



# Combined Service Descriptions

## G-Cloud 15

# About Us



M4 Digital is an IT digital solutions delivery practice. We work closely with our clients to deliver effective technology, and transition/transformation management solutions, concentrating on the delivery of real value to support business operations and end user customers. In an agile, digital world, we assist and support clients to deliver “**performance driven outcomes**” that simultaneously align their ICT with both business and customer needs.

The M4 Digital team has, and continues to work closely with, large Government departments to not only manage, but advise, design and implement end-to-end governance processes and ways of working to support significant transformation and complex commercial transition and exit activities. Governance developed and managed by us has covered the complete change lifecycle across agency wide change portfolios, ITIL and GDS service design and management, and across the procurement landscape. Our team brings highly experienced expertise in supporting Clients moving from Monolithic to disaggregated IT supply chains.

We recognise the benefits of a successful outcome for all and are highly experienced in negotiating and articulating ways of working to achieve this aim.

As examples of our government engagements, our teams have supported amongst others, Cabinet Office, DVLA, SLC, GDS, GPA, NDA and The Home Office to deliver a variety of IT programmes and projects.

For transition and transformation programmes our experienced service provisions support and manage vendor interactions, understanding both user and vendor sides of the equation, to drive best value for money for the Client whilst interpreting the commercial realities of the Vendor. Our pragmatic approach to supplementing internal teams with a skillset spanning commercial negotiations and deep technical understanding drives collaboration, builds confidence and plugs gaps in knowledge to deliver real world solutions to meet senior stakeholders headline strategic roadmaps.

For more focused product and service delivery initiatives our teams cover the entire scope of software lifecycle development. We offer increased visibility of the development process, more efficient planning and scheduling and better cost estimation. The systematic approach to delivering software and services has resulted in many successfully delivered projects that have continued into maintenance and support programs.

# Our Clients



Ministry  
of Defence



Department for  
Business, Energy  
& Industrial Strategy



Government  
Digital Service



*Health Education England*



Department  
for Environment  
Food & Rural Affairs



Home Office



Government  
Property  
Agency



Driver & Vehicle  
Licensing  
Agency



Student  
Loans Company



Sellafield Ltd

Innovate UK

# Case Study

## GPA - PSTN EXIT

### Requirement

The national Digital Switchover posed a material risk to critical services in GPA-managed government buildings. Legacy analogue lines supported telephony, alarms, lifts, door entry systems, CCTV, fire panels, and Redcare services. GPA required independent technical oversight and delivery support to transition these services to secure, resilient digital alternatives without disruption.

### Solution

M4 Digital Group was engaged to provide discovery, assurance, and delivery management for a PSTN Exit Service. M4 undertook an estate-wide discovery to identify PSTN dependencies and assess the risk to critical services, informing prioritisation and migration planning. Working with GPA stakeholders, suppliers, and Crown Commercial Services (CCS), M4 defined compliant replacement architectures based on IP, SIP, mobile, and managed digital services.

M4 supported procurement activity through CCS frameworks, including supplier engagement, technical clarification, and assurance of proposed solutions. Security, resilience, and operational requirements were assessed to ensure the continuity of life-safety and business-critical services.

# Case Study

## GPA - PSTN EXIT

### Challenges

Initial discovery revealed incomplete asset records, inconsistent supplier documentation, and proposed digital solutions that did not meet security or resilience standards. M4 led structured technical reviews and iterated on designs with GPA suppliers to address these issues prior to migration.

### Outcome

- Successful migration of critical services in over 430 government buildings, supporting 160,000 Users and migrating over 200,000 lines safely and compliantly
- No unplanned outages to life-safety or operational systems
- Improved visibility of connected services across the estate
- Standardised, future-ready approach to digital voice and ancillary services
- Reduced operational risk ahead of national PSTN withdrawal deadlines

### Ongoing Work

M4 continues to support GPA as the programme scales across additional buildings, applying lessons learned to ensure consistent, compliant delivery across an evolving estate.

# Case Study

## Health Education England – Trainee Information System

NHS HEE operate a multi-disciplinary, Agile environment utilising Scrum methodologies.

During our tenure at HEE we developed and maintained the Cloud Infrastructure and DevOps Platforms and Processes required by the Trainee Information System (TIS). The M4 consultants engaged on the project had extensive experience of AWS and Microsoft Azure, including Azure Portal, Virtual Networking and network security groups. They were also adept at containerisation, having experience of Docker, including orchestration & writing/inspecting Docker and Docker Compose files.

Our service provision utilised its knowledge of Ansible automation framework on high availability application deployments including crossfault domain deployments, availability sets and load balancing Jenkins CI server configuration and maintenance.

We also relied upon our experience of Georedundant storage, Linux system administration and scripting languages in developing platforms.

To monitor and improve platforms the team also used its prior experience and knowledge of Infosec & penetration testing as well as working in a productive environment with an in-house test team.

The TIS is built on Open Source tooling which M4 configured and deployed in collaboration with other suppliers on the team.

We also mentored internal junior DevOps resources.

# Case Study

## GPA – GovPrint

Further to the work delivered under the GovPrint Programme for GDS, M4 Digital were re-selected to assist GPA with ongoing deployment and management of GovPrint.

M4 Digital worked with Crown Commercial Services (CCS) to undertake a Further Competition under the CCS RM3781 framework for a shared print service for tenants of the first Gov Hub in Canary Wharf. This involved defining requirements from all interested stakeholders and using these to create the further competition documentation.

Four suppliers responded to this requirement and M4 led the independent evaluation of the responses. A single supplier was selected as the preferred supplier and the procurement entered the Due Diligence phase.

In this phase the initial Proof of Concept highlighted a number of technical and security challenges. These areas were thoroughly evaluated and subsequent iterations of the service led to successful deployment into 4 GPA HUBS.

The contract for the first version of the GovPrint service ended after three years and M4 Digital continued to work with GPA to procure the replacement service. M4 Digital worked with the GPA commercial team to procure the replacement service via CCS RM6174. This included using lessons learned from the first iteration of the service to define requirements for the new service plus supporting supplier evaluation. Since the new contract award M4 Digital continues to manage the deployment of the service including client engagement, service deployment and service operations. The service is currently rolled out to 350 plus locations serving c.75,000 users and is projected to scale at pace over the next 5 years.

# Case Study

## Home Office - Health Monitoring

Cyclamen is the UK's Radiological and Nuclear (RN) border detection system that plays a key part in protecting the UK border and is a critical part of HMG's Nuclear Security Strategy as well as CONTEST, the Government's counter-terrorism strategy.

Digital, Data and Technology (DDaT) is responsible for leading the delivery of the Migration Borders Technology Portfolio (MBTP) that comprises programmes and projects to deliver the technology required to enable the work of Border Force. As a key component of this work, M4 Digital were approached to build a greenfield scalable monitoring solution to support the new networked Cyclamen system.

The scope of this work involved many whiteboard sessions with the Cyclamen Programme, Border Forces, and third-party suppliers. M4 Digital continue to work closely with the Cyclamen Capability Management Unit (CCMU) to provide a strategic monitoring solution that supports both system health monitoring, along with custom monitoring designed specifically to aid Border Force.

We have designed the solution to be able to integrate with a variety of third-party applications and provide the end user with an easy visual representation of their systems in real time.

To ensure that the solution meets ongoing changes in technology and business requirement regular updates and enhancements continue to be designed and implemented by M4 Digital.

# GDPR & Cyber Assurance Certifications

With the recent introduction of The General Data Protection Regulation (GDPR) (EU) M4 Digital Group have grasped and implemented a responsive, dynamic approach to the handling of personal data to ensure compliance with the regulation and to have the ethos of the principles and rights at the core of our business operations.

For our full privacy policy, please see our website.

M4 are also accredited with:-  
Cyber Essentials Plus Certification  
IASME Level One  
ISO27001:2022,  
ISO 9001:2015,  
ISO 20000-01:2018  
ISO14001:2015

M4 can bring our experience in delivering processes to support Clients to achieve compliance to the schemes.



|    | Service List                                  |    |                                                           |    |                                                                                                    |
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| Service List Continued |                                                         |    |                               |    |                                      |
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# 1. Agile Business Change

We create Agile Cloud solutions that can be deployed quickly and meet the needs of Agile business projects. We positively impact solution development and DevOps, leading to rapid response iterative software production. M4's service relies upon an informed and tailored approach specifically designed to address customer requirements and user needs..



## Service Features

- ▶ Support Agile Cloud transformations through Agile business change management
- ▶ Establish parameters for change; rapid v more measured approach
- ▶ Drive change with one team, one goal attitude
- ▶ Engagement with staff and creation of a collaborative approach
- ▶ Continuous review and application of learning
- ▶ Transforming employees into a "change enterprise"
- ▶ Enabling staff with new skills and capabilities
- ▶ Short sharp sprints with frequent delivery of value
- ▶ Puts business value first
- ▶ Full enablement programme encouraging long term change

## Service Benefits

- ▶ Value of experienced supplier/partner
- ▶ Remove blockers to organisational change
- ▶ Run change in multiple parallel phases
- ▶ Improve timescales to delivery
- ▶ Improve quality of output
- ▶ Develop a culture of continuous improvement
- ▶ Develop an atmosphere of higher team morale
- ▶ Increased cost control via sprint financial and output reviews
- ▶ Increased levels of communication, collaboration and feedback

## 2. Alpha

M4 are highly experienced in Alpha phase initiatives. We take the outputs from Discovery, build services, test prototypes with users and demonstrate that the build is technically possible. Once Alpha has been completed we highlight design issues, risks and associated costs that will inform a decision to move into Beta



### Service Features

- ▶ Tests the hypothesis from Discovery
- ▶ Adherence to GDS best practice guidelines
- ▶ In-depth knowledge of open standards
- ▶ Considered alignment to business strategy
- ▶ Focus on risks, dependencies and integration to wider services
- ▶ Experienced team capable of rapidly iterating solutions
- ▶ Iterative prototype development ensuring continuous improvement
- ▶ Timeboxed delivery, typically 8 weeks
- ▶ Focus on the end-user experience and usability
- ▶ Testing - user, business and technical needs

### Service Benefits

- ▶ A clear understanding of what is required for Beta
- ▶ Iterative Agile development allowing incremental and rapid delivery
- ▶ Improved user experience
- ▶ Embeds new ways of working with use new technologies
- ▶ Encourages behavioural change to realise benefits
- ▶ Bespoke, flexible ways of working to meet your business needs
- ▶ Validation of requirements, technical feasibility and user needs
- ▶ Encouraging stakeholder buy-in employing visual design
- ▶ Provides the ability to estimate costs
- ▶ CI/CD approach

### 3. Application Service Design and Implementation

M4 has been successfully engaged on Cloud-based Digital Services and transformation programmes across UK Public Sector. Tailoring our approach to match client needs whilst also adhering to government-driven design priorities we deliver economically advantageous, open source, reusable solutions



#### Service Features

- ▶ Adherence to GDS best practice guidelines
- ▶ Cloud solutions aligned to business strategy
- ▶ In-depth knowledge of open standards
- ▶ Experience in digital, open source, Cloud applications and services
- ▶ Focus on integration to wider services
- ▶ Experienced design and delivery teams deployed
- ▶ Iterative development ensuring continuous improvement
- ▶ Delivers re-usable components
- ▶ Focus on the end-user experience and usability
- ▶ Micro services architecture

#### Service Benefits

- ▶ Experienced in Government standards and assessments
- ▶ Flexible and bespoke delivery approach
- ▶ Improved user service experience
- ▶ Innovative design, enabling organisations to leverage the latest technology/tooling
- ▶ Structured knowledge transfer process
- ▶ Create consistency and cohesion across services
- ▶ Testing - user, business and technical needs
- ▶ Agile implementation of cloud-based solutions
- ▶ Embeds new ways of working with use new technologies

## 4. AWS Platform and Integration Services



This service provides guidance and assurance to deploy, transform and migrate to AWS Cloud Technology. Experienced and qualified M4 team members will assist with the development of an integration/transformation model that importantly also addresses cultural change issues and provides for the build of scalable and elastic IT-enabled capabilities

### Service Features

- ▶ Accelerate delivery of ultimate business outcomes
- ▶ Enable innovation via continuous delivery of new service capabilities
- ▶ Optimise maximum agility
- ▶ Maximise benefits of increased functionality and security features
- ▶ Scalable, elastic solution
- ▶ Solid AWS platform design
- ▶ Experienced and knowledgeable DevOps, System Integration and Platform Architects
- ▶ Experienced assistance with IaaS, PaaS solutions selection
- ▶ Best in class Web Ops capabilities
- ▶ Strong focus on principles of Cloud Security

### Service Benefits

- ▶ Efficient adoption and transition
- ▶ Realisation of material cost savings
- ▶ Higher level of business user satisfaction; distributed budget spend
- ▶ Provides for continuous delivery
- ▶ Provides for Agile development
- ▶ Provides for automated test and design
- ▶ Improve levels of virtualisation, standardisation and automation
- ▶ M4 drive cultural change increasing cloud adoption rates

## 5. Azure Platform and Integration Services



This service provides for guidance and assurance to deploy, transform, and migrate to Microsoft Azure Cloud Technology. Experienced and qualified M4 team members will assist with the development of an integration/transformation model that importantly also addresses cultural change issues and provides for the build of scalable and elastic IT-enabled capabilities.

### Service Features

- ▶ Experienced and knowledgeable DevOps, System Integration and Platform Architects
- ▶ Best in class Web Ops capabilities
- ▶ Strong focus on principles of Cloud Security
- ▶ Provides for continuous delivery
- ▶ Experienced assistance with IaaS, PaaS & BaaS solutions selection
- ▶ Provides for Agile development
- ▶ Scalable, elastic solution
- ▶ Enable innovation via continuous delivery of new service capabilities
- ▶ Provides for automated test and design
- ▶ Maximise benefits of increased functionality and security features

### Service Benefits

- ▶ Realisation of material cost savings
- ▶ Accelerate delivery of ultimate business outcomes
- ▶ M4 drive cultural change increasing cloud adoption rates
- ▶ Higher level of business user satisfaction; distributed budget spend
- ▶ Improve levels of virtualisation, standardisation and automation
- ▶ Optimise maximum agility
- ▶ Efficient adoption and transition
- ▶ Solid Azure platform design

## 6. Beta

M4 are highly experienced in Beta phase initiatives. We develop outputs from Alpha, and ensure they meet Digital Service Standards, government accessibility requirements and service assessment pass levels. We specialise in delivering cost-effective continuous Beta iterations that meet user needs and deliver value early and often



### Service Features

- ▶ Collaboratively plan/manage a Beta phase that builds on Alpha
- ▶ Adherence to GDS best practice guidelines & Service Standards
- ▶ In-depth knowledge of open standards
- ▶ Considered alignment to business strategy
- ▶ Focus on risks, dependencies and integration to wider services
- ▶ Experienced delivery teams deployed
- ▶ Iterative development ensuring CI/CD
- ▶ Delivers re-usable components
- ▶ Focus on the end-user experience and usability
- ▶ Testing - automated, continual and quality assured

### Service Benefits

- ▶ Experienced in Government standards and Beta assessments
- ▶ Refine services based on user needs
- ▶ Improved user service
- ▶ Embeds new ways of working with new technologies
- ▶ Encourages behavioural change to realise benefits
- ▶ Delivers a digital service fit for Beta assessment
- ▶ Roadmap for a smooth transition to live service
- ▶ Agile implementation of cloud-based solutions
- ▶ WCAG knowledge

## 7. Business Analysis for Cloud Transition



Business Analysis is a vital part of Cloud transformation, transition and migration and ensures that user/operational needs are understood and factored into the design of robust digital services. M4's Business Analysts bring significant strength through expertise. Our adaptive, partnership-based approach helps clients achieve Cloud transformation/transition/migration goals faster.

### Service Features

- ▶ Identification of and engagement with key stakeholders
- ▶ Facilitating workshops to elicit and confirm Cloud requirements with stakeholders
- ▶ Creation of user stories and backlog refinement
- ▶ Cost/benefit analysis on features and products
- ▶ Business Process Modelling and optimisation using industry standard techniques
- ▶ Identification of blockers, challenging where appropriate
- ▶ A variety of methodologies including Agile, DSDM, Kanban and PRINCE
- ▶ Experts in UK Government Cloud transition projects

### Service Benefits

- ▶ Improved operational efficiency from effective process design
- ▶ Increased team productivity
- ▶ Better reflection of operational needs and blockers in service design
- ▶ Maximised return on investment through pro-active cost/benefit analysis
- ▶ Earlier realisation of Cloud transformation benefits
- ▶ Legacy integration for more effective transition to Cloud hosting model
- ▶ Agile and iterative
- ▶ Use of collaboration tooling e.g. Jira, Confluence and Bitbucket
- ▶ Collaboration with development team

## 8. Business and Systems Analysis

With the frequent and rapid change in hardware, software and business procedures M4's Business and Systems Analysis team work with clients to enhance business performance. We assist with data analysis, cost/benefit analysis, systems review and prioritisation of researched user needs geared towards aligning technology with business strategy.



### Service Features

- ▶ Use Agile, Waterfall or Hybrid approach to deliver change
- ▶ Access to high level Business Analysts that provide thought leadership
- ▶ Gathering of service, functional, non-functional and business requirements
- ▶ Requirements Management and change control
- ▶ User needs, backlog prioritisation and MVP analysis
- ▶ Translation of business objectives into effective technology solutions
- ▶ Documentation of contract and commercial requirements
- ▶ Business Process Modelling and design
- ▶ Proficient in gather Discovery outputs for Alpha

### Service Benefits

- ▶ Follow the GDS Lifecycle, Standards and Manual
- ▶ Experience in delivering in complex, high performance operating environments
- ▶ Improved service quality
- ▶ Experienced in digital, Open Source and Cloud applications and services
- ▶ Experienced in working collaboratively within multi-supplier teams
- ▶ Innovative cloud solutions designed and assured
- ▶ Advanced functionality and service quality
- ▶ Reduced costs
- ▶ Enablement - Transition of knowledge and skills to staff

## 9. Business Resilience for Cloud Services

M4 has real-life, current experience of planning resilient multi-vendor cloud/hybrid Government services. These services ensure Business Continuity, merging legacy systems with new Cloud services, anticipate potential failure scenarios and provide cost-effective solutions. Our expertise includes resilience strategy, business continuity planning, cyber-security, business impact risk analysis, testing/training/incident management, and regulations/standards alignment.



### Service Features

- ▶ Understanding the criticality and practicality of Cloud provided Public Services
- ▶ Providing a structured approach to a Gap Assessment
- ▶ Using Business impact and Risk Analysis covering all solution elements
- ▶ Focus on Cloud/legacy services: infrastructure, platforms, software, suppliers
- ▶ Targeted training and awareness for critical people and teams
- ▶ Business continuity, crisis and incident management, disaster recovery, cyber resilience
- ▶ Resilience governance and associated policies, standards and controls
- ▶ Integration of Cloud/legacy services within Government and supplier resilience programmes
- ▶ Providing the tools to handle a major incident

### Service Benefits

- ▶ Resilience focused on Cloud services able to support critical priorities
- ▶ Clarity of resilience requirements against industry best practice
- ▶ Ensure critical technology, suppliers, people, processes and premises are resilient
- ▶ Resilience across infrastructure, platforms, software, suppliers
- ▶ Develop, implement, manage and continually improve resilience frameworks
- ▶ Governance to preserve the reputation of delivery organisations
- ▶ Ensuring RTO and RPO objectives are met following an incident
- ▶ Ensuring legacy considerations as part of the wider picture

## 10. Cloud Architecture Design Service



Through M4's approach to cloud architecture design, our team of highly experienced architects will assess your workload and application needs to choose the right Cloud platform and design. Experienced in developing and co-ordinating Cloud architecture and design across a variety of disparate areas we focus on collaborative/informed solutions delivery.

### Service Features

- ▶ Evaluate Cloud architecture design requirements via workshops and facilitated sessions
- ▶ Delivery of a risk managed architecture roadmap
- ▶ Ensure Cloud architecture design through testing and proof of concept
- ▶ Tailor Cloud architecture design solutions specifically to meet your requirements
- ▶ Analysis of business/technical goals as well as underlying road map
- ▶ On demand advice for storage requirements, database sizing, shredded storage
- ▶ Generate solid, pragmatic delivery plans

### Service Benefits

- ▶ High calibre experienced team offering informed Cloud architecture design solutions
- ▶ Reduce the risk of a poorly planned migration
- ▶ Ongoing post design support
- ▶ Optimises Cloud architecture to create secure platform for digital services
- ▶ Bolster existing team with experienced M4 Cloud Architects
- ▶ We will help you think "adaption" and "elasticity"
- ▶ Enterprise scale

# 11. Cloud based Target Operating Model Design



User demand is challenging organisations to rethink digitally-driven growth strategies; M4's service is designed to leverage Cloud based potential and meet those challenges. Extracting synergies and improving performance at both technology and financial levels, our service assists you to redefine your TOM and deliver positive outcomes in a digital world.

## Service Features

- ▶ Review and analysis of existing organisational operating models
- ▶ Design of an effective Target Operating Models that leverages Cloud
- ▶ Creation of a risk, issue and opportunity matrix
- ▶ Transition roadmap
- ▶ Defines organisation strategies that leverage cloud technologies
- ▶ Business case development
- ▶ Technology sourcing strategy
- ▶ Specialist knowledge of commoditised cloud services
- ▶ Scalable

## Service Benefits

- ▶ Identification of issues and opportunities for optimisation and improvement
- ▶ Vision of organisation defined and communicated to stakeholders
- ▶ Defines the roles, skills and staff required
- ▶ Manage and reduce complexity
- ▶ Increased operational efficiency and operating model performance improvement
- ▶ Innovative design, enabling organisations to leverage the latest technology
- ▶ Improved business design delivering efficient services
- ▶ Enablement - skills and knowledge transfer
- ▶ Utilises best practice with design specific to your business

## 12. Cloud Build and Delivery Service



This service assess user needs and your current state IT. M4 are hugely familiar with delivery of new and transformational builds for services, migrating from traditional on-prem to scalable, secure, Cloud transportable applications. We are equally comfortable building new applications leveraging performance tools and Cloud Vendor performance enhancements.

### Service Features

- ▶ Proven value for money, benefits first MVP, iterative delivery
- ▶ Experienced teams delivering across Government to Digital Service Standards
- ▶ Reusing open source, compliant open standards to reduce delivery time
- ▶ Fully supported delivery teams to assist in multi-Vendor environments
- ▶ Full stakeholder engagement and user needs based milestone delivery governance
- ▶ Experienced in enablement of available vendor cloud optimisation solutions
- ▶ Engaged in government development communities enabling sharing/transfer knowledge and innovation
- ▶ Experienced in leveraging Gov.UK common tools and shared infrastructure
- ▶ Reuse, and adapt existing patterns and Cloud Infrastructure optimising delivery

### Service Benefits

- ▶ Delivers scalable, reusable, open-source, portable applications
- ▶ Reusing code optimising delivery timescales and removing duplication of effort
- ▶ Experienced developers matched to Architects skills and deliverables
- ▶ Delivery supported by internal community of Architects and thought leaders
- ▶ User needs first approach to delivering early MVP, minimising cost
- ▶ Skilled in transforming and reusing existing infrastructure to support delivery
- ▶ Agile
- ▶ Microservices architecture utilised where pertinent
- ▶ CI/CD

# 13. Cloud Business Process Analytics



M4's Cloud Business Process Analytics Service designs, documents, analyses and optimises business processes relying upon our in-depth Business Process Analysis and Business Process Re-Engineering experience to deliver cost efficiencies and improved performance levels through the exploitation of ever-evolving Cloud technology.

## Service Features

- ▶ Identifies opportunities for simplifying processes through thorough review
- ▶ Stakeholder and supplier identification and management
- ▶ Translates strategy into process improvement
- ▶ Evaluates process use, efficiency and cost reference
- ▶ Establishes a model for continuous improvement
- ▶ Gathering of process insights, and identification of critical steps
- ▶ Integrates opportunities for Cloud technology
- ▶ Delivery approach that adapts to your needs
- ▶ Programme & Change Management Support

## Service Benefits

- ▶ Processes exploiting Cloud technology in line with Government strategy
- ▶ Agile implementation of Business Process Improvement
- ▶ Faster time to deliver Cloud based process improvements
- ▶ Reduced operating costs
- ▶ Increases operational efficiency
- ▶ Departmental view of efficiencies and impact changes
- ▶ Improved quality of service
- ▶ Aligns core business processes with organisational goals
- ▶ Enablement – knowledge and skills transfer
- ▶ Assistance with procurement and commercial activity where required

# 14. Cloud DevOps Services

Experienced service line providing clients with a pragmatic approach to establishing DevOps capabilities in organisations and offering improvement within technology and automation.

M4's service provision covers deployment process automation, continuous integration, test automation and continuous delivery.

We are flexible in our approach, and our solutions adhere to government-defined best practice.



## Service Features

- ▶ Minimum disruption from development through release
- ▶ Maximise use of CI/CD
- ▶ Agnostic provider of Cloud services and technology
- ▶ Development of delivery focused environment
- ▶ Automation of deployment processes
- ▶ Test automation
- ▶ Introduction of cross functional teams and increased levels of automation
- ▶ Continuous monitoring
- ▶ Open source, scalable development

## Service Benefits

- ▶ Track record of public sector service provision
- ▶ Supports test data management
- ▶ Highly automated security testing
- ▶ Deploy code more frequently and get into production faster
- ▶ Version control for all product artifacts
- ▶ Create scalable test environments that match production
- ▶ Eradicate big risk release; develop, test, deploy via manageable microservices
- ▶ BaaS development

# 15. Cloud Enabled Print Services - Audit



Prior to a successful cloud deployment M4 run an audit and procurement program where all data relating to assets, locations, volumes, applications, and user counts are gathered. We do this either via our online visualisation software that scans networks to collect the pertinent information or via physical audit if necessary

## Service Features

- ▶ Assessment of assets, volumetrics, locations
- ▶ Analysis of user requirements
- ▶ Current state design
- ▶ Future state design
- ▶ Detailed multi site design for Business Case approval
- ▶ TCO and benefit realisation including reprocurement activities
- ▶ Scenario modelling cost v convenience v functionality
- ▶ Floor mapping and what if planning
- ▶ Tailored specialist print requirements
- ▶ Software application design including cost model analysis
- ▶ Benefits

## Service Benefits

- ▶ Flexible project teams with no additional overheads
- ▶ Agile roll on and roll off expertise as required
- ▶ Low cost assess and design service
- ▶ Obligation free
- ▶ Accelerated expert understanding of CMO and TCO
- ▶ Vendor agnostic assistance offering neutral review
- ▶ Speed and avoidance of extended procurement cycle
- ▶ Future proofing and extensible platform
- ▶ Detailed report for sourcing approach and strategy
- ▶ In depth commercial and procurement capability

# 16. Cloud Load and Performance Testing Service



M4 provide cost effective Test Services, including Cloud Load, Performance and Load and Performance Testing determining how systems perform against specific performance criteria. Tools used include but are not limited to HP LoadRunner, IBM Rational Performance, NeoLoad, Eggplant Performance; Open-source performance tools, JMeter, BlazeMeter, The Grinder, Gatling

## Service Features

- ▶ Define Performance Strategy/Approach
- ▶ Performance Test Management
- ▶ Performance Test Design and Set Up
- ▶ Performance test Scripting Delivery
- ▶ Performance Test Execution
- ▶ Analysis and Reporting
- ▶ Quality Assurance
- ▶ Installation and Configuration of Test Tools
- ▶ Tools, HP LoadRunner, IBM Rational Performance, Open-source performance, JMeter, BlazeMeter
- ▶ Consultants carry active Government clearances – BPSS to DV

## Service Benefits

- ▶ Specialist Technical Cloud Performance Testing Skills
- ▶ Flexibility of Agile Delivery
- ▶ Reducing delivery lead time by the provision of skilled specialists
- ▶ Alignment with GDS design manual
- ▶ Reducing project downtime
- ▶ Taking control of your solution quality
- ▶ Quality control and process improvement
- ▶ Knowledge transfer
- ▶ Enablement
- ▶ Collaboration

# 17. Cloud Migration Test Service

Organisations moving to the cloud or across clouds, without scheduling appropriate testing, risk server breakdown issues, database errors, and application and website crashes. M4 provide cost effective Cloud Test Services including, Cloud Migration of services between Cloud Providers or from Legacy estate to Cloud Platform(s) designed to avoid these pitfalls



## Service Features

- ▶ Production of Migration Test Strategies and Test Plans
- ▶ Pre and Post Migration Test Planning/Scheduling
- ▶ Integration, Performance, Automation, Security, Operational Acceptance, Accessibility, UAT
- ▶ Production of Migration Test Cases and Test Scripts
- ▶ Cloud IaaS, PaaS, SaaS testing models
- ▶ Support ERP, packaged application, open source software
- ▶ Quality and test-driven development
- ▶ Procurement and contract exit
- ▶ Testing tools from Industry standard HP, IBM Rational, Collaboration Tools
- ▶ Consultants carry active Government clearances – BPSS to DV

## Service Benefits

- ▶ Applications/Service fully Tested prior to Migration
- ▶ Business User Acceptance Testing
- ▶ Reducing delivery lead time by the provision of skilled specialists
- ▶ Alignment with GDS design manual
- ▶ Reducing project downtime
- ▶ Taking control of your solution quality
- ▶ Quality control and process improvement
- ▶ Knowledge transfer
- ▶ Enablement
- ▶ Collaboration

# 18. Cloud Migration, Replication and Integration

M4 provide a Cloud migration service for data, applications and services which insist that maximum benefits are obtained from such an activity. This includes replication in alternative Clouds to provide multi-Cloud deployment and operational hosting scenarios to provide HA, DR and workload hosting options.



## Service Features

- ▶ Multiple Cloud service management integration solutions
- ▶ Migration and replication candidate identification, planning and roadmap development
- ▶ Specialists in AWS and Azure migration and service replication
- ▶ Data cleaning and transformation
- ▶ Application and service transformation
- ▶ Utilisation of Cloud communities and utilities and services
- ▶ Multiple Cloud deployment technical and operational analysis
- ▶ Cloud optimisation service
- ▶ IaaS, PaaS and SaaS integration, migration and replication service
- ▶ Hybrid development, system and service integration and governance

## Service Benefits

- ▶ Reduced vendor lock in
- ▶ Reduced operational costs
- ▶ Reduced migration and replication costs
- ▶ Greater control
- ▶ Greater benefits realisation
- ▶ Improved service quality
- ▶ Increases flexibility
- ▶ Improved delivery using a variety of methodologies
- ▶ GDS technology Code of Practice and Cloud First Strategy knowledge
- ▶ Smooth transition and adoption

# 19. Cloud Performance and Testing Services



Our Cloud Performance and Testing Service Provision provides clients with a wide range of professional testing services, including functional testing, load testing, stress testing, test automation, non-functional testing (such as performance, security and accessibility), test strategy, test management and test guidance for developers.

## Service Features

- ▶ Testing of software products produced by agile teams
- ▶ Test Automation supporting rapid promotion of products to Production Environment
- ▶ Test guidance for developers
- ▶ Performance test design and setup
- ▶ Performance test execution
- ▶ Advising on BDD and TDD approaches
- ▶ Performance, Load, Stress and Soak testing supporting assurance to Production
- ▶ Disaster Recovery Testing of digital services
- ▶ Analysis and reporting
- ▶ Advising and supporting clients for UAT activities to signoff

## Service Benefits

- ▶ Successful product delivery as part of integrated agile teams
- ▶ Multi-disciplinary team testing and development ensuring immediate test feedback
- ▶ Improved scalability and performance of applications
- ▶ Integration of functional and non-functional testing within single team
- ▶ Reduce regression issues with effective test automation
- ▶ Reduction of testing tools cost through open source technology use
- ▶ Reduced risk when delivering value to users in production
- ▶ Reduce application down time

## 20. Cloud Readiness Assessment

Experts in Collaborative working across Government, delivering strategic support to clients, assessing organisational and technical capability, identifying key risks/weaknesses in current/proposed designs, suitability of applications and workloads for transition and transformation, redesigning around potential points of failure. Proposing solutions and supporting delivery of scalable repeatable tried and tested solutions.



### Service Features

- ▶ Assessment and remediation of all infrastructure, networks, security, Cloud capabilities
- ▶ Delivery of full transitional roadmaps with key agreed milestones
- ▶ Identification of key dependencies and possible orphan services
- ▶ Alignment of Cloud Transition Strategy to client TOM
- ▶ Thought leadership delivering path to Cloud and vendor exit planning
- ▶ Delivering solutions in line with Government Digital Service Standards
- ▶ Integrate, adapt new and old services to scalable Cloud solutions
- ▶ Experts in assessing impact on business of architectural change
- ▶ Minimise disruption of service, enhance user experience and remove cost
- ▶ Identify risk and cost benefits in leveraging transition for transformation

### Service Benefits

- ▶ Enablement of client existing teams assessing technical and operational capability
- ▶ Examine and support recommendations for reuse, redesign or replace
- ▶ Commercially aware technical team assess readiness supporting decision making
- ▶ Minimise impact to live service, minimise change fatigue, retain resilience
- ▶ Scalable, reusable solutions minimise time to deliver, using established methodologies
- ▶ Highly experienced team with wide public and private sector exposure
- ▶ Experienced in delivering Vendor independent Transition and Transformation
- ▶ Upskilling client teams, supporting development and leadership skills
- ▶ Strategic support where required, experienced critical friend in vendor negotiations

# 21. Cloud Services Development and Support

M4 provides planning and delivery services for digital Cloud applications focused on user needs. We also provide architecture, DevOps and WebOps services to supplement the development capabilities. We utilise standards and use Open Source software, development frameworks and tools hosted in the Cloud.



## Service Features

- ▶ Digital development and Cloud transition
- ▶ Delivery via various industry standard methodologies
- ▶ Digital delivery and development through Open Source tools and software
- ▶ Operate within Prince2, TOGAF and SAFe
- ▶ Continuous integration services
- ▶ Follow the GDS Digital Service Manual, standards and lifecycle
- ▶ Provide DevOps, WebOps live operations and support services
- ▶ Replacement and transition from legacy systems, services and applications
- ▶ Commercial transition and exit from vendors, suppliers, incumbent

## Service Benefits

- ▶ Rapid delivery of Cloud based digital platforms
- ▶ Reduced costs and increased flexibility through Open Source and Cloud
- ▶ Integration with GOV.UK website for digital transaction
- ▶ Integration with key legacy applications
- ▶ Enablement
- ▶ Reduced costs
- ▶ Java, .Net, SQL, JSON, Web Services
- ▶ Increase value and lifespan of legacy through Cloud integration

## 22. Cloud Systems Engineering Service

M4 provide Cloud Systems Engineering services spanning the entire digital spectrum. Our experienced teams of digital technology experts provide a full portfolio of services from cloud strategy, readiness evaluation and roadmap creation through to end-to-end cloud engineering and seamless deployment and post go live support.



### Service Features

- ▶ Define cloud strategy
- ▶ Cloud readiness evaluation
- ▶ Roadmap creation
- ▶ End-to-end cloud engineering including development and testing
- ▶ Migration of existing applications and systems onto cloud infrastructure
- ▶ Secure integration to all existing and third-party systems
- ▶ Microservices architecture and application development and integration
- ▶ Seamless deployment and real-time support
- ▶ Requirements engineering and analysis, lifecycle design, tailoring and reviews
- ▶ Suitable to deploy to public, private or hybrid virtualised environments

### Service Benefits

- ▶ Bespoke, flexible ways of working to meet your needs
- ▶ Aligned with GDS Service Design Manual
- ▶ Integrated approach leads to improved outcomes
- ▶ Integrates into existing suppliers and tower delivery models
- ▶ Provides flexible outcomes to digital projects
- ▶ Manage and reduce system complexity
- ▶ Experts in Cloud platforms
- ▶ Reduced operational costs
- ▶ Enablement - skills and knowledge transfer

## 23. Cloud Testing Services

M4 Test Services provide access to full testing experience and insight. Collaborative working methods, highly efficient techniques and innovative technology are accessed across our portfolio of Test Consultancy, Test Management Governance, Functional Testing, Integration Testing, Non-functional Testing, and Test Automation, Performance Testing, Test Data Management, Quality Assurance, User Acceptance Testing.



### Service Features

- ▶ Experienced Test Professionals
- ▶ Bespoke test tool creation
- ▶ Test project remediation
- ▶ Flexible, tailored engagement model
- ▶ Testing as a Service
- ▶ Risk-based testing
- ▶ On-site or off-site
- ▶ Managing Software Testing Programmes
- ▶ Test Management

### Service Benefits

- ▶ Cost-effective high quality testing services
- ▶ Efficient test automation
- ▶ Faster time to market, delivered to production using shorter iterations
- ▶ Shorter delivery cycles minimise delivery risk
- ▶ Increased operational efficiency
- ▶ Continuously improved business service
- ▶ Flexibility to ramp up test teams to meet demand
- ▶ Cost effective flexible model
- ▶ Delivery methods Agile, Lean, SCRUM, Kandan, TDD/BDD, Waterfall, Prince 2

# 24. Cloud Transformation Programme

## Test Management Service



M4 provide Cloud Transformation Test Management services to plan, manage and coordinate all aspects of testing through entire project lifecycles. Experienced Test Teams provide leadership and mentoring and define test policies, test strategies and assist with test planning and reporting. Our service ensures projects delivered on time and to budget.

### Service Features

- ▶ Inception to delivery utilising Model, Processes, Strategies and Work Practices
- ▶ Software Delivery, Technical Refresh, Data Migration, Cloud Migration, Contract Exit
- ▶ Integration, Performance, Automation, Security, Operational Acceptance, Accessibility, UA Testing
- ▶ Waterfall, V-Model through to Agile incorporating Scrum and hybrid approaches
- ▶ Cloud IaaS, PaaS, SaaS testing models
- ▶ Support ERP, packaged application, open source software
- ▶ Quality and test driven development
- ▶ Procurement and contract exit
- ▶ Tools from Industry standard proprietary tooling provided by HP, IBM Rational
- ▶ Consultants carry active Government clearances – BPSS to DV

### Service Benefits

- ▶ Reducing Operational Costs
- ▶ Increasing flexibility
- ▶ Reducing delivery lead time by the provision of skilled specialists
- ▶ Alignment with GDS design manual
- ▶ Reducing project downtime
- ▶ Taking control of your solution quality
- ▶ Quality control and process improvement
- ▶ Knowledge transfer
- ▶ Enablement
- ▶ Collaboration

## 25. Cloud, Network and Information Security & Testing Service

Our Managed Service supplies CLAS and SC cleared security and testing consultants, or teams. We support projects across Cloud Infrastructure, Applications Development, Desktop and End User Computing, as well as Network and Internet Security across government, digital and financial sectors.



### Service Features

- ▶ Developing cloud deployed security policy, strategy and standards
- ▶ Delivering security controls, architecture and design using Waterfall and Agile
- ▶ Liaising with security vendors, suppliers and external resources
- ▶ Maintaining security applications for end user computing and mobile devices
- ▶ Providing support in cloud infrastructure, storage and network service
- ▶ Audit and review of current cloud security policy and procedures
- ▶ Classification, IL2, IL3, CLAS,
- ▶ Support end user, data centre, hybrid, private and public cloud
- ▶ Testing Services
- ▶ Quality Assurance Services

### Service Benefits

- ▶ Minimise internal and external security threats
- ▶ Simple transformation and service integration process
- ▶ Reduced delivery costs through open source deployment
- ▶ Alignment with GDS Design Manual
- ▶ Reduced delivery lead time
- ▶ Enablement and knowledge transfer to internal staff
- ▶ Taking control of your network and information security management
- ▶ Collaboration and enablement
- ▶ Testing
- ▶ Test Automation

## 26. Data Architecture, Analysis and Cloud Design Service

M4 can deliver information and data architecture, analysis and Cloud design. We define Cloud requirements and develop strategy and design to implement industry standard Cloud services. Our service provides an enterprise wide roadmap with the ultimate goal of delivering a well planned, careful and fit for purpose solution.



### Service Features

- ▶ Client consultation and assessment of Cloud architectural approaches
- ▶ Cloud architecture strategy, roadmaps and migration planning
- ▶ Specialists in AWS and Azure Migration
- ▶ Cloud and Data Centre optimisation and migration
- ▶ Data, application and service migration to Cloud service offerings
- ▶ Make data governance a priority
- ▶ Multiple Cloud deployment technical and operational analysis
- ▶ IaaS, PaaS and SaaS integration, migration and replication service
- ▶ Define which data is most valuable and why
- ▶ Fully aligned and compliant with Gov.uk Secure by Design Principles

### Service Benefits

- ▶ Reduced operational costs
- ▶ Reduced migration costs
- ▶ Service accountability
- ▶ Flexible and scalable approach
- ▶ Improved service quality
- ▶ GDS Technology Code of Practice and Cloud First Strategy knowledge
- ▶ Managed service delivery
- ▶ Specialised knowledge transfer

## 27. Data Cleaning, Mapping and Cloud Migration

M4 provides a migration service for data, applications, and services which includes ensuring that maximum benefits are obtained from such an activity. Pre-migration analysis is conducted to identify the potential value areas and benefits that can be derived during the migration process, which in turn maximises the value obtained



### Service Features

- ▶ Migration candidate identification, strategy, planning and roadmap development
- ▶ Business service and technical solution delivery
- ▶ Specialists in AWS and Azure Migration
- ▶ Data cleaning and transformation
- ▶ Cloud and Data Centre optimisation and migration
- ▶ General purpose office application migration to Cloud SaaS
- ▶ Hybrid deployments of general purpose office applications
- ▶ Specialists in Google Apps and Microsoft Office 365 migrations
- ▶ Data, Application and service migration to SaaS offerings
- ▶ Bespoke application transformation and migration

### Service Benefits

- ▶ Reduced operational costs
- ▶ Reduced migration costs
- ▶ Exploratory service prior to design and implementation
- ▶ Greater benefits realisation
- ▶ Improved service quality
- ▶ Increased flexibility
- ▶ Focus on user needs
- ▶ Improved delivery using a variety of methodologies
- ▶ GDS Technology Code of Practice and Cloud First Strategy knowledge
- ▶ Smooth transition

## 28. Digital Print Services



M4 deliver Cloud based infrastructure services for print. Providing expertise to deploy cloud-based infrastructure, M4 specialise in transforming on premise hosted solutions to cloud-based print queue and server management solutions by aligning print and hosted/virtual infrastructure, leading to increased efficiencies and measurable cost benefits

### Service Features

- ▶ Infrastructure as a service
- ▶ Consumption based Cloud Services
- ▶ In-depth knowledge of open and GDS standards
- ▶ Alignment to digital business strategy e.g. Hubs, Cloud
- ▶ Focus on risks, dependencies and integration to wider services
- ▶ Experienced team capable of rapid deployment
- ▶ Iterative prototype development ensuring continuous improvement
- ▶ Expertise in all common OEM and Software vendor solutions
- ▶ Focus on the User Centric Design and interoperability
- ▶ Testing - user, business and technical needs

### Service Benefits

- ▶ A clear understanding of what is required for Discovery/Beta
- ▶ Iterative Agile development allowing incremental and rapid delivery
- ▶ Improved user experience
- ▶ Embeds new ways of working with use of new technologies
- ▶ Encourages behavioural change to realise benefits
- ▶ Bespoke, flexible ways of working to meet your business needs
- ▶ Validation of requirements, technical feasibility and user needs
- ▶ Encouraging stakeholder buy-in employing visual design
- ▶ Provides the ability to estimate costs
- ▶ Improved cost efficiencies

## 29. Digital Print Services – Cloud Platform Enablement



M4 ensure that hardware solutions and user requirements are assimilated into your infrastructure design. Understanding the potential for Cloud based infrastructure, we produce scenario mapping for various environments and ensure alignment with other aspects such as Security & Identity standards, core user requirements and Service Deployment plans.

### Service Features

- ▶ Managed Print Services
- ▶ Print Infrastructure, network design and implementation
- ▶ Infrastructure as a Service
- ▶ Digital Print Application and Software integration
- ▶ User analytics
- ▶ Scanning and digital workflow enablement
- ▶ Authentication and follow your print solutions
- ▶ Single user interface and experience
- ▶ Automation of software and policy updates
- ▶ Security assurance and ease of software/service maintenance

### Service Benefits

- ▶ Value for money through print on demand & BYOD
- ▶ Flexible service provision
- ▶ Reduced risk and security assurance
- ▶ User based design and experience
- ▶ Convenience, eliminate drivers, cables, software variance
- ▶ Reduced cost to install and maintain servers
- ▶ Sustainability through print on demand
- ▶ Software update automation
- ▶ Simplicity through cloud based single solution
- ▶ Fully aligned and compliant with Gov.uk Secure by Design Principles

## 30. Digital Print Services – Implementation Enablement

Our endpoint cloud transformation solution design reflects the security, network and user environment as well as specific tailored requirements. M4 design the print solution and/or the related infrastructure (hosting, network) and assist in the project implementation with PMO services



### Service Features

- ▶ Program and project management
- ▶ Stakeholder engagement
- ▶ Change management
- ▶ Governance, risk management and implementation milestone planning
- ▶ Transition and roll out management
- ▶ User training and education
- ▶ Vendor and client management and integrated PMO
- ▶ Multi-discipline integration of IT, Facilities, Vendor and User requirements
- ▶ Project phasing and benefit realisation
- ▶ POC and pre-release management

### Service Benefits

- ▶ Cost effective roll out
- ▶ Effective change management
- ▶ Risk assurance
- ▶ Project phasing and benefit realisation
- ▶ Access to subject expertise
- ▶ Clear stakeholder engagement
- ▶ Single source of program management
- ▶ Adherence to time, budget and requirements
- ▶ Integrated planning
- ▶ Fully aligned and compliant with Gov.uk Secure by Design Principles

# 31. Digital Print Services – Strategic Sourcing

Experts in cloud enablement and strategic sourcing, M4 utilise material gathered during the assessment phase to create artefacts and insights to drive a tender/procurement process. Targeting increased efficiencies and full economic benefit we assist with brief creation, scope parameters, expectations, and data/financial criteria, to ensure integrity of vendor selection.



## Service Features

- ▶ RFP preparation
- ▶ Print policy design (business requirements)
- ▶ User interface and experience design (user requirements)
- ▶ Specification and scope of device layer
- ▶ Specification and scope of software layer
- ▶ Specification and scope of infrastructure layer
- ▶ SLA and strategic relationship and supplier management design
- ▶ Assessment and success criteria design and evaluation
- ▶ Tender review, down selection and selection process expertise
- ▶ Contract and commercial expertise

## Service Benefits

- ▶ Level playing field
- ▶ Best market selection (execution and innovation)
- ▶ Best value selection
- ▶ Clarity of scope, approach and selection requirements
- ▶ Detailed design to minimise scope and project creep
- ▶ Benefit realisation
- ▶ Implementation risk reduction
- ▶ Clarity of SLA's, commercial approach, charging mechanism
- ▶ Clarity of cost levers and future transformation opportunities

## 32. Digital Transformation Service



The complexity of digital transformation demands a strong digital capability and an Agile data driven culture, if you are to capture the value of a successful programme. M4 offers a mature and experienced digital transformation service designed to focus on benefits-realisation and accelerate the speed of your delivery.

### Service Features

- ▶ Review of your technology, digital, business and delivery environment
- ▶ Quickly identify transformation objectives
- ▶ Gap analysis
- ▶ Review existing and emerging Cloud technologies and align to objectives
- ▶ Transform business processes and align to strategic projects
- ▶ Improve user experience
- ▶ Identify new digital opportunities
- ▶ Complete managed service delivered in an Agile manner

### Service Benefits

- ▶ Increase benefits realisation through translation of business needs
- ▶ Rapid delivery of Cloud based digital platforms
- ▶ Increase value and lifespan of legacy through Cloud integration
- ▶ Knowledge transfer to internal staff
- ▶ M4 drive cultural change increasing cloud adoption rates
- ▶ GDS technology Code of Practice and Cloud First Strategy knowledge
- ▶ Focus on user needs
- ▶ Collaborative approach
- ▶ Increases reuse and consolidation of IT assets and infrastructure
- ▶ Fully aligned and compliant with Gov.uk Secure by Design Principles

## 33. Discovery

M4's Discovery service allows organisations to kick-start projects by gaining a thorough understanding of existing services and user needs. Through Discovery we collaborate with clients to understand their challenges and then assist to define approaches and solutions. Our service definition focuses upon user needs, pre-deployed technology and budgetary constraints.



### Service Features

- ▶ Review of current IT operations and processes
- ▶ Independent review of budgets and timescales
- ▶ Independent review of market data and business trends
- ▶ Document user needs via thorough research
- ▶ Task analysis
- ▶ Analysis of existing technical systems, capabilities and environment
- ▶ Direct consultation with any existing services providers
- ▶ Validate qualitative and quantitative evidence
- ▶ Understand pre-existing constraints
- ▶ Timeboxed delivery, typically 4 – 12 weeks

### Service Benefits

- ▶ Refine goals and strategy
- ▶ Validate your need for a new digital service
- ▶ Stakeholder engagement
- ▶ Efficiently run and conducted workshops and interviews
- ▶ Commercially aware teams always looking for economically advantageous solutions
- ▶ Better results through collaborative approach
- ▶ Improved levels of project delivery
- ▶ No preconceived ideas about Alpha necessity
- ▶ Prepare for Alpha with a clear scope of the Service
- ▶ Fully aligned and compliant with Gov.uk Secure by Design Principles

## 34. End Point Vulnerability management and remediation

Our team enables organisations to setup and manage a bespoke solution delivering increased compliance across your IT estate. assisting organisations to monitor and remediate their Servers and end user devices. Delivering a dashboard of vulnerabilities mapped to criticality. Enabling automatic application of patches and fixes and best use of resources



### Service Features

- ▶ Baseline of existing IT estate to understand scale of problem
- ▶ Bespoke reporting to inform risk remediation strategies
- ▶ Identification of criticality to maximise return on effort
- ▶ Automation of vulnerability remediation, minimising user impact
- ▶ Client support designed to meet your needs
- ▶ We design, deliver, and support bespoke solutions to Client needs
- ▶ Selecting the right tools to maximise value and business benefit
- ▶ Accurate capture of asset live data to inform risk management
- ▶ Current trend reviews to inform management of resources
- ▶ Supplier agnostic service, selecting the right tools for your needs

### Service Benefits

- ▶ Effective client team development via managed knowledge transfer
- ▶ Ensure Compliance with NCSC Security standards and principles
- ▶ Access to an experienced team of Security professionals
- ▶ Improved business efficiencies and cost optimisation
- ▶ Optimised usage of resources to address risk
- ▶ Clear, easy to execute guidance
- ▶ Great track record across UK Government Sector
- ▶ In depth experience of GDS Standards and Manual
- ▶ Quick realisation of reduced IT spend
- ▶ Continuous service improvement

## 35. Exit and Transition - Requirements Delivery

With ever evolving hardware/software/business needs, M4's Business and Systems Analysis team assist clients to create outcome based requirements aligned to business needs and SLA/KPI's. We assist with data analysis, cost/benefit analysis, systems review and prioritisation of researched user needs geared towards aligning technology with business strategy and commercial/market appetite.



### Service Features

- ▶ Use Agile, Waterfall or Hybrid approach to deliver change
- ▶ Access to highly experienced senior Business Analysts providing thought leadership
- ▶ Gathering of service, functional, non-functional and business requirements
- ▶ Requirements Management and change control
- ▶ User needs, backlog prioritisation and MVP analysis
- ▶ Translation of business objectives into effective technology solutions
- ▶ Documentation of contract and commercial requirements
- ▶ Prototyping/working solutions, Business Process Modelling and design
- ▶ Proficient in gathering Discovery outputs for Alpha
- ▶ Scaled Agile project implementation

### Service Benefits

- ▶ Experience in delivering in complex, high performance operating environments
- ▶ Improved service quality
- ▶ Experienced in digital, Open Source and Cloud applications and services
- ▶ Experienced in working collaboratively within multi-supplier teams
- ▶ Innovative cloud solutions designed and assured
- ▶ Advanced functionality and service quality
- ▶ Reduced costs
- ▶ Enablement - Transition of knowledge and skills to staff
- ▶ Deep strategic and technical knowledge transitioning from legacy services
- ▶ Focus on service continuity and business value throughout the process

## 36. Exit and Transition – Vendor Migration



M4 support organisations transitioning between suppliers and provide expertise supporting supply chain transition/onboarding of new vendors. We ensure alignment of supplier capabilities with business requirements, promoting collaboration between service providers and increasing Value for Money across client environment. M4's collaborative approach is specifically designed to complement an organisation's internal capability.

### Service Features

- ▶ Support supply chain transition through Agile business change management
- ▶ Establish parameters for change; rapid v. more measured approach
- ▶ Drive service continuity thinking and support delivery to meaningful/measurable SLA's
- ▶ Drive change with one team, one goal, one attitude
- ▶ Staff engagement and creation of collaborative approaches to deliver knowledge
- ▶ Continuous review and application of learning
- ▶ Transforming employees into a "change engine"
- ▶ Enable staff development introducing new skills and capabilities
- ▶ Putting service continuity and business value first
- ▶ Full enablement programme encouraging long term change

### Service Benefits

- ▶ Flexible highly experienced supplier-independent resource to support your organisations needs
- ▶ Remove blockers to organisational change
- ▶ Run change in multiple parallel phases
- ▶ Improve timescales to delivery
- ▶ Improve quality of supplier output
- ▶ Develop a culture of continuous improvement
- ▶ Develop an atmosphere of higher team morale
- ▶ Increased cost control via skilled supplier negotiation
- ▶ Increased levels of communication, collaboration and feedback
- ▶ Deep strategic and technical knowledge transitioning from legacy services

## 37. Exit & Transition - Business Transformation Support

Supporting businesses going through major change, creating new Target Operating Model (TOM) and designing organisational strategies to cope with digital transformation of legacy services and vendor engagement our team deliver enablement to your organisation to handle the impact of exiting legacy contracts and deliver efficient Cloud based transformed services.



### Service Features

- ▶ Highly experienced team delivering early wins and cost savings
- ▶ Fast and efficient, tried, tested GDS aligned methodologies
- ▶ Providing a structured, prioritised approach to Gap Analysis
- ▶ Business impact and practical Risk Analysis covering all solution elements
- ▶ Focus on practical aspects of framework alignment, policies, governance approvals
- ▶ Aligned to Crown Commercial services approval processes and IPA governance
- ▶ Real world expertise in delivering to central government guidance
- ▶ Understanding the criticality and practicality of Cloud provided Public Services
- ▶ encompassing User needs, early delivery, TUPE impact, continuity of service
- ▶ Track record of delivering technology service transition across Government

### Service Benefits

- ▶ Ensuring continuity of critical technology, suppliers, people, processes.
- ▶ Highly experienced team with real world experience to achieve success
- ▶ Our teams are all experienced Agile professionals focused on delivery
- ▶ Clarity of resilience requirements to meet best practice standards compliance
- ▶ Ensuring legacy service continuity during supplier exit and transition
- ▶ Targeted training and awareness for critical people and teams
- ▶ Supporting Crown Commercial approval processes
- ▶ Experience in delivering in complex, high performance operating environments
- ▶ Managing exiting and Onboarding of vendors to meet business needs
- ▶ Enablement - Transition of knowledge and skills to staff

# 38. Exit & Transition – Internet Service Migration & Cloud Readiness Security Assessment



Assessing Security compliance to multiple standards in support of readiness for business move to "Cloud First IT". Assessing all aspects of your organisations alignment to the NCSC and central Government recommended Security principals, identifying misalignments in readiness and preparing a prioritised action plan supporting secure migration to Cloud.

## Service Features

- ▶ Utilising our Security assessment tooling to deliver consistent results
- ▶ Fast and efficient, tried and tested methodology
- ▶ Providing a structured, prioritised approach to a Gap Analysis
- ▶ Using Business impact and Risk Analysis covering all solution elements
- ▶ Focus on service continuity and business value throughout the process
- ▶ Integration of Cloud/legacy services within Government and supplier resilience programmes
- ▶ Automated reporting system to map compliance across multiple standards
- ▶ Understanding the criticality and practicality of Cloud provided Public Services encompassing User needs, backlog prioritisation and MVP analysis
- ▶ Access to highly experienced senior Business Analysts providing thought leadership

## Service Benefits

- ▶ Ensure critical technology, suppliers, people, processes and premises are compliant
- ▶ Provides real world experience based priority backlog to achieve compliance
- ▶ Utilises highly experienced professional analysts supported by our unique methodology
- ▶ Clarity of resilience requirements to meet best practice standards compliance
- ▶ Ensuring legacy considerations as part of the wider compliance picture
- ▶ Targeted training and awareness for critical people and teams
- ▶ Supporting introduction of policies to deliver compliance to multiple standards
- ▶ Experience in delivering in complex, high performance operating environments
- ▶ Follow the GDS Lifecycle, Standards and Manual
- ▶ Enablement - Transition of knowledge and skills to staff

# 39. Exit & Transition; Migration of Services from Private and PSN Networks to Internet, Cloud and FN4G



Supporting secure migration of services to the Internet, Cloud and FN4G from PSN, and other private networks. Ensuring compliance with security best practice and encompassing cost-benefit analysis of practical solutions, prioritisation of MVP meeting User needs, utilising design expertise and migration support from our highly experienced technical and business team

## Service Features

- ▶ Highly experienced team delivering early wins and cost savings
- ▶ Fast and efficient, tried and tested methodologies and designs
- ▶ Providing a structured, prioritised approach to a Gap Analysis
- ▶ Using Business impact and Risk Analysis covering all solution elements
- ▶ Focus on service continuity and business value throughout the process
- ▶ Integration of Cloud/legacy services within Government and supplier resilience programmes
- ▶ Real world expertise in delivering to central government guidance
- ▶ Deep strategic and technical knowledge transitioning from legacy services
- ▶ Encompassing User needs, backlog prioritisation and MVP analysis
- ▶ Access to highly experienced senior Business Analysts providing thought leadership

## Service Benefits

- ▶ Ensure critical technology, suppliers, people, processes and premises are secure
- ▶ Provides real world experience based priority backlog to achieve compliance
- ▶ Utilises highly experienced Agile professionals focused on delivery
- ▶ Clarity of resilience requirements to meet best practice standards compliance
- ▶ Ensuring legacy considerations as part of the wider compliance picture
- ▶ Targeted training and awareness for critical people and teams
- ▶ Supporting introduction of policies to deliver compliance to multiple standards
- ▶ Experience in delivering in complex, high performance operating environments
- ▶ Follow the GDS Lifecycle, Standards and Manual
- ▶ Enablement - Transition of knowledge and skills to staff

## 40. Exit & Transition – Security Framework Alignment Assessment & Support



Assessing Security compliance to multiple standards in support of readiness for business move to "Cloud First IT". Assessing all aspects of your organisations alignment to the NCSC and central Government recommended Security principles, identifying misalignments in readiness and preparing a prioritised action plan supporting secure migration to Cloud.

### Service Features

- ▶ Utilising our Security assessment tooling to deliver consistent results
- ▶ Fast and efficient, tried and tested methodology
- ▶ Providing a structured, prioritised approach to a Gap Analysis
- ▶ Using Business impact and Risk Analysis covering all solution elements
- ▶ Focus on practical aspects of framework alignment, policies, technical capability
- ▶ Integration of Cloud/legacy services within Government and supplier resilience programmes
- ▶ Automated reporting system to map compliance across multiple standards
- ▶ Focus on service continuity and business value throughout the process
- ▶ Encompassing User needs, backlog prioritisation and MVP analysis
- ▶ Access to high level Business Analysts that provide thought leadership

### Service Benefits

- ▶ Ensure critical technology, suppliers, people, processes and premises are compliant
- ▶ Provides real world experience based priority backlog to achieve compliance
- ▶ Access to highly experienced CISSP certified team members
- ▶ Clarity of resilience requirements to meet best practice standards compliance
- ▶ Ensuring legacy considerations as part of the wider compliance picture
- ▶ Targeted training and awareness for critical people and teams
- ▶ Supporting introduction of policies to deliver compliance to multiple standards
- ▶ Experience in delivering in complex, high performance operating environments
- ▶ Follow the GDS Lifecycle, Standards and Manual
- ▶ Enablement - Transition of knowledge and skills to staff

# 41. Exit & Transition – Vendor Exit & Client Service Transition Support

Our highly experienced Vendor agnostic team deliver Client enablement, and Intelligent Client services supplementing your in house skills to ensure the smooth transition of services from incumbent and legacy suppliers to Cloud. Working with and to Crown Commercial guidelines we provide both technical and commercially aware support and thought leadership



## Service Features

- ▶ Highly experienced team delivering early wins and cost savings
- ▶ Fast and efficient, tried, tested GDS aligned methodologies
- ▶ Providing a structured, prioritised approach to Gap Analysis
- ▶ Business impact and practical Risk Analysis covering all solution elements
- ▶ Focus on practical aspects of framework alignment, policies, governance approvals
- ▶ Aligned to Crown Commercial services approval processes and IPA governance
- ▶ Focus on service continuity and business value throughout the process
- ▶ Provide technical, security and contractual solutions, across your IT landscape
- ▶ Encompassing User needs, early delivery, backlog prioritisation and MVP analysis
- ▶ Track record of delivering technology service transition across Government

## Service Benefits

- ▶ Ensuring continuity of critical technology, suppliers, people, processes.
- ▶ Highly experienced team with real world experience to achieve success
- ▶ Our teams are all experienced Agile professionals focused on delivery
- ▶ Clarity of resilience requirements to meet best practice standards compliance
- ▶ Ensuring legacy service continuity during supplier exit and transition
- ▶ Targeted training and awareness for critical people and teams
- ▶ Supporting Crown Commercial approval processes
- ▶ Experience in delivering in complex, high performance operating environments
- ▶ Managing exiting and Onboarding of vendors to meet business needs
- ▶ Enablement - Transition of knowledge and skills to staff

## 42. Exit from Legacy Core Services



The M4 team holds all the current, hands-on technical and strategic skills necessary to support the transformational journey away from legacy Core Services. This service will de-risk the transition from legacy systems to new solutions for Networks, Server Infrastructure, DNS, E-mail relay and NTP; recognising that “The internet is ok”.

### Service Features

- ▶ Highly experienced agile team focused on delivery
- ▶ Fast and efficient, tried and tested methodologies and designs
- ▶ Real time expertise in exit from all Core Services
- ▶ Deep strategic and technical knowledge of the underlying components
- ▶ Focus on practical aspects of framework alignment, policies, technical capability
- ▶ Aligned to Crown Commercial services approval processes and IPA governance
- ▶ Expertise in applying NCSC Cloud security principles
- ▶ Fully aligned and compliant with Gov.uk Secure by Design Principles

### Service Benefits

- ▶ Supporting Central and Local Government
- ▶ Supporting introduction of policies to deliver compliance to multiple standards
- ▶ Experienced team delivering early wins and measurable cost savings
- ▶ Use of Business Impact/Risk Analysis covering all solution elements
- ▶ Full compliance with GDS advice and guidance
- ▶ Full compliance with Cabinet Office policies
- ▶ Full compliance with NCSC advice and guidance

## 43. Exit, Transition & Transformation; Lifecycle Support

M4 Digital support delivery of disaggregation / reprocurement / novation of IT contracts and related services. Our teams flex capability to meet project demands; coverage includes expertise in Business Analysis, IT Architecture, IT Security Assurance, Service Management, Project Management, Commercial negotiations and Procurement activities.



### Service Features

- ▶ Outcome based requirements documented in ITIL compliant Service Register
- ▶ Provision of a structured, prioritised approach to Gap/Risk Analysis
- ▶ Contract Exit, Technical Assurance and Service Transition Management
- ▶ Financial modelling/cost models to inform best options for delivery
- ▶ Real world expertise in working with PCR 2015 regulations
- ▶ Integration of Cloud/legacy services within Government and supplier resilience programmes
- ▶ Production of commercial and procurement documentation
- ▶ Familiar with TUPE and its application during transition
- ▶ Encompassing User needs, early delivery, backlog prioritisation and MVP analysis
- ▶ Production of Business Cases aligned with HMT Green Book

### Service Benefits

- ▶ Highly experienced team delivering early wins and cost savings
- ▶ Reusable commercial model for ongoing management of service providers
- ▶ PMO, Project management, Business and Technical Analysis expertise
- ▶ Clarity of resilience requirements complying with best practice principals
- ▶ Ensuring legacy considerations as part of the wider compliance picture
- ▶ Experience of working collaboratively with both internal and external partners
- ▶ Supporting introduction of policies to deliver compliance to multiple standards
- ▶ Strong track record of delivery to HM Gov Public Sector
- ▶ Follow the GDS Lifecycle, Standards and Manual
- ▶ Enablement - Transition of knowledge and skills to staff

## 44. Functional Testing Service

M4 provide cost effective Test Consultancy and Resource Services, covering a comprehensive range of Quality Assurance and Software Testing services. Specialists conduct Functional Testing using Waterfall, Agile and Lean methodologies with an appropriate level of testing meeting programme delivery plans so as to ensure systems satisfy user specifications and requirements



### Service Features

- ▶ Test execution including Test Incident/defect Management and Reporting
- ▶ Manual and Automated Test Design, Scripting and Execution
- ▶ Accessibility, Usability, SIT, UAT, Web, Mobile and Compatibility Test
- ▶ Project delivery Methodologies from traditional Waterfall, V-Model to Agile/Scrum/hybrid approaches
- ▶ Cloud IaaS, PaaS, SaaS testing models
- ▶ Support ERP, packaged application, open source software
- ▶ Quality and test driven development
- ▶ Procurement and contract exit
- ▶ Functional Testing using Waterfall, Agile and Lean methodologies
- ▶ Consultants carry active Government clearances – BPSS to DV

### Service Benefits

- ▶ Cost effective and Flexible Model
- ▶ Specialist Functional Testing Expertise
- ▶ Reducing delivery lead time by the provision of skilled specialists
- ▶ Alignment with GDS design manual and NCSC Security principles
- ▶ Reducing project downtime
- ▶ Taking control of your solution quality
- ▶ Quality control and process improvement
- ▶ Knowledge transfer
- ▶ Enablement
- ▶ Collaboration

## 45. Google Cloud Platform Transition and Integration Service

This service provides for guidance and assurance to deploy, transform, migrate to Google Cloud Technology. M4 team members will assist with the development of an A-Z integration/transformation model that importantly also addresses cultural change issues. Provides for the build of scalable and elastic IT-enabled capabilities.



### Service Features

- ▶ Experienced and knowledgeable DevOps, System Integration and Platform Architects
- ▶ Best in class Web Ops capabilities
- ▶ Strong focus on principles of Cloud Security
- ▶ Provides for continuous delivery
- ▶ Experienced assistance with IaaS, PaaS, BaaS & SaaS solutions selection
- ▶ Provides for Agile development
- ▶ Scalable, elastic solution
- ▶ Enable innovation via continuous delivery of new service capabilities
- ▶ Provides for automated test and design
- ▶ Maximise benefits of increased functionality and security features

### Service Benefits

- ▶ Realisation of material cost savings
- ▶ Accelerate delivery of ultimate business outcomes
- ▶ M4 drive cultural change increasing cloud adoption rates
- ▶ Higher level of business user satisfaction; distributed budget spend
- ▶ Improve levels of virtualisation, standardisation and automation
- ▶ Optimise maximum agility
- ▶ Efficient adoption and transition
- ▶ Solid Google platform design
- ▶ Focus on service continuity and business value throughout the process
- ▶ Deep strategic and technical knowledge transitioning from legacy services

# 46. Identity Assurance and Access Management

M4's Identity Assurance and Access Management (IdAM) service address the security discipline that offers authorised individuals access rights to information across increasingly complex technology environments. With identity and access policies becoming ever more crucial M4's experienced team assist with the design and adoption of IDaaS and cloud IdAM solutions



## Service Features

- ▶ Expert knowledge of meeting security standards and tooling for Cloud
- ▶ Identification and analysis of business processes with an IdAM requirement
- ▶ Identification and analysis of business processes with bespoke Identity requirements
- ▶ Identification of business process utilising GOV.UK Verify
- ▶ Identification of the most appropriate Access Management products and tools
- ▶ Full identity lifecycle management
- ▶ Identity and access policies and solutions for your Cloud infrastructure
- ▶ Flexible authentication methods
- ▶ IdAM strategy and implementation aligned to latest Government policy
- ▶ Focus on service continuity and business value throughout the process

## Service Benefits

- ▶ Clarification of Identity Assurance & Access Management needs
- ▶ Implement cost-effective and efficient risk management
- ▶ Define and implement identity policy in line with Government standards
- ▶ Design a bespoke, appropriate identity and access strategy
- ▶ Establish policies for privileged accounts
- ▶ Solutions aligned to NCSC Security principles
- ▶ Ensuring access is both convenient and secure
- ▶ Establishing confidence in customer privacy and data security
- ▶ Designs incorporating users in mind, focused on speed and accuracy
- ▶ Fully aligned and compliant with Gov.uk Secure by Design Principles

# 47. Information Security Service

Information and Security Services help to provide and assure your secure digital services and capabilities. M4 work across both software and hardware domains and deploy CLAS certified consultants and HMG security classification aware resources.



## Service Features

- ▶ Audit, Compliance review of policies, processes, systems and data
- ▶ Strategy, Standards, Policy and Delivery of effective, secure digital services
- ▶ Business Continuity Planning and Health Checks
- ▶ Classification, IL2, IL3, CLAS, Public Service Network (PSN), GSI
- ▶ Data Centre, Firewalls, Encryption, Infrastructure, End Point, Network, Application security
- ▶ Digital, cloud, IaaS, Hybrid
- ▶ Information Security Strategy Guidance
- ▶ Security Penetration Testing and remediation of security items and issues
- ▶ Policy Design
- ▶ Design and implementation of vulnerability reporting and remediation systems

## Service Benefits

- ▶ Maintain service continuity across Cloud, PAAS, SAAS, and legacy infrastructure
- ▶ Flexible service tailored to your user needs
- ▶ UK Government Sector experience
- ▶ Improved service Quality
- ▶ Experience in delivering in complex, high performance operating environments
- ▶ Transition of knowledge and skills to staff
- ▶ Working Collaboratively and delivering to NCSC Security principles
- ▶ Understanding risks to Data Assets
- ▶ Follow the GDS Lifecycle, Standards and Manual
- ▶ Focus on service continuity and business value throughout the process

## 48. IT and Cloud Transformation Assessment and Capability

M4 provide Procurement, Integration and Cloud Migration expertise. All of our team members have a wealth of experience, within the public and private sector, with cross-functional/industry expertise to support internal resources delivering assessments and enhancing capability to inform and transform Cloud Transitional and deliver Target Operating Model transitions.



### Service Features

- ▶ Collaborative assessment of capability to deliver future Cloud business needs
- ▶ Enhancement of internal capability to transform to GDS practices
- ▶ Provide project cost and benefits estimation, and delivery planning
- ▶ Provide Cloud relevant Enterprise, Data, Solution, Technical Architecture capability planning
- ▶ Align solutions to GDS design and NCSC Cloud security principles
- ▶ Deliver service transition capability from legacy data centre to Cloud
- ▶ Deliver capability across Cloud, Digital, ERP and legacy transformations
- ▶ Provide technical, security and contractual reviews, across your IT landscape
- ▶ Provide follow up development, prototyping, testing, skills transfer, management enablement
- ▶ Focus on service continuity and business value throughout the process

### Service Benefits

- ▶ Improve communication and planning, translate business needs to technical plans
- ▶ Reduces costs and delivery timelines identifies benefits fiscal and technical
- ▶ Using technological change to maintain and deliver improved secure services
- ▶ Alignment to GDS Technology Code of Practice
- ▶ Increases reuse and consolidation of IT assets and infrastructure
- ▶ Implementing Government Cloud security principles on legacy and transitional environments
- ▶ Deliver secure hybrid solutions and roadmap to full Cloud migration
- ▶ Focus on maintaining and increasing system security through transition
- ▶ Collaborative enablement, knowledge sharing and skills transfer to internal staff
- ▶ Enable migration from old legacy systems to cloud enabled services

# 49. IT Enabled Business Transformation



Employing a collaborative approach via stakeholder engagement, delivery of quick wins, documented transformation planning and enablement programmes designed to support new ways of working, M4 team members have a wealth of experience in delivering positive outcomes to Cloud transition and Change. With focus on maintaining service continuity and business value.

## Service Features

- ▶ Manages transformation with different technologies in different environments
- ▶ Employs various, industry standard methodologies and hybrid approaches
- ▶ Embeds cultural and behavioural change within organisations
- ▶ Provides a consistent and coherent approach to transformation
- ▶ Custom transformation aligned to overall organisational strategy and goals
- ▶ Transformation assessment of people and process
- ▶ Identify further opportunities for digital transformation
- ▶ Realise and unlock the benefits of digital technology investment
- ▶ Provide technical, security and contractual reviews, across your IT landscape
- ▶ End to end business transformation

## Service Benefits

- ▶ Stakeholder engagement and management across the organisation
- ▶ Seamless transition
- ▶ Embeds new ways of working with use new technologies
- ▶ Encourages behavioural change to realise benefits
- ▶ Improved structure and operating model
- ▶ Services aligned to user needs
- ▶ Bespoke, flexible ways of working to meet your needs
- ▶ Manage and reduce complexity
- ▶ Enablement - skills and knowledge transfer
- ▶ Enables greater workforce efficiency

# 50. IT Strategy and Architecture

Providing end-to-end support, from collaborative thought leadership in the boardroom, defining IT roadmaps, leveraging our knowledge of the supply chain as a critical friend in negotiations. Delivering high and low level tried and tested architectural designs aligned to real-world needs and meeting the technology code of practice.



## Service Features

- ▶ Leveraging wide hybrid skill set in Prince, Agile, TOGAF, ITIL
- ▶ Public/private partnership strategic technical and commercial and legal support expertise
- ▶ Skilled Auditors of existing and future multi-supplier landscape
- ▶ Multi-disciplinary teams, highly skilled in commercial/technical negotiations and design
- ▶ Proven iterative delivery methods forming detailed roadmaps from outline strategies
- ▶ Proven technical architecture models, MVP driven cost benefit based delivery
- ▶ Detailed Operating Model delivery meeting Government TOM guidance
- ▶ TUPE aware commercial, strategic technical support during transition and transformation
- ▶ Stakeholder engagement at all levels from CIO to vendor architect
- ▶ Follows UK Government Technology Code of Practice and Transformation Strategy

## Service Benefits

- ▶ Identify and leverage existing Client skills, uplifting and supporting collaboratively
- ▶ Supplier neutral, well versed in negotiations
- ▶ GDS, IPA, UK, Scots Government experience large and small agencies
- ▶ Contributors to Government Technology Code of Practice
- ▶ Innovators of cost benefit based transformational transitional change
- ▶ Catalyst to innovation, finding solutions
- ▶ Deliver Government aligned, proven high and low level architecture designs
- ▶ Re-engineering current designs to shorten transition
- ▶ Focus on service continuity and business value throughout the process
- ▶ Critical friends focused on transition of skills and knowledge support

# 51. ITAM; IT Asset & Software Asset Lifecycle Management

M4's Information Technology Asset Management (ITAM) service assists organisations to manage map and optimise their asset management and licensing profile. This service deployment will drive down cost, deliver increased compliance and generate increased value through real-time hands-on service management across entire IT Estate.



## Service Features

- ▶ Baseline of existing estate
- ▶ Identification and maximisation of benefits via contract audit
- ▶ Client support with multiple supplier integration
- ▶ Design and deployment of TOM/Target Operating Model
- ▶ Accurate capture of asset portfolio HAM, SAM, TAM,
- ▶ Current spend reviews
- ▶ Software and Hardware audit
- ▶ Software Asset Management
- ▶ Technical Asset Management
- ▶ Hardware Asset Management

## Service Benefits

- ▶ Effective client team development via managed knowledge transfer
- ▶ Ensure Compliance
- ▶ Access to an experienced team of ITAM professionals
- ▶ Improved business efficiencies and cost optimisation
- ▶ Optimised usage of software licenses
- ▶ Clear, easy to execute guidance
- ▶ Great track record across UK Government Sector
- ▶ In depth experience of GDS Standards and Manual
- ▶ Quick realisation of reduced IT spend
- ▶ Continuous service improvement

## 52. Legacy Infrastructure Path to Cloud Migration

M4 project teams include Systems Architects, Systems Administrators, Planning Managers, Analysts, Technical Architects, and SIAM Cloud professionals. All specialists have a wealth of experience migrating to Cloud within the public and private sector and aim to deliver innovative solutions to real-world blockers to Cloud Migration.



### Service Features

- ▶ Define and update your Cloud transition strategy, and roadmap documentation
- ▶ Deliver secure Cloud infrastructure integration planning and administration
- ▶ Provide project cost and benefits estimation, and delivery planning
- ▶ Provide Enterprise, Data, Solution, Technical Architecture using SAFE
- ▶ Align system solutions to GDS design standards and Service Manual
- ▶ Deliver solutions across transitional Infrastructure, virtualisation, data centre, network, Cloud
- ▶ Deliver solutions across Cloud, digital, ERP and legacy replacement
- ▶ Provide technical, security and contractual reviews, across your IT landscape
- ▶ Support procurement, contract, product, vendor and supplier exit, transition, testing
- ▶ Provide follow up development, prototyping, testing skills transfer and management

### Service Benefits

- ▶ Improve communication and planning, translate business needs to technical plans
- ▶ Reduces costs and delivery timelines identifies benefits fiscal and technical
- ▶ Increased speed to deliver using tried and tested methods
- ▶ Alignment to GDS Lifecycle and Design Manual
- ▶ Increases reuse and consolidation of IT assets and infrastructure
- ▶ Increases digitisation and Cloud take-up
- ▶ Deliver real world hybrid solutions on track to full Cloud
- ▶ Focus on gaining benefit from transition to Cloud
- ▶ "Knowledge transfer to internal staff, enablement, collaboration"

## 53. Microsoft Cloud Services

M4 specialises in Cloud-based Microsoft Office 365 services and delivers solutions for web content management (WCM) and electronic document and records management (EDRM). With many team members being certified solution architects and having a deep working understanding of Microsoft products, M4 can deliver client projects using Microsoft technologies



### Service Features

- ▶ Manage data growth, ensuring security and compliance
- ▶ Optimise spend, maximise cloud potential
- ▶ Delivering the ability to work from multiple locations
- ▶ Analyse Big Data and make informed decisions
- ▶ Secure Cloud based platform
- ▶ Scalable infrastructure
- ▶ Rapid deployment of Sharepoint servers
- ▶ Risk management of content and documentation
- ▶ Integration of PowerBI
- ▶ Maintain service continuity and business value throughout the process

### Service Benefits

- ▶ Facilitate easy and secure access to data
- ▶ Improved Business Intelligence
- ▶ Improved monitoring of applications and infrastructure
- ▶ Fast, powerful search engine
- ▶ Facilitate simple and secure access to corporate information
- ▶ Office 365 integration
- ▶ Flexible work and document collaboration, from anywhere
- ▶ Increased workforce efficiency
- ▶ Protect data and applications with back up and archive solutions
- ▶ Provide technical, security and contractual reviews, across your IT landscape

# 54. Microsoft Office 365 Integration and Cloud Migration Service



M4 provide migration and integration services to Microsoft's O365 SaaS offerings. We provide a flexible set of migration and integration approaches enabling the preparation and delivery of blended on-premise and Cloud-based SaaS services, whilst ensuring compliance with government secure email blueprint and government user access control requirements.

## Service Features

- ▶ Microsoft Exchange email, calendar and contact migration and integration
- ▶ Microsoft SharePoint migration and Enterprise Mobility Suites integration
- ▶ Identity integration and migration, normalisation and transformation
- ▶ Utilisation value proposition exploration
- ▶ Data cleaning and transformation
- ▶ Migration strategy, planning and roadmap development
- ▶ Hybrid technical and service process development and governance
- ▶ Architectural and security design services
- ▶ Mentoring and skills transference
- ▶ Bespoke application transformation and Cloud migration

## Service Benefits

- ▶ Reduced operational costs
- ▶ Reduced integration and migration costs
- ▶ Smooth transition
- ▶ Flexible delivery roadmaps, integration and migration approaches
- ▶ Improved service quality
- ▶ Exploration of additional business benefits derivable from the investment
- ▶ Government compliant service and solution
- ▶ Government blueprint and security requirements alignment
- ▶ Focus on user needs and service continuity
- ▶ Alignment to GDS lifecycle and Cloud First Strategy

# 55. Microsoft System Center Assessment Services



This M4 service offers you assurance that your Microsoft System Center (SCCM, SCOM, SCSM, SCVMM, SCDPM, SCORCH) environment is configured to current industry best practice. A M4 experienced Systems Management Consultant will produce a Management Report that details recommendations to improve performance and reliability.

## Service Features

- ▶ Enforcing and reporting of configuration management and infrastructure stability
- ▶ Current System Assessments
- ▶ Complete system design and build
- ▶ System Center Configuration Manager (SCCM)
- ▶ System Center Operations Manager (SCOM)
- ▶ Systems Center Service Manager (SCSM)
- ▶ Management report
- ▶ Recommendations
- ▶ Workshops and pilots
- ▶ Provide technical, security and contractual reviews, across System Centre landscape

## Service Benefits

- ▶ Systems Assessment
- ▶ Configuration Recommendations
- ▶ Quality of Delivery
- ▶ Efficient working through automation
- ▶ Cost savings
- ▶ Increased responsiveness and service efficiencies
- ▶ Accelerated deployment
- ▶ Knowledge transfer
- ▶ Enablement
- ▶ Collaboration

# 56. Post-Quantum Cryptography Readiness



This proven M4 service provides comprehensive post-quantum cryptography (PQC) risk identification, quantification, and impact analysis, through to prioritised mitigation design, planning and solution implementation. Aligned to NCSC milestones, Secure by Design and government technology lifecycles, we enable controlled, crypto-agile transition across all local, cloud, legacy and operational services and equipment.

## Service Features

- ▶ Full discovery to identify 'at risk' cryptographic services and components
- ▶ Creation of a Cryptographic Bill Of Materials (CBOM) asset inventory
- ▶ Identifies Harvest now, Decrypt later (HNDL) and quantum compute risks
- ▶ Underpins supplier, cloud, service and product readiness assessments
- ▶ Delivers milestones in the NCSC 2028, 2031 and 2035 roadmap
- ▶ Development of crypto-agile target architecture and transition patterns
- ▶ Prioritisation and planning of mitigation and migration activities
- ▶ Delivers PQC mitigations - pilots, phased roll-out & interoperability/performance testing
- ▶ Underpins procurement and on-going supplier assurance activities
- ▶ Governance framework, knowledge transfer and cryptographic capability development

## Service Benefits

- ▶ Establishes key areas of risk requiring consideration
- ▶ Documents target areas for Post Quantum Computing (PQC) risk assessment
- ▶ Catalogues PQC risk and enables evidence-based mitigation/migration strategies
- ▶ Improves visibility of potentially complex dependencies, and supports supplier accountability
- ▶ National PQC milestones compliant ensuring protection against new PQC threats
- ▶ Builds sustainable, flexible security architecture enabling future-proof cryptographic agility
- ▶ Establishes early risk mitigation opportunities, underpins organisational PQC readiness
- ▶ Minimises tech-debt and delivery risk through managed re-architecture of infrastructure/applications
- ▶ Enables targeted supplier management, audit and control to futureproof solutions
- ▶ Transfers knowledge to in-house teams, enabling ongoing management and compliance

# 57. Migrate away from Legacy to Cloud DNS



The M4 team holds all the current, hands-on technical and strategic skills necessary to support the journey away from legacy Core Services. This service will de-risk the transition from legacy DNS Services to new GDS-compliant solution for Internet-based DNS following NCSC guidance.

## Service Features

- ▶ Highly experienced agile team focused on delivery
- ▶ Fast and efficient, tried and tested methodologies and designs
- ▶ Real time expertise in Exit from all Core Services
- ▶ Deep strategic and technical knowledge of Legacy and Cloud DNS
- ▶ Focus on practical aspects of framework alignment, policies, technical capability
- ▶ Maintain service continuity and business value throughout the process
- ▶ Provision of supplier contract technical and security assurance
- ▶ Provide technical, security and contractual reviews, across your IT landscape
- ▶ Deep technical knowledge of securing DNS to NCSC guidelines
- ▶ Fully aligned and compliant with Gov.uk Secure by Design Principles

## Service Benefits

- ▶ Supporting Central and Local Government
- ▶ Supporting introduction of policies to deliver compliance to multiple standards
- ▶ Experienced team delivering early wins and measurable cost savings
- ▶ Use of Business Impact/Risk Analysis covering all solution elements
- ▶ Full compliance with GDS advice and guidance
- ▶ Full compliance with Cabinet Office policies
- ▶ Full compliance with NCSC advice and guidance
- ▶ Expertise in applying NCSC Cloud security principles
- ▶ Consultants carry active Government clearances – BPSS to DV

## 58. Migrate Legacy Email to the Cloud



The M4 team holds all the current, hands-on technical and strategic skills necessary to support the journey away from legacy Core Services. This service will de-risk the transition from legacy Mail Relay services to cloud-based mail services, following central government guidance on moving away from gsi and other on-premises email.

### Service Features

- ▶ Highly experienced agile team focused on delivery
- ▶ Fast and efficient, tried and tested methodologies and designs
- ▶ Real time expertise in Exit from all Core Services
- ▶ Deep strategic and technical knowledge of Legacy Email Relay services
- ▶ Real time expertise supporting customers with GSI/family migration
- ▶ Up to date expertise migrating away from GSI-family domains
- ▶ Focus on practical aspects of framework alignment, policies, technical capability
- ▶ Maintain service continuity and business value throughout the process
- ▶ Maintain service continuity across Cloud, PAAS, SAAS, and legacy infrastructure
- ▶ Provision of supplier contract technical and security assurance

### Service Benefits

- ▶ Supporting Central and Local Government
- ▶ Supporting introduction of policies to deliver compliance to multiple standards
- ▶ Experienced team delivering early wins and measurable cost savings
- ▶ Use of Business Impact/Risk Analysis covering all solution elements
- ▶ Full compliance with GDS advice and guidance
- ▶ Full compliance with Cabinet Office policies
- ▶ Full compliance with NCSC advice and guidance
- ▶ Provide technical, security and contractual reviews, across your IT landscape
- ▶ Fully aligned and compliant with Gov.uk Secure by Design Principles

# 59. Monitoring and Alert Management Service

M4 Datacentre Operations with a monitoring platform based on Microsoft's System Center Operations Manager (SCOM). A range of designs and configuration options cater for on-premise or cloud implementations capable of managing most datacentre elements, including line of business applications, servers, hypervisors, storage and networking.



## Service Features

- ▶ Custom Monitoring and Alert solutions including integrations with other solutions
- ▶ Manage a broad range of Microsoft and Non Microsoft products
- ▶ Web based reporting and dashboards
- ▶ Planning Workshops
- ▶ Technical design
- ▶ Current state assessments
- ▶ Reporting and recommendations
- ▶ Skills and Knowledge transfer
- ▶ High level and low level design
- ▶ vulnerability reporting and patch management

## Service Benefits

- ▶ Continual service improvement
- ▶ Configuration recommendations
- ▶ Reduced risk of unplanned downtime
- ▶ Increased quality of delivery
- ▶ Integrated Management Suite
- ▶ Guidance on industry best practice
- ▶ System improvement plans
- ▶ Knowledge transfer
- ▶ Enablement
- ▶ Collaboration

# 60. Network and Systems Health Monitoring Service

This service covers an array of vendor solutions, such as SolarWinds, Splunk, Elk and SCOM. As an example for Microsoft, this service includes design/implementation of Microsoft System Center Operations Manager (SCOM) to streamline operations/ service management processes and offers access to the full Microsoft System Center suite of products;



## Service Features

- ▶ Cloud//Datacentre Management, through monitoring, automation, reporting, configuration, backups
- ▶ Infrastructure deployments and maintenance, vulnerability reporting and patch management
- ▶ Private and public clouds, enforcing/reporting of configuration management/infrastructure stability
- ▶ Team experienced with System Centre versions from 2012 to 2025
- ▶ Microsoft System Centre Components inc (SCCM/ECM/SCOM/SCVMM/SCORCH/ORCHESTRATOR/SCSM/SCA/SCDPM/SCEP)
- ▶ Also includes Virtual Machine Manager, Service Manager, Applications controller,
- ▶ High Level/Low Level Design
- ▶ Agile project management, configuration, development, testing, deployment, supporting documentation
- ▶ Dashboard/report development utilising various programming languages C#, ASP.net, PowerBI
- ▶ Integration with external systems e.g. ticketing

## Service Benefits

- ▶ Continual service improvement
- ▶ Configuration recommendations
- ▶ Reduced risk of unplanned downtime
- ▶ Increased quality of delivery
- ▶ Integrated Management Suite
- ▶ SC and NPPV Cleared Resources
- ▶ Skills and Knowledge transfer
- ▶ Enablement
- ▶ Collaboration
- ▶ Provide technical, security and contractual reviews, across your IT landscape

# 61. Opensource Cloud Computing Database Migration

"Open Source database technologies are technically competitive and cost effective alternatives to proprietary technologies. M4's services for Cloud migration modernise applications whilst minimising risk and reducing TCO. Our Database Administrators and Architects teams specialise in performance, back up recovery, support and security in Opensource Cloud environments."



## Service Features

- ▶ Audit of legacy technologies
- ▶ Feasibility study of migration to the cloud
- ▶ Migration plan with risk assessment
- ▶ Technology selection
- ▶ Cloud computing data migration
- ▶ Application reconfiguration and development
- ▶ Regression testing
- ▶ Cloud optimisation service
- ▶ Fully aligned and compliant with Gov.uk Secure by Design Principle

## Service Benefits

- ▶ Reduced operational costs
- ▶ Reduced migration costs
- ▶ Advanced functionality and service quality
- ▶ Reduced vendor lock in
- ▶ Improved design and documentation
- ▶ GDS technology code of practice and Cloud First Strategy knowledge
- ▶ Managed service delivery
- ▶ Flexibility and scalability to user and system growth
- ▶ Collaboration
- ▶ Knowledge transfer and enablement

# 62. Parking Guidance and Parking Management Solutions



Our engineering and development teams offer significant ICT industry and parking industry experience. We create agile proprietary, technology solutions designed to solve parking challenges. These solutions provide a user-friendly parking experience, better management of facilities, industry leading at bay reservation systems and optimised resource management for car park operators

## Service Features

- ▶ Leading parking guidance solution
- ▶ Superior wayfinding signage
- ▶ Fast installation with minimal facility disruption.
- ▶ Reduction of local traffic congestion and delivery of valuable data.
- ▶ Parking bay sensors: Infrared, LiDAR, Camera, Ultrasonic, Magnetic Resonance
- ▶ Highly accurate sensors integrated into one management system
- ▶ Management system covers a range of environments and preferences.
- ▶ Real time portal/dashboard status reporting of parking facility
- ▶ Area and passage count controllers for all scenarios
- ▶ Multiple options for accurate data capture of vehicle movements

SEE SEPARATE G CLOUD LISTING FOR DETAILED SERVICE DESCRIPTION DOCUMENT

## Service Benefits

- ▶ Smart real-time data sent to dynamic wayfinding digital signage
- ▶ Bespoke wayfinding signage solutions: "any size, any message, any where"
- ▶ Signage content updates communicated cabled, WiFi, LoRa, 4G and 5G
- ▶ Function rich/infinately configurable "SenseIQ", cloud-based management system
- ▶ Highly resilient/scalable, Microsoft architecture (SQL, IIS, .NET, ASP)
- ▶ Online parking facility area or bay reservation capability
- ▶ Management system capable of facilitating permanent/visitor/employee parkers,
- ▶ Management system also allocates specialty bays including EV/DDA
- ▶ Extensive integration capabilities using various standards Modbus, XML/JSON API's
- ▶ Seamless integration with access control, building management, business intelligence

## 63. Penetration Testing Services

M4's technical security practice, provides Digital Security services including Penetration Testing and Digital Forensics; a key practice that, via health check review, pinpoints real world risks to business assets. We also provide cloud service assurance as part of Cyber Essentials, PCI-DSS Compliance and ITHC activities for ongoing assurance and accreditation



### Service Features

- ▶ In-depth assessment of Infrastructure Configuration, Web and Cloud-Based Applications
- ▶ IT Health Check ITHC and wider Penetration Testing
- ▶ Reproducible steps to validate and replicate identified vulnerabilities
- ▶ Vulnerability Assessments
- ▶ Common Vulnerabilities assessment and Exposures (CVE) information
- ▶ Cyber Essentials and Cyber Essentials Plus Assessments and remediation undertaken
- ▶ Internal or External, Black-Box or White-Box security testing approaches
- ▶ Security architecture review, assurance and remediation
- ▶ Security build and configuration review
- ▶ End point vulnerability monitoring and rectification

### Service Benefits

- ▶ Trusted security specialists cleared through National Security Vetting
- ▶ Vulnerability remediation plans
- ▶ Enhanced Assurance of Systems and Services
- ▶ Expertise from experience across all Industry Sectors
- ▶ Risk ratings based upon threat, impact, ease of exploitation
- ▶ Enhanced threat understanding by working closely with Client Teams
- ▶ Penetration Test Management
- ▶ Exposes vulnerabilities prior to compromise
- ▶ Enables proactive risk management
- ▶ Provide technical, security and contractual reviews, across your IT landscape

## 64. PMO and Project Management



M4 PMO and PM teams help customers embrace technology investments through empowering end-users while maximizing financial returns and business potential. We understand customer challenges and offer core focus to deliver portfolios of work on time and to budget. We lead strategic initiatives and deliver positive results for stakeholders.

### Service Features

- ▶ Employing various, industry standard methodologies and hybrid approaches
- ▶ Cloud project implementation and deployment
- ▶ Supports Discovery, Alpha, Beta and Live
- ▶ Assistance with exit from large commercial contracts and suppliers
- ▶ Commercial, application, Cloud, ERP, development, digital management and transformation
- ▶ Risk management, reporting, planning, budgeting, and finance management
- ▶ Use best practice collaboration tools: Jira, Confluence, Slack, HipChat etc.
- ▶ Stakeholder and supplier management, ensuring deliverables are achieved
- ▶ Project Assurance and Quality Management
- ▶ Provide technical, security and contractual reviews, across your IT landscape

### Service Benefits

- ▶ Flexible and bespoke managed service to meet user needs
- ▶ Break down complex problems into manageable deliverables
- ▶ Full consideration of risks, dependencies, security and business change
- ▶ Improved service quality
- ▶ Extensive UK Government experience
- ▶ Adherence to GDS Lifecycle, Standards and Manual
- ▶ Enablement – knowledge and skills transfer
- ▶ Experienced in working collaboratively within multi supplier teams
- ▶ Drive project delivery
- ▶ Draws on wider M4 expertise and communities of interest

## 65. PSTN Exit Service

M4 Digital support delivery of PSTN exit programmes from initial service identification and validation through solution evaluation & selection, procurement, service transition and on to early life cycle support.



### Service Features

- ▶ Controlled exit of PSTN/legacy services whilst maintaining compliant safe operations
- ▶ A digital switchover service with proven identification and assessment methodology
- ▶ Tried and tested bespoke Transition / Transformation / Migration planning
- ▶ ITIL service framework, outcome based requirements built into Service Register
- ▶ Provision of a structured, prioritised approach to Gap/Risk Analysis
- ▶ Security and risk assessment of new vendor solutions
- ▶ Business Process Change Management aligned with PSTN exit
- ▶ Identification of efficiency gains through removal of legacy services
- ▶ Addresses health, well-being and alarm services e.g. Redcare
- ▶ PCR 2015; compliant production of commercial and procurement documentation

### Service Benefits

- ▶ Real world experience of supporting PSTN exit
- ▶ Financial modelling/cost models to inform best options for delivery
- ▶ Production of Business Cases aligned with HMT Green Book
- ▶ Proven commercial model to manage PSTN exit
- ▶ PMO, Project management, Business and Technical Analysis expertise
- ▶ Experience of working collaboratively with both internal and external partners
- ▶ Technical Assurance and Service Transition Management
- ▶ Strong track record of delivery across Public Sector
- ▶ Enablement - Transition of knowledge and skills to staff
- ▶ Fully aligned and compliant with Gov.uk Secure by Design Principles

## 66. Quality Testing for Cloud Deployment Service



From Agile, automation, performance, usability and manual testing through to entire transition to Cloud solutions, our Managed Service provides a testing service giving you the flexibility you need whether it be digital or traditional. Our test teams work at client request with both Prince2 and Agile SCRUM processes.

### Service Features

- ▶ Defining and managing testing processes
- ▶ User Acceptance Testing (UAT)
- ▶ Integration, System, Performance, Security and technical testing
- ▶ Programme and Project management with Prince2 or Agile processes
- ▶ Cloud IaaS, PaaS, SaaS testing models
- ▶ Support ERP, packaged application, open source software
- ▶ Quality and test-driven development
- ▶ Procurement and contract exit
- ▶ Provision of supplier contract technical and security assurance
- ▶ Provide technical, security and contractual reviews, across your IT landscape

### Service Benefits

- ▶ Reducing service costs
- ▶ Increasing flexibility
- ▶ Reducing delivery lead time
- ▶ Alignment with GDS design manual
- ▶ Reducing project downtime
- ▶ Taking control of your solution quality
- ▶ Quality control and process improvement
- ▶ Knowledge transfer
- ▶ Enablement
- ▶ Collaboration

# 67. Secure Migration of Legacy Systems to Cloud

M4 provide teams of specialist Systems Developers, Systems Administrators, Planning Managers, Analysts, Technical Architects and Security Professionals. All our specialists have a wealth of experience, within public and private sector, with cross-domain, cross-functional/industry expertise furthering delivery of innovative solutions to real-world blockers to Cloud Migration.



## Service Features

- ▶ Define secure interim Cloud transition environments and migration strategy
- ▶ Secure systems integration, interim infrastructure development and integration planning
- ▶ Provide project cost and benefits estimation, and delivery planning
- ▶ Provide Enterprise, Data, Solution, Technical Architecture using SAFe
- ▶ Align system solutions to GDS design standards and manual
- ▶ Deliver solutions across transitional infrastructure, virtualisation, data centre, network, Cloud
- ▶ Maintain service continuity across Cloud, IaaS, PaaS, SaaS, and legacy
- ▶ Provide technical, security and contractual reviews, across your IT landscape
- ▶ Support procurement, contract, product, vendor and supplier exit, transition, testing
- ▶ Provide follow up development, prototyping, testing, skills transfer and management

## Service Benefits

- ▶ Improve communication and planning, translate business needs to technical plans
- ▶ Reduces costs and delivery timelines identifies benefits fiscal and technical
- ▶ Using technological change to maintain and deliver improved secure services
- ▶ Alignment to GDS Lifecycle and Technology Code of Practice
- ▶ Increases reuse and consolidation of IT assets and infrastructure
- ▶ Implementing Government Cloud security principles on legacy and transitional environments
- ▶ Deliver secure hybrid solutions and roadmap to full Cloud migration
- ▶ Focus on maintaining and increasing system security through transition
- ▶ Collaborative enablement and skills transfer to internal staff
- ▶ Enable migration from old legacy systems to Cloud enabled services

# 68. Secure Transitional Architectural Design, Delivery and Migration to Cloud



M4 specialist project teams consist of Systems Administrators, Planning Managers, Analysts, Technical Architects and Security Professionals. All team members have a wealth of experience, within public and private sector, with cross domain, cross functional and cross industry expertise and deliver innovative transitional solutions to Cloud Migration.

## Service Features

- ▶ Define secure interim transition environments and migration strategy
- ▶ Secure systems integration, interim infrastructure development and integration planning
- ▶ Provide project cost and benefits estimation, and delivery planning
- ▶ Provide Enterprise, Data, Solution, Technical Architecture using SAFe
- ▶ Align system solutions to GDS design standards and manual
- ▶ Delivery of transitional Infrastructure; data centre, crown hosting virtualisation, Cloud
- ▶ Deliver solutions across Cloud, Digital, ERP and legacy replacement
- ▶ Provide reviews and audits across your IT landscape
- ▶ Support procurement, contract, product, vendor and supplier exit, transition, testing
- ▶ Provide follow up development, prototyping, testing, skills transfer and management

## Service Benefits

- ▶ Improve communication and planning, translate business needs to technical plans
- ▶ Reduces costs and delivery timelines identifies benefits fiscal and technical
- ▶ Using technological change to maintain and deliver improved secure services
- ▶ Enable migration from old legacy systems to Cloud enabled services
- ▶ Increases reuse and consolidation of IT assets and infrastructure
- ▶ Implementing Government Cloud security principles on legacy and transitional environments
- ▶ Deliver secure hybrid solutions and roadmap to full Cloud migration
- ▶ Focus on maintaining and increasing system security through transition
- ▶ Provision of supplier contract technical and security assurance
- ▶ Maintain service continuity and business value throughout the process

## 69. SIAM Support Service

M4 support organisations implementing internal SIAM service. We provide expertise to develop/maintain an internal service supporting supply chain disaggregation, promote collaboration amongst service providers and increasing Value for Money across the supply chain. We deliver an informed and tailored approach specifically designed to fill gaps in an organisation's internal capability.



### Service Features

- ▶ Support supply chain disaggregation/new supplier onboarding through Agile change management
- ▶ Establish clearly defined change parameters enabling rapid, more measured approach
- ▶ Drive service continuity thinking and support delivery of meaningful/measurable SLA's
- ▶ Drive change with one team, one goal, service integration leadership
- ▶ Collaborative delivery of knowledge transfer/required outcomes to staff/supply chain
- ▶ Continuous review and application of learning
- ▶ Transforming employees into a forward thinking proactive "change engine"
- ▶ Enable staff development via introducing/transition of new skills and capabilities
- ▶ Puts business value first, instilling service guardian approach
- ▶ Full enablement programme encouraging long term change

### Service Benefits

- ▶ Supplier/partner with multi organisation experience (Private & public sector)
- ▶ Proactive removal of blockers to organisational change
- ▶ Run change in multiple parallel/phases with consideration to appropriate risk
- ▶ Pragmatic approach to improve timescales to delivery
- ▶ Ensure supplier output meets/improves upon necessary quality and output
- ▶ Develop a culture of continuous improvement and learning from experience
- ▶ Develop atmosphere of higher team morale through positive engagement/clear communication
- ▶ Improved cost control via skilled supplier negotiations using commercial/technical experience
- ▶ Supplier independent service ensuring no bias
- ▶ Increased levels of communication, collaboration and feedback

# 70. Software Quality and Testing Service



Software testing and Quality Assurance services to improve the quality of IT services, reduce downtime and ensure performance and scalability. UAT, technical, Integration, automation, performance testing, end to end, environment and data management. M4 work using either Test Driven Agile or traditional V-Model waterfall methods.

## Service Features

- ▶ Developing test strategy, standards and policies
- ▶ Audit, review, risk and issue management
- ▶ Bug and Defect Tracking and resolution
- ▶ Agile test driven development approach
- ▶ Managing test environments, tooling and data
- ▶ Test integration across Digital, Cloud, ERP, Legacy, Packaged Applications
- ▶ User Acceptance Testing (UAT), Penetration, Automation and Performance Testing
- ▶ Test delivery using Prince2, Agile or hybrid approaches
- ▶ GDS Service Standards, Design Manual
- ▶ Open Source and commercial tools

## Service Benefits

- ▶ Improved service quality
- ▶ Reduced delivery costs
- ▶ Experience in delivering in complex, high performance operating environments
- ▶ Transition of knowledge and skills
- ▶ Work collaboratively
- ▶ Collaboration
- ▶ Follow the GDS Lifecycle, Standards and Manual
- ▶ UK Government Sector experience
- ▶ Flexible service tailored to user needs
- ▶ Fully aligned and compliant with Gov.uk Secure by Design Principles

# 71. Solution Architecture, Design and Delivery

M4 employ best practice to develop light-weight Agile processes for programme oversight and guidance. The objective is to provide through design, build, test and deliver phases, a repeatable methodology for implementing Secure by design solutions delivery while incorporating the flexibility needed to adapt to specific customer needs.



## Service Features

- ▶ M4 provide solutions for public, private, transitional, and hybrid Cloud
- ▶ Experienced in use of Crown Hosting, AWS, Azure and Google
- ▶ Iterative Agile development allowing incremental and rapid delivery
- ▶ Identification of efficiencies and savings
- ▶ Integration with your wider architecture reducing complexity
- ▶ Full solution architecture documentation and ERP systems integration
- ▶ Expertise aligned with best practice architecture standards/frameworks
- ▶ Secure, resilient and scalable cloud platforms and transition solutions
- ▶ CI and CD approaches established
- ▶ Process and design based on user need

## Service Benefits

- ▶ Cloud solutions aligned to business strategy
- ▶ Benefits realisation through re-useable services
- ▶ Elasticsearch, Kibana, MongoDB, DynamoDB, MySQL
- ▶ API Development, SOA, Microservices, RESTful, Web services
- ▶ Flexible and bespoke cloud architecture solutions
- ▶ Reduced infrastructure costs and risks
- ▶ Structured knowledge transfer process
- ▶ Improved user experience
- ▶ Adherence to GDS Lifecycle, Standards and Manual
- ▶ Provision of supplier contract technical and security assurance

## 72. Supply Chain Disaggregation Support

M4 support organisations replacing monolithic single supplier IT delivery with a disaggregated approach. We enable internal supply chain technical/commercial management, promote collaboration amongst service providers and increase Value for Money across supply chain. We deliver an informed and tailored approach specifically designed to fill gaps in an organisation's internal capability.



### Service Features

- ▶ Support supply chain disaggregation through Agile change management
- ▶ Establish parameters for change; rapid v. more measured approach
- ▶ Ensure service continuity thinking with meaningful and measurable SLA's
- ▶ Develop a 'one team – one goal' attitude to change
- ▶ Collaborative engagement with staff to ensure knowledge transfer
- ▶ Continuous review and application of learning
- ▶ Transforming employees into a long term "change engine"
- ▶ Drive staff development introducing new skills and capabilities
- ▶ Focuses on driving business value and maintaining service continuity
- ▶ Full enablement programme encouraging long term change

### Service Benefits

- ▶ Value of experienced supplier/partner
- ▶ Highly experienced supplier independent resource flexibly supporting your organisations needs
- ▶ Removes blockers to organisational change
- ▶ Enables change in multiple parallel phases for timely delivery
- ▶ Clarifies and improves delivery timescales against clear milestones
- ▶ Drives improved quality of supplier performance and output
- ▶ Develop a long term culture of continuous improvement
- ▶ Increased levels of communication, collaboration and feedback
- ▶ Increased cost control via skilled supplier negotiation against industry benchmarks
- ▶ Supplier independent service that removes internal and external bias

## 73. Supply Chain Transformation Support



End to end support delivering everything from requirements definition, through technical and commercial vendor negotiations. Delivering the stand up and interim support of internal SIAM capability, driving vendor collaboration during and after transition, M4's service provides an informed, supplier agnostic approach specifically designed to fill gaps in an organisation's capability.

### Service Features

- ▶ Support supply chain transformation through Agile business change management
- ▶ Establish parameters for change; rapid v. more measured approach
- ▶ Maintain service continuity throughout, delivering meaningful and measurable service levels
- ▶ Drive change with one team, one goal attitude
- ▶ Engagement with staff enabling collaborative knowledge delivery
- ▶ Continuous review and application of learning
- ▶ Transforming employees into a "change engine"
- ▶ Enable staff development introducing new skills and capabilities
- ▶ We put business value and service continuity first
- ▶ Full enablement programme encouraging long term change

### Service Benefits

- ▶ Value of experienced supplier/partner
- ▶ Flexible supplier independent highly experienced resource supporting your organisations needs
- ▶ Remove blockers to organisational change
- ▶ Run change in multiple parallel phases
- ▶ Improve timescales to delivery
- ▶ Improve quality of supplier output
- ▶ Develop a culture of continuous improvement
- ▶ Develop an atmosphere of higher team morale
- ▶ Increased cost control via skilled supplier negotiations
- ▶ Increased levels of communication, collaboration and feedback

# 74. Supporting and Expanding Internal Migration Capabilities to Cloud

M4 teams provide specialist Systems Administrators, Planning managers, Analysts, Technical Architects, and Security Cloud professionals all of whom have a wealth of industry experience. With cross-domain, cross-functional and cross-industry expertise we deliver pragmatic solutions to real-world blockers to Cloud Migration.



## Service Features

- ▶ Define Secure interim transition environments and Cloud migration strategies
- ▶ Secure systems integration, interim infrastructure development and integration planning
- ▶ Provide project cost and benefits estimation, and delivery planning
- ▶ Provide Enterprise, Data, Solution, Technical Architecture using SAFe
- ▶ Align system solutions to GDS design standards and manual
- ▶ Deliver solutions across transitional infrastructure, virtualisation, data centre, network, Cloud
- ▶ Deliver ERP solutions across cloud, Digital, and legacy transition environments
- ▶ Provide technical reviews and security audits across your IT landscape
- ▶ Support procurement, contract, product, vendor and supplier exit, transition, testing
- ▶ Provide follow up development, prototyping, testing, skills transfer and management

## Service Benefits

- ▶ Improve communication and planning, translate business needs to technical plans
- ▶ Reduces costs and delivery timelines, identifies benefits fiscal and technical
- ▶ Using technological change to maintain and deliver improved secure services
- ▶ Enable migration from old legacy systems to Cloud enabled services
- ▶ Increases reuse and consolidation of IT assets and infrastructure
- ▶ Implementing government Cloud security principles on legacy and transitional environments
- ▶ Deliver secure hybrid solutions and roadmap to full Cloud migration
- ▶ Focus on maintaining and increasing system security through transition
- ▶ Knowledge transfer to internal staff
- ▶ Fully aligned and compliant with Gov.uk Secure by Design Principles

# 75. Technical Delivery Management



M4's technical delivery management service covers full Cloud project initiation and lifecycle. From Discovery through Beta to Live we oversee the delivery of complex solutions through proactive participation at a technology, commercial and innovation level. We drive integrated teams to deliver solid technology solutions in support of key client initiatives.

## Service Features

- ▶ Employing various, industry standard methodologies and hybrid approaches
- ▶ Realising benefits of Agile approaches that respect formal governance
- ▶ Includes Product Management/Ownership, Delivery Management, PMO support and Scrum Masters
- ▶ Delivery includes User Researchers, Business/Systems Analysts and DevOps capabilities
- ▶ Risk management of Cloud deployment
- ▶ Deliver continuous services to meet GDS service standard
- ▶ Stakeholder and supplier management, ensuring deliverables are achieved
- ▶ A service for both digital and infrastructure based cloud projects
- ▶ Ensure consistent, timely and open flow of communication
- ▶ Support Discovery, Alpha, Beta and Live benefits realisation

## Service Benefits

- ▶ Flexible approach, tailored to your requirements and processes
- ▶ Work collaboratively and perform the 'critical friend' role
- ▶ Drawing on wider M4 expertise and communities of interest
- ▶ Work collaboratively with your suppliers
- ▶ Drive project delivery
- ▶ Understand Cloud specific issues
- ▶ Full consideration of risks, dependencies, security and business change
- ▶ Digital transformation in line with Government requirements
- ▶ Break down complex problems into manageable deliverables
- ▶ Enablement - transfer of skills and knowledge to staff

# 76. Test and Quality Assurance for Cloud Deployment Service

From Agile, automation, performance, usability and manual testing through to testing of entire transition to Cloud solutions, M4 provides a testing service with the flexibility you need, whether digital or traditional. Test teams can work with both traditional Prince2 and Agile scrum processes, across Programme and Project Test Delivery.



## Service Features

- ▶ End to End Test Management from Project inception
- ▶ Software Delivery, Technical Refresh, Data Migration, Cloud Migration, Contract Exit.
- ▶ Integration, Performance, Automation, Security, Acceptance, Accessibility, User Acceptance Testing
- ▶ Project delivery Methodologies Traditional Waterfall, V-Model through to Agile/Scrum/hybrid
- ▶ Cloud IaaS, PaaS, SaaS testing models
- ▶ Support ERP, packaged application, open source software
- ▶ Quality and test-driven development
- ▶ Procurement and contract exit
- ▶ Proprietary tooling HP (Quality /Performance Centre), IBM Rational, Collaboration Tools.
- ▶ Consultants carry active Government clearances – BPSS to DV

## Service Benefits

- ▶ Reducing Operational Costs
- ▶ Increasing flexibility
- ▶ Reducing delivery lead time by the provision of skilled specialists
- ▶ Alignment with GDS design manual
- ▶ Reducing project downtime
- ▶ Taking control of your solution quality
- ▶ Quality control and process improvement
- ▶ Knowledge transfer
- ▶ Enablement
- ▶ Collaboration

# 77. Test Automation Service

M4 provide cost effective Test Consultancy and Resource Services, covering comprehensive range of Quality Assurance and Software Testing. We develop and implement Test Automation processes supporting continuous delivery, under Agile or DevOps environments, and provide specialist consultancy across a range of Open Source and licenced Automation Test tools.



## Service Features

- ▶ End to End Test Management from Project inception to delivery
- ▶ Unit, API, UI and Performance test Automation
- ▶ Test Automation Frameworks
- ▶ Continuous Integration Testing
- ▶ Cloud IaaS, PaaS, SaaS testing models
- ▶ Support ERP, packaged application, open source software
- ▶ Quality and test-driven development
- ▶ Procurement and contract exit
- ▶ Tools from Industry standard proprietary tooling provided by HP, IBM Rational
- ▶ Consultants carry active Government clearances – BPSS to DV

## Service Benefits

- ▶ Improved productivity through Automation Regression Tests
- ▶ Reusable Test Scripts
- ▶ Reduction in Manual Testing Time Frames
- ▶ Alignment with GDS design manual
- ▶ Enabling Continuous Test and Delivery
- ▶ Taking control of your solution quality
- ▶ Quality control and process improvement
- ▶ Knowledge transfer
- ▶ Enablement
- ▶ Collaboration

## 78. Test Management Service

M4 Test Management services plan, manage and coordinate all aspects of testing through the entire project lifecycle. Test Managers provide leadership & mentoring, as well as define test policies, test strategies and test planning and reporting. Also offer in depth experience of tool selection assessment and enablement strategies.



### Service Features

- ▶ End to End Test Management from Project inception to delivery
- ▶ Software Delivery, Technical Refresh, Data Migration, Cloud Migration, Contract Exit
- ▶ Integration, Performance, Automation, Security, Acceptance, Accessibility
- ▶ Project delivery Methodologies from traditional Waterfall, V-Model to Agile/Scrum/hybrid approaches
- ▶ Cloud IaaS, PaaS, SaaS testing models
- ▶ Support ERP, packaged application, open source software
- ▶ Quality and test-driven development
- ▶ Procurement and contract exit
- ▶ Standard/proprietary tooling provided by HP, IBM Rational
- ▶ Consultants carry active Government clearances – BPSS to DV

### Service Benefits

- ▶ Improve Software Testing Strategies
- ▶ Increasing flexibility
- ▶ Reducing delivery lead time by the provision of skilled specialists
- ▶ Alignment with GDS design manual
- ▶ Reducing project downtime
- ▶ Taking control of your solution quality
- ▶ Quality control and process improvement
- ▶ Knowledge transfer
- ▶ Enablement
- ▶ Collaboration

# 79. Testing Augmentation Services



M4 provide cost effective Test Consultancy and Test Resource Augmentation Services, covering comprehensive range of Quality Assurance and Software Testing services, including: Managing Software Testing Programmes and Projects, Test Management, Test Automation Services, Load and Performance Testing, Test efficiency reviews, mobile application testing. Team members are verified SC/NPPV cleared Software Testers.

## Service Features

- ▶ Inception to delivery utilising Model, Processes, Strategies and Work Practices
- ▶ Software Delivery, Technical Refresh, Data Migration, Cloud Migration, Contract Exit
- ▶ Integration, Performance, Automation, Security, Operational Acceptance, Accessibility, UA Testing
- ▶ Waterfall, V-Model through to Agile incorporating Scrum and hybrid approaches
- ▶ Cloud IaaS, PaaS, SaaS testing models
- ▶ Support ERP, packaged application, open source software
- ▶ Quality and test driven development
- ▶ Procurement and contract exit
- ▶ Tools from Industry standard proprietary tooling provided by HP, IBM Rational
- ▶ Consultants carry active Government clearances – BPSS to DV

## Service Benefits

- ▶ Reducing Operational Costs
- ▶ Increasing flexibility
- ▶ Reducing delivery lead time by the provision of skilled specialists
- ▶ Alignment with GDS design manual
- ▶ Reducing project downtime
- ▶ Taking control of your solution quality
- ▶ Quality control and process improvement
- ▶ Knowledge transfer
- ▶ Enablement
- ▶ Collaboration

## 80. User Acceptance Test Service



M4 teams are experienced in User Acceptance Testing. We manage and deliver the whole User Acceptance Test lifecycle and/or bolster existing/hybrid client teams during critical phases. We ensure that Cloud Configuration and associated Applications are operable/supportable.

### Service Features

- ▶ End to End User Acceptance Test Project inception to delivery
- ▶ User Acceptance Testing for BAU, Legacy and New System Developments
- ▶ Capturing and mapping business requirements
- ▶ Methodologies from traditional Waterfall, V-Model through to Agile/Scrum/Hybrid
- ▶ Cloud IaaS, PaaS, SaaS testing models
- ▶ Support ERP, packaged application, open source software
- ▶ Quality and test-driven development
- ▶ Procurement and contract exit
- ▶ Tools from Industry standard proprietary tooling provided by HP, IBM Rational
- ▶ Consultants carry active Government clearances – BPSS to DV

### Service Benefits

- ▶ Reducing Operational Costs
- ▶ Increasing flexibility
- ▶ Reducing delivery lead time by the provision of skilled specialists
- ▶ Alignment with GDS design manual
- ▶ Reducing project downtime
- ▶ Taking control of your solution quality
- ▶ Quality control and process improvement
- ▶ Knowledge transfer
- ▶ Enablement
- ▶ Collaboration

# 81. User Research for your Cloud Journey



User Research, ensuring that user needs are understood and factored into the design of robust digital services, is a vital part of Cloud transformation and migration. M4's User Researchers bring significant strength through expertise and hands on experience. Our adaptive, partnership-based approach helps clients achieve Cloud transition goals faster.

## Service Features

- ▶ Identification of and engagement with users
- ▶ Utilising recognised requirement gathering techniques
- ▶ Creation of user stories and backlog refinement
- ▶ Aligning the needs of the user and business requirements
- ▶ Work with front end and back end users
- ▶ Identification of blockers, challenging where appropriate
- ▶ A variety of methodologies employed, including Agile, DSDM, Kanban
- ▶ Experts in UK Government Cloud transition projects
- ▶ Understanding of GDS Service Standards

## Service Benefits

- ▶ Improved operational efficiency from effective process design
- ▶ Increased team productivity
- ▶ Better reflection of user needs and blockers in service design
- ▶ Collaboration with development team
- ▶ Earlier realisation of Cloud transformation benefits
- ▶ Use of collaboration tooling e.g. Jira, Confluence and Bitbucket
- ▶ Agile and iterative
- ▶ UAT

# Planning

The M4 team is highly experienced in the analysis of current modes of operation and the creation of roadmaps, to enable secure migration of legacy systems to Cloud.

We identify early, the capabilities needed to deliver required outcomes and work closely with clients at all levels to deploy a flexible delivery team tailored to complement existing resources. Further we ensure knowledge transfer and enablement and the leveraging of existing capabilities and resources.

We review collaboratively all aspects of services including people, processes and infrastructure. Working in partnership with stakeholders we efficiently identify opportunities and enablers, to define and develop legacy systems to Cloud migration strategy. Our processes take into account user requirements and interdependencies of current systems as well as appetite and capability for change.

We leverage any opportunities to increase speed of migration and translate business plans into delivery plans identifying both technical and financial benefits.

We focus on gaining early benefit from transition to cloud and are experienced in delivering practical hybrid transitional solutions in adherence to the Government Digital Services Technology Code of Practice. Planning leverages contract end dates and technology refresh timetables to ensure costs of the old environment are bounded to deliver maximum benefit realisation.

# Setup and Migration

Key to a successful and secure migration of legacy systems to cloud is the deep understanding of the interaction of all associated services. Critical considerations include costs of data migration, application redesign, application performance and availability.

Security, privacy and regulatory requirements must also be taken into account. Careful consideration of the current environment, as well as commercial and technical constraints also need to be clearly understood. Our team build end to end service maps for each capability, mapping the elements of the service provision and supplier matrix to ensure all elements in scope of the architecture design plan are captured and addressed in sequence to ensure there are no service orphans or components. We deliver an iterative solution following the initial build of a containerised portable environment based on tried and tested model blueprints, designed to fully comply with the Government Digital Service Technology code of practice.

We also incorporate appropriate open source continuous integration tooling for delivery and test automation and provide security monitoring appropriate to the risks, and in compliance with, the Government Security Policy framework. Our team are experts in understanding functional and non-functional requirements and mapping these to physical services and transitioning to cloud-based equivalents.

# QA and Performance Testing

M4's QA and Testing function for cloud services concentrates on measuring and examining quality, and improving software and systems capability through ongoing process improvement. This is offered throughout the development lifecycle, with adherence to all Acceptance Criteria remaining at the core of all activities.

We provide flexible and tailored solutions to facilitate quality delivery for our partners. We can also provide, strategic planning and guidance and can build out, where appropriate, internal project teams to increase depth and breadth of internal client coverage and accelerate rates of enablement.

Our teams are experienced both in conducting key analysis and making recommendations as to the most effective toolset for the Service(s) under test. We also identify key points of measure under test, deploy appropriate tooling, validate associated accuracy and identify risks test may impose. Our targeted Test services are delivered by experienced team members and include: Functional, Regression, Compatibility, Load, Integration, Acceptance, Security and Usability. Utilising tools from industry standard proprietary tooling and collaboration tools to specific tools for Integration, Security, Automation, Browser Validation.

Test Strategy includes, scope, approach, constraints, risks, issues and assumptions, tooling, environment, data requirements and entry/exit criteria. Using automated unit testing and integration testing tools to deliver.

# Training

Enablement is a key component of M4 engagements; our goal is to deliver organisational change and sustainable client capabilities via training, mentoring and documentation.

Our teams can assist with development, improvement and support of the client cloud environment whilst enabling client teams to an assured level of knowledge that allows for secure handover and ongoing maintenance of the IT estate.

Understanding that client cloud requirements, transformation programmes and support capabilities are individual, we tailor this process to create a defined exit plan ensuring the client can manage BAU activities and ongoing continuous improvement beyond our agreed exit date. During engagements we encourage an environment of trust and work on, developing the skills and coaching the behaviours, essential for cloud delivery. This is achieved by reviewing, prioritising and scheduling a timetable of knowledge transfer activities; our consultants deliver these activities through:

- ▶ Co-location (modelling best practice)
- ▶ Code review
- ▶ Pair programming
- ▶ Peer coaching/mentoring.

Our knowledge transfer programmes support individual client requirements and align with the DDaT Professional Capability Framework.

To support this transition the M4 team document the relevant knowledge base to support operational running.

M4 can, in addition provide:

- ▶ Tailored Workshops
- ▶ Assistance identifying appropriate GDS Academy courses
- ▶ Introductions to Communities of Practice

# Support Levels

During an engagement, each team has an onsite lead, as first point of call, who is supported by a dedicated Client Management team providing full support throughout the engagement. We always recommend agreement in advance of a suitable support plan, a service responsibility matrix and appropriate service levels to meet the Client's needs.

Our team will also continuously review overall contractual performance against agreed SLA's and regularly review with the client the service and performance of the team against agreed deliverables and timelines. Equally, we ensure that service and programme management procedures are followed, including the production, maintenance and monitoring of programme and risk management plans to the satisfaction of the Client.

Standard ITIL processes are also applied by the team, aligned, as appropriate, to the Client's Engagement and Governance model including attendance to relevant service boards, as agreed with the Client. Escalations received during normal office hours (Mon-Fri 9am-5pm exc. Bank Holidays) are normally dealt with within 8 working hours. Standard support is included in the cost of the service. Escalations for technical issues can be made available 24x7.

# Quality Management Statement

M4 Digital Group Limited was established in 2013.

M4 values its customers, consultants and staff.

We strive to provide our customers with services which meet and in turn exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- ▶ Gathering and monitoring of customer feedback
- ▶ Selection and performance monitoring of consultants
- ▶ Training and development for our employees and consultants
- ▶ Audits of internal processes
- ▶ Performance appraisal of all employees

Although the Managing Director has ultimate responsibility for “quality delivery”, all employees have a responsibility within their own areas of work to ensure that the ethos of “quality delivery” is adhered to at all times.

# Environmental Policy Statement



M4 believe that businesses are responsible for achieving good environmental practice and operating in a sustainable manner.

We are therefore committed to reducing our environmental impact and continually improving our environmental performance as an integral and fundamental part of our business strategy and operating methods.

It is our priority to encourage our customers, suppliers and all business associates to do the same. Not only is this sound commercial sense for all; it is also a matter of delivering on our duty of care towards future generations.

## **Principles**

- ▶ Wholly support and comply with or exceed the requirements of current environmental legislation and codes of practice
- ▶ Minimise our waste and reuse or recycle as much of it as possible
- ▶ Minimise energy and water usage in our offices, vehicles and processes in order to conserve supplies, and minimise our consumption of natural resources, especially where they are non-renewable
- ▶ As far as possible purchase products and services that do the least damage to the environment and encourage others to do the same
- ▶ Assess the environmental impact of any new processes or products we intend to introduce in advance

# Social Value: Equal Opportunities Statement



M4 is committed to providing equal opportunities for employees and team members and eliminating any potential discrimination from our internal/external working practices, as per our Equality and Diversity Policy. This commitment has enabled us to create a culture of equality and inclusivity, fundamental to the vision and values of the company. The values of our policy are reflected in our recruitment process, alongside the daily practice of providing a working environment where all members of the team are treated with dignity and respect.

This policy's purpose is to:

1. Provide equality, fairness and respect for all in our employment or involved in our project teams, whether temporary, part-time or full-time.
2. Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of:
  - ▶ Age
  - ▶ Disability
  - ▶ Gender reassignment
  - ▶ Marriage or civil partnership
  - ▶ Pregnancy and maternity
  - ▶ Race (including colour, nationality, and ethnic or national origin)
  - ▶ Religion or belief
  - ▶ Sex
  - ▶ Sexual orientation

# Social Value: Equal Opportunities

## Statement continued

3. Oppose and avoid all forms of unlawful discrimination. This includes in:

- ▶ Pay and benefits
- ▶ Terms and conditions of employment
- ▶ Dealing with grievances and discipline
- ▶ Dismissal
- ▶ Redundancy
- ▶ Leave for parents
- ▶ Requests for flexible working
- ▶ Selection for employment, promotion, training or other development opportunities

All members of staff are responsible for supporting the aims and spirit of the policy. Our approach to equal opportunities is disseminated to staff during their induction process upon joining the company and with refresher training conducted yearly. All training is monitored by the Company Directors, with training logged on our internal training matrix.

The success of our Equality and Diversity Policy commitment as part of our recruitment process is monitored through anonymised surveys included at the end of our job application forms. This ensures we continue to advertise positions to a diverse range of candidates, including young people not in education, employment or training (NEET).

# Social Value: Wellbeing Statement



M4 work with staff and team members to integrate health and wellbeing into day-to-day activities to enable us to create a positive and healthy working environment. This is achieved through wellbeing initiatives, employee support mechanisms, joint working with staff and their representatives and our local partners to identify and address areas for improvement.

We will work with employees to ensure those issues which may impact negatively on staff health are identified and addressed. We will ensure that managers have the key skills, knowledge and ability to support employees to improve their health and wellbeing. We will also ensure that we increase the awareness of our employees as to what is important in ensuring their own health and wellbeing.

There are a number of effective policies and procedures already in place to support employee health and wellbeing, including our Mental Health and Wellbeing Strategy which outlines how we will strive to improve mental health within our organisation. We will continue to regularly review these on a yearly basis to ensure that they support this strategy effectively. M4 also support wellbeing in the wider community through our charity work and commitment to corporate social responsibility. Schemes we have supported previously include:

- ▶ A team member undertaking the Jurassic Coast Challenge in aid of Breast Cancer Now, raising £1030.
- ