and co-designed to meet specific client needs



AWS Authorised Instructors
In-house AWS Certified Coaches and exclusive resources



AWS Skill Builder
Digital Assets by AWS



AWS JAM
Practical learning and skills validation

Key partners



Services Designed for You

Build Talent for the Future

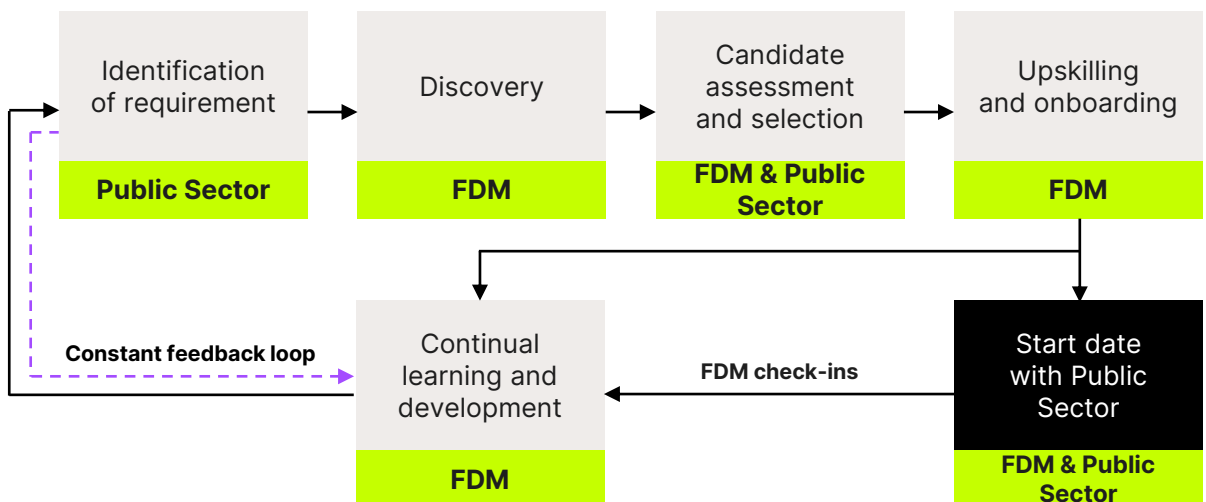
We help you bridge your digital skills gap and build long-term internal skills capabilities by attracting, identifying and developing the high-performing next generation of talent through our career programmes.

- Build teams with your future in mind
- Replace skilled professionals as they leave the company
- Build teams that represent society and your customers

Power Project Deliveries

Whether your requirements are short or long term, our five Practices provide expert consultative services through discovery and design to delivery. Power your projects with FDM Consultants and over 30 years of experience in technology.

- Global expertise with local delivery teams
- Scalable teams that deliver outcomes
- Solutions aligned to your tech stack



FDM manages the full process end-to-end. Hiring Managers are engaged throughout, and their input during discovery is vital to ensure we fully understand role requirements. Each public sector organisation has a dedicated Account Manager who captures role-specific nuances and ensures consistency when supporting the same team across multiple needs.

Assessment and interview feedback is gathered by the Account Manager and used to guide consultant development. Relevant insights are fed back into the Skills Lab so consultants receive targeted one-to-one coaching. Our upskilling and onboarding processes minimise learning curves and ensure consultants are fully prepared to succeed from day one.

How FDM Work with You

With over 30 years experience partnering with clients world-wide, we have a tried and tested approach to maximising outputs and driving value. We start by getting to the heart of your problems before designing a truly bespoke service, tailored for you.



Discover

We begin by discussing your overarching vision and strategic objectives. This includes understanding your long-term goals, mission and the key outcomes you aim to achieve.

- Problem identification
- Workshops
- Interviews



Design

We'll then collaborate with you to co-design our approach including defining required skillsets, designing learning programmes and selecting consultants based on your timelines.

- Tech stack alignment
- Iterative co-design
- Bespoke client programmes and sprints



Deliver

Our delivery team will monitor progress, manage changes and address any issues promptly throughout the entire lifecycle.

- Agile ways of working
- Continuous client feedback loop
- Customer success management

Continuous Client Feedback

Why Choose FDM?



Finding the Best Talent for You

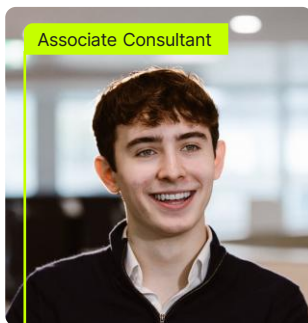
We believe that people passionate about tech deserve the chance to have rewarding careers within the IT industry, regardless of their background.

Our programmes of talent are as diverse as the people who join them and cater to those just starting out on their career journeys through to very experienced technologists getting back to work after a career break.

Our people, Your Advantage

At FDM, we believe diversity of thought creates better ideas, stronger solutions and a more superior service to our clients.

Our career programmes develop multi-generational talent from varied career and life backgrounds, which fosters greater socio-economic, ethnic and gender diversity amongst our consultants than more one-dimensional hiring models.



Associate Consultant

Apprentices & Graduates

We provide paid experience and funded degree pathways that remove barriers into the workplace, bridging skills gaps launching thousands of careers globally.

47% First in Their Family to Obtain a Degree

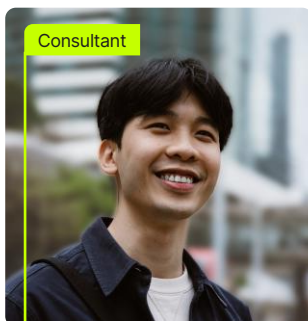


Senior Consultant

Mid to Senior

We empower experienced Returners and Ex-Forces professionals to relaunch their careers, recognising their transferable skills and supporting their transition back into senior roles.

70% of Returners Identify as Female

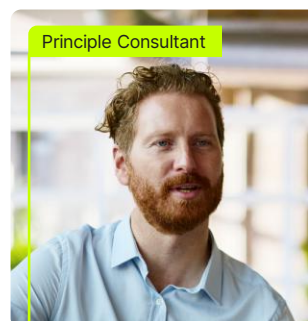


Consultant

Junior to Mid

We provide industry-recognised training through our Skills Lab, offering continuous upskilling and professional development to ensure our consultants are fully equipped for long-term career success

2000+ Careers Launched Annually



Principle Consultant

Senior

Extensive experience in delivering people, process, technology and change programmes and projects within complex environments.

1000+ Ex-Forces Placements Since 2014

Flexibility and Scalability

FDM's resource model is designed to be both flexible and scalable, enabling rapid onboarding (typically within 10 working days) to meet the evolving demands of cloud delivery. Our consultants bring strong cloud expertise and integrate seamlessly into client teams to ensure continuity and maintain delivery momentum.

We closely monitor demand across our client base and align hiring to market trends, maintaining a trained bench across our practices. This ensures a consistent pipeline of consultants with the right capabilities ready to support diverse project requirements at pace.

Ramping up, as needed

FDM's cloud delivery capability is strengthened by our talent attraction model, ensuring clients access the right skills at the right time. Our dedicated recruitment teams leverage a large UK talent pool (supported by c.32,000 annual applicants and an extensive alumni and associates' network) to source specialist cloud expertise quickly.

This resource depth allows us to rapidly align talent to project needs, redirect recruitment focus as priorities shift, and deploy individuals with the exact skills required for cloud initiatives. This agility in sourcing and onboarding is a key enabler of fast, efficient cloud project delivery.



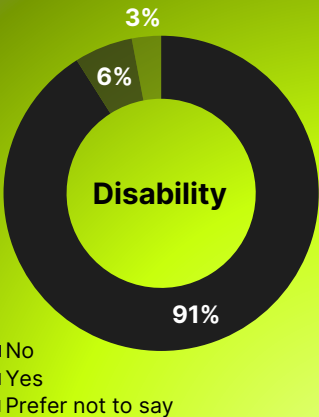
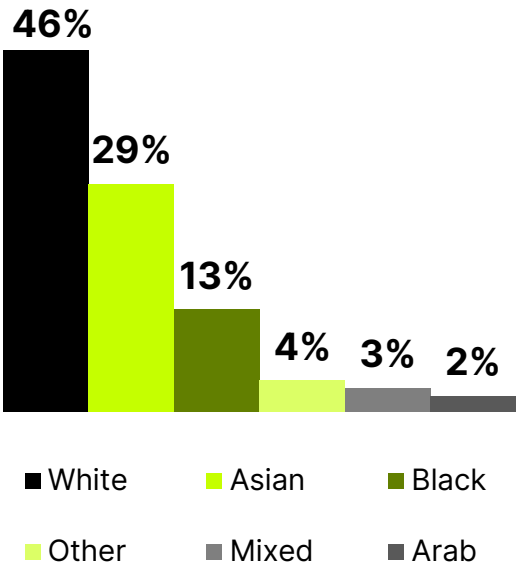
Diversity, Equity and Inclusion

FDM Group is committed to cultivating diverse and inclusive work environments, fostering long-term careers for individuals from all walks of life.

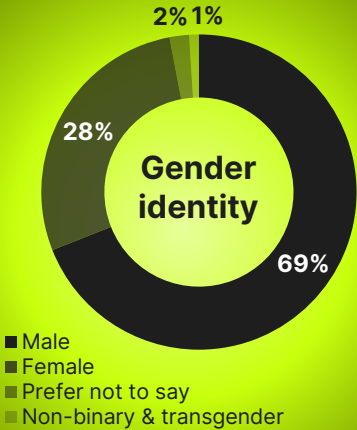
Our inclusive programmes and recruitment processes are designed to recognise potential beyond traditional qualifications, welcoming non-STEM candidates to enrich our workforce.

This approach not only drives social mobility but also fortifies our workforce with a spectrum of skills and perspectives, fuelling innovation and sustainable growth.

Ethnicity



81%
Attended a UK state school

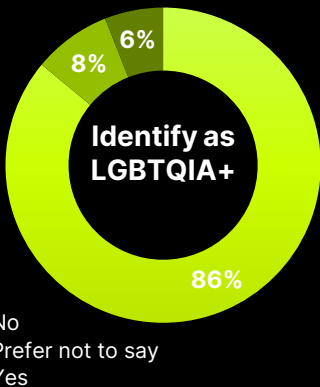


Degree background

41%
Non-STEM

59%
STEM

38%
First in family to attend university

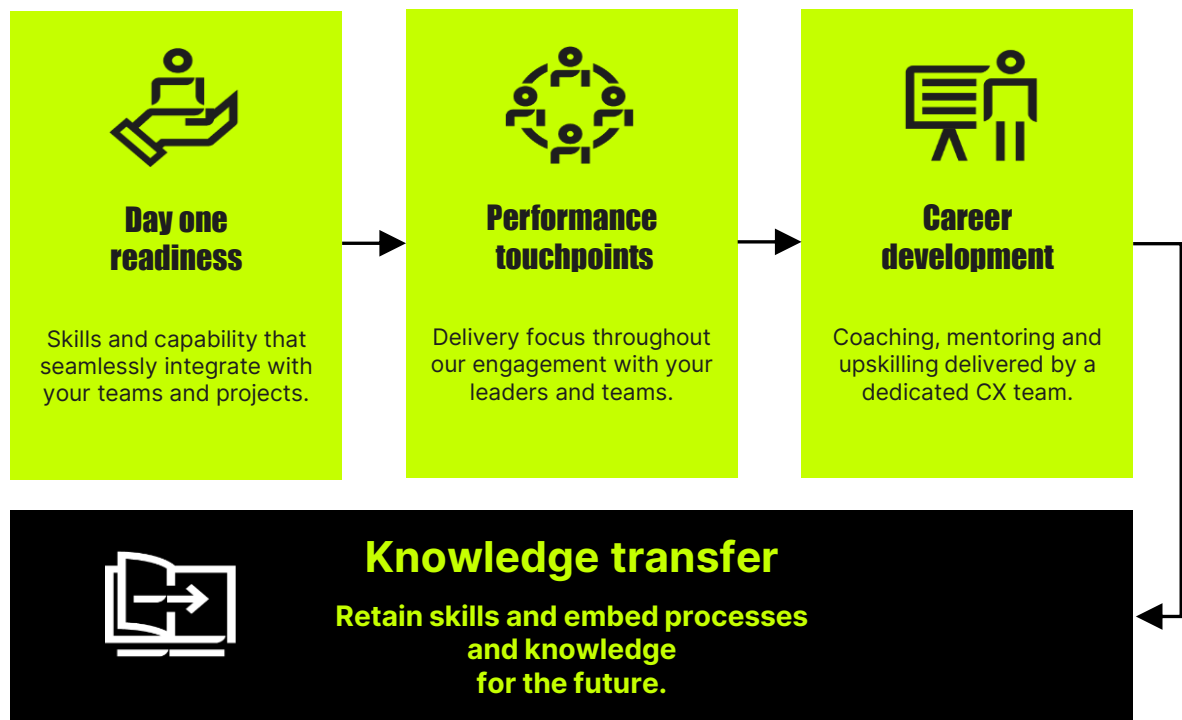


Delivery Excellence

FDM invests in client partnerships, whether you are building talent for the future, or working with us to power your projects, we work to ensure clients receive industry-leading talent and service.

Central to FDM's service offering is its pedigree in cloud project delivery. FDM's expertise in cloud delivery is not just about technology; it's about understanding the unique needs of public sector clients, which include over 40 Public Sector entities and complex Central Government departments such as the DWP, HMRC, and The Home Office. This experience underscores FDM's capability to manage and deliver large-scale, intricate projects with precision and excellence.

At FDM, the Consultant Experience (CX) team exemplifies delivery excellence on client sites by providing comprehensive support to Consultants throughout their assignments, enabling the success of cloud projects. The team diligently tracks and reports issues ensuring continuous oversight until resolution. This may come in the form of supporting Consultant's wellbeing, providing additional coaching, and supporting career development Stakeholders on the client site are kept informed of any developments that could potentially impact service delivery.



Service Benefits

FDM Group's cloud-based services offer a comprehensive and flexible solution tailored to meet the unique needs of our clients.

With our robust and agile service model, FDM ensures that services are aligned with client deliverables, providing a low-risk solution with no minimum service commitment.

This approach not only lowers costs through service continuity but also supports clients with on-boarding, ongoing support, and safe migration and hosting in the cloud.

What's more, FDM's Consultants are our full-time employees and are therefore unaffected by IR35.

Talent that can hit the ground running

FDM offers custom training programmes for niche skills and technologies, honing consultants' capabilities in our Skills Lab to add immediate value to your team.



Cost Savings

FDM's management of vetting, payroll and benefits for our consultants, combined with our competitive rate card, can lead to substantial cost savings while alleviating administrative burden.



Flexible & Scalable

With flexible contract lengths and a 4-week notice period as a standard, FDM can easily match your changing demand at a pace that suits you



Talent where you need it, when you need it

With year-round hiring across the UK, we can maintain a healthy bench of c.250 consultants ready to deploy in your office locations



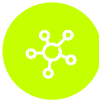
Balancing Permanent and Contingent Labour

Our consultants offer flexible talent solutions, available for rapid project delivery with the option to transition to permanent, preserving intellectual property and ensuring long-term ROI.



FDM Service Offerings





Change and Transformation Services

Our Services

Project Management & Delivery

- Delivery aligned to the Government Project Delivery Profession
- Project, programme and workstream management
- BAU support during cloud transformation

Change and Transformation

- Change management for cloud adoption and migration
- Agile change aligned to delivery roadmaps
- Operating model and ways-of-working transition
- Embedded change practitioners

Business Analysis

- Align stakeholders to deliver seamless cloud solutions
- Capture and clarify processes for cloud-based projects
- Document and share needs for successful Cloud delivery

Our Offering:

- Cloud strategy and transformation
- Experts Agile, Waterfall and hybrid delivery for cloud programmes
- Flexible capability to strengthen internal change and project teams
- Clear, outcome-focused support that drives sustainable transformation

What You Gain:

- Clear governance and control of cloud programmes
- Reduced delivery risk
- Faster adoption of cloud services
- Improved stakeholder engagement and decision-making
- Knowledge transfer to internal teams

How We Deliver



Managed Service

Outcome-based delivery of defined cloud activities, with clear governance and reporting



IS Delivery Partner

We deliver as one integrated team, aligned around shared goals and seamless execution



Ad-Hoc Capability

Flexible, scalable support that strengthens your team with the right skills at the right time



Data and Analytics Services

Our Services

Cloud Data Management Services

- End-to-end management of organisational data within cloud or hybrid environments
- Data engineering, ETL pipelines, quality, metadata and governance
- Secure, compliant data platforms supporting analytics and operations

Cloud Business Intelligence Services

- Cloud-hosted dashboards, MI and reporting solutions
- Insight-driven decision support using modern BI tooling
- Performance analysis and visualisation aligned to business outcomes



Cloud Data Services

- Advanced analytics and data science services in the cloud
- Big data environments, predictive analytics and machine learning
- Delivering actionable insights using cloud-native analytics platforms

Our Offering:

- Cloud-aligned data strategy and delivery
- Scalable data engineering, BI, analytics and data governance capabilities
- Full-lifecycle support
- Clear, insight-driven support that accelerates data-focused outcomes.

What You Gain:

- Trusted, governed data to support better decisions
- Scalable, cloud-ready analytics platforms
- Reduced delivery risk and faster insight realisation
- Improved confidence in data-driven outcomes

How We Deliver



Managed Service

Outcome-based delivery of defined data services with clear SLAs.



IS Delivery Partner

Embedded data specialists working as part of your teams



Ad-Hoc Capability

Flexible access to Data Engineers, Analysts and BI specialists.



IT Operations Services

Our Services

Cloud Engineering & Platform Operations

- Ops support of cloud & hybrid infrastructure
- Platform, network, virtual desktop and systems administration
- Cloud engineering, automation and DevOps-aligned operations
- Platform monitoring, optimisation and reliability engineering

IT Service Management (ITSM)

- Incident, problem, change and service request management
- Service transition for cloud migration and live service handover
- Asset, configuration and release management

Cloud Security & Resilience Operations

- BAU SecOps and access management
- Backup, recovery and disaster recovery
- Operational risk, resilience and continuity planning

Our Offering:

- End-to-end IT operations support across cloud and hybrid services
- Integrated teams covering infrastructure, service and security
- Automation-led operations

What You Gain:

- Secure and resilient live services
- Improved service availability and operational performance
- Reduced risk during and after cloud transformation

How We Deliver



Managed Service

Outcome-based delivery of defined IT services with clear SLAs.



IS Delivery Partner

Embedded IT specialists working as part of your teams



Ad-Hoc Capability

Flexible access to Cloud Engineers, SecOps and ITSM specialists.



Software Engineering Services

Our Services

Cloud Application & Architecture

- Design, build and modernisation of cloud-native applications
- Microservices, APIs and integration across Azure, AWS and GCP
- Full SDLC delivery
- Support for Java, .NET, Python, C++, PHP, Scala and mobile development

DevOps & Automation

- CI/CD pipeline design and optimisation
- Infrastructure as Code using Terraform, Ansible and cloud-native tooling
- Containerisation and orchestration
- Configuration management

Software Quality Engineering

- Functional, regression, system and integration testing
- Test automation using Selenium, Cucumber and modern frameworks
- Performance, compatibility and mobile testing for cloud environments

Our Offering:

- Cloud-aligned engineering using modern frameworks and architectures
- Agile, Waterfall and hybrid delivery
- Scalable teams for build, migration and modernisation
- Consistent, high-quality delivery through proven engineering practices

What You Gain:

- High-quality, scalable cloud applications
- Faster delivery through automation and DevOps practices
- Reduced technical debt and improved service performance
- Embedded knowledge transfer to uplift internal engineering capability

How We Deliver



Managed Service

Outcome-based software delivery with clear SLAs and governance.



IS Delivery Partner

Embedded software engineers working as part of your teams



Ad-Hoc Capability

Flexible access to developers DevOps engineers and QA specialists.



Risk Regulation and Compliance Services

Our Services

Cloud Security, Risk & Compliance Governance

- Assess and strengthen cloud security controls and configurations.
- Identify, prevent and respond to cloud-based threats and vulnerabilities.
- Deliver cloud-aligned risk management, DR/BCP and regulatory compliance.
- Provide cloud security policies, user awareness and compliance guidance.

Cloud Governance & Policy Advisory

- Develop cloud-specific governance frameworks and compliant operating policies.
- Define cloud data ownership, secure data flows and regulatory alignment.
- Design cloud control mechanisms (identity, logging, change, backup).
- Enhance assurance and oversight for cloud-based environments.

Our Offering:

- Strategic guidance for secure, compliant cloud practices.
- Advisory aligned to regulatory needs and organisational risk.
- Evidence-based assurance to support decisions.
- Expertise across security, governance and compliance.

What You Gain:

- Stronger governance and compliance across cloud environments.
- Reduced regulatory, operational and security risk.
- Improved audit readiness and clearer cloud control evidence.
- Greater confidence adopting and operating secure cloud services.

How We Deliver



Managed Service

Outcome-based delivery of defined RRC services with clear SLAs and governance.



IS Delivery Partner

Embedded RRC specialists working as part of your teams.



Ad-Hoc Capability

Flexible access to risk analysts, compliance specialists and governance professionals



Cross-Practice Digital Innovation Services

Our Services

AI & Data Innovation Services

- AI strategy, discovery and readiness
- Machine Learning engineering, MLOps and cloud AI integration
- GenAI adoption, workflow automation and LLM support
- Responsible AI, governance and assurance

Technology Partnerships & Cloud Integration

- Azure, AWS and GCP architecture, migration and optimisation
- Salesforce, ServiceNow and Dynamics 365 configuration & integration
- Power Platform low-code and automation
- API integration, interoperability and multi-cloud enablement

Automation & Intelligent Workflows

- RPA (Blue Prism, UiPath, and more)
- AI-enabled automation
- Process mapping, redesign and workflow optimisation
- Cloud-aligned BPM using Pega and Appian

Our Offering:

- Multi-disciplinary teams AI, automation and platform engineering
- Cross-practice expertise
- Cloud-native integration and low-code delivery across major partner ecosystems
- Flexible expertise applied across diverse cloud innovation needs

What You Gain:

- Accelerated adoption of AI, automation and cloud platforms
- Improved interoperability and reduced technical debt
- Enhanced efficiency through automated and optimised workflows
- Stronger governance, resilience and control

How We Deliver



Managed Service

Outcome-based delivery of defined automation services with clear SLAs and governance.



IS Delivery Partner

Embedded automation and integration specialists working as part of your teams.



Ad-Hoc Capability

Flexible access to automation experts, integration engineers and product specialists

Case study: Cloud Application Development

Discover:

A Government Department needed to modernise legacy systems and strengthen cloud capability to deliver secure, scalable services. They required enhanced second-line support, Agile delivery and expertise across both legacy and modern tech.

Required Support:

- Second-line technical support
- Upgrades and cloud migrations
- AWS, Azure and GCP utilisation
- Java/.NET development plus C++, Python, PHP, Perl, Scala
- CI/CD pipelines using Docker and Kubernetes
- Internal and external API development

Design:

The Department partnered with FDM to modernise its services using cloud-based IaaS/PaaS platforms, including AWS, Azure and GCP. FDM deployed a 14-person Cloud Application Development team to deliver the work.

The team built CI/CD pipelines, implemented APIs, and supported delivery across multiple programming languages and DevOps tools. They migrated data systems to a scalable MongoDB architecture and transitioned legacy IBM WebSphere applications to Red Hat JBoss EAP across data centres.

Deliver:

The focus on cloud services delivered clear benefits. CI/CD pipelines and automated deployments increased throughput, reduced costs and errors, and improved task efficiency.

The cloud approach enabled ongoing support for legacy systems while also delivering a new greenfield application. It improved interoperability across departmental and agency systems and strengthened overall service delivery. FDM helped the Department achieve modern, efficient workflows and a robust cloud-ready IT environment.

Pricing Guide & Using the Service



Pricing Overview

FDM has paired our G-Cloud services to the Government Digital and Data Roles. FDM's cloud-based services are priced using a rate table aligned to these roles. This table outlines the maximum day rates for FDM consultants at varying levels of experience within FDM's cloud service offering. Further details can be provided if required; however, we would normally agree the appropriate role level for a given service, which will then determine the applicable rate(s).

G-Cloud Services	Apprentice	Trainee	Junior	Associate	Mid-Level	Senior	Lead	Principal	Head	Chief
Project Support Office Services	£250	£295	£360	£450	£500	£550	£600	£750	£1,000	£1,500
Application Development and Architecture	£250	£295	£360	£450	£500	£550	£600	£750	£1,000	£1,500
Cloud Engineering Services	£250	£295	£360	£450	£500	£550	£600	£750	£1,000	£1,500
RPA and Business Process Management	£250	£295	£360	£450	£500	£550	£600	£750	£1,000	£1,500
Data Management Services	£250	£295	£360	£450	£500	£550	£600	£750	£1,000	£1,500
Information Security Services	£250	£295	£360	£450	£500	£550	£600	£750	£1,000	£1,500
Data Science Services	£250	£295	£360	£450	£500	£550	£600	£750	£1,000	£1,500
Testing Services	£250	£295	£360	£450	£500	£550	£600	£750	£1,000	£1,500
Project Delivery Services	£250	£295	£360	£450	£500	£550	£600	£750	£1,000	£1,500
IT Service Management Services	£250	£295	£360	£450	£500	£550	£600	£750	£1,000	£1,500
ERP / CRM Services	£250	£295	£360	£450	£500	£550	£600	£750	£1,000	£1,500
Business Analysis Services	£250	£295	£360	£450	£500	£550	£600	£750	£1,000	£1,500
Project / Programme Management Services	£250	£295	£360	£450	£500	£550	£600	£750	£1,000	£1,500
Business Intelligence Services	£250	£295	£360	£450	£500	£550	£600	£750	£1,000	£1,500
Managed Services	£250	£295	£360	£450	£550	£650	£750	£1,000	£1,200	£1,500
IS Delivery Partner	£250	£295	£360	£450	£550	£650	£750	£1,000	£1,200	£1,500
AI & Data Innovation Services	£250	£295	£360	£450	£550	£650	£750	£1,000	£1,200	£1,500
Technology Partnerships & Cloud Integration	£250	£295	£360	£450	£550	£650	£750	£1,000	£1,200	£1,500

Our Rates Explained

Our rates reflect the maximum charges across FDM’s full range of service lines and are structured according to the role type and level within each discipline. Variations in rates account for the differing levels of expertise, responsibility, and delivery support required across our delivery, engineering, data, security, and managed service offerings. Where advisory-level or managed service input is required, rates also reflect the provision of strategic oversight, governance, and risk management necessary to ensure successful outcomes.

FDM Standards for Day Rate Cards	
Consultant’s Working Day	8 hours exclusive of travel and lunch
Working Week	Monday to Friday excluding national holidays
Office Hours	09:00 – 17:00 Monday to Friday
Travel and subsistence	Included in day rate within M25. Payable at standard T&S rates outside M25
Mileage	As above
Professional Indemnity Insurance	Included in day rate

FDM’s cloud-based service provision is typically outlined and agreed with each buyer on a case-by-case basis. This typically involves the buyer providing a Purchase Order aligned to which FDM will create a Statement of Work to be agreed by both parties. FDM will invoice monthly and the buyer is requested to pay the full invoice within 30 days.

Using the Service

1 Service Levels

FDM works with each buyer to define required support and agree Service Level Agreements. We also carry out regular service reviews and provide continual support to ensure all agreed service levels are met.

To simplify delivery and maintain service quality, FDM provides a structured management model, including Technical Account Managers, Service Delivery Managers and Project Managers.

Technical Account Managers

The Technical Account Manager acts as the primary point of contact throughout the engagement, managing requirements, queries and escalations. They maintain a full understanding of the buyer's needs, provide agreed reporting and support delivery of FDM's cloud-based services across the public sector.

Service Delivery Managers

Service Delivery Managers oversee all cloud engagements, ensuring services align with client needs and strategic goals. They monitor progress and quality, manage milestones and deliverables, and remain available to support additional needs or future cloud developments.

Project Managers

Project Managers ensure smooth service operation by managing call-off contracts, coordinating invoicing processes and providing required CCS management information.

Using the Service

2 On and Off-boarding

On-boarding

FDM's Technical Account Manager and Service Delivery Manager meet with key stakeholders to complete a cloud-focused gap analysis and confirm requirements. We then define the cloud strategy and required services. Technical Support ensures any screening checks are completed, and the Project Manager finalises contracts and setup activities.

Off-boarding

At service completion, FDM manages effective knowledge transfer and handover. We identify any additional support needs and outline options for future cloud developments. Service Delivery Managers remain available throughout off-boarding to ensure continuity and a smooth transition.

3 Outage and Maintenance Management

FDM agrees response times for cloud-based services during the planning phase, ensuring they are fully defined and mapped. Email and telephone support is provided Monday–Friday, 9:00–17:30, with clear contact details for the key delivery team, who respond in line with the agreed service levels.

FDM maintains frequent data back-ups, taking hourly snapshots and rotating backup tapes every three months through a secure provider. We operate a defined disaster recovery process to restore systems to the latest backup state and have business continuity plans for all core assets. A trained emergency team coordinates communication and ensures continuity in the event of an incident.

Using the Service

4 Security Clearance

FDM perform staff screening checks which confirm to BPSS Standard. However, if required by the client, FDM will carry out staff screening checks conforming to alternative standards. FDM will work with each client individually to understand the staff screening required during the initial stage of the engagement to ensure the required staff security checks are carried out fully.

5 Ordering and Invoicing

Ordering Process

If you are interested in engaging with FDM, please contact us through the below details:

Tel: +44 (0)7904 400489

Email: tenders@fdmgroup.com

Upon enquiry, you will be triaged to a Technical Account Manager who is most aligned to the line of your enquiry. Working with a Service Delivery Manager, they will meet with your teams to understand the cloud requirements and objectives. Together they will provide a no-obligation, free of charge proposal covering the following areas:

- Conduct a cloud-focused gap analysis to understand the current environment and future objectives.
- Gather and analyse requirements and define the deliverables needed for successful cloud adoption.
- Create an implementation plan for FDM's cloud-based services aligned to your goals.
- Create an up-front and fully transparent cost breakdown.
- Work with you to confirm contracts and onboarding steps.
- Provide a clear breakdown of all key contacts for the engagement.

Invoicing Process

Whilst FDM delivers cloud services on-site with a client, it often becomes beneficial to have a point of contact within our Finance Team who can help project manage our service. This can range from helping to facilitate the contracts/statement of works and purchase order/invoicing processes where FDM may be working in complex cloud deployment teams, so that the services can be managed more effectively. FDM's Project Manager will discuss with you the invoicing process and ensure this aligns with your internal processes.

Using the Service

6 Contract Termination

Buyer Termination

Buyer termination terms will be identified and agreed for each individual service delivery. However, this will typically require a minimum of 20 working days' notice of termination with a full specification of any outstanding deliverables yet to be completed, with the buyer agreeing to pay for all remaining work undertaken to the end of the agreed termination term.

Supplier Termination

FDM may terminate the service with 20 working days' notice to the buyer. All incomplete deliverables will be honoured and completed subject to the terms of each engagement.

7 Technical Requirements

FDM can help support the technical infrastructure required to deliver services on a case-by-case basis. FDM can also deliver services within the buyer's technical infrastructure if required. FDM will work with the buyer during the planning phase to determine the technical requirements required for the completion of service.





For Further Enquiries:

tenders@fdmgroup.com

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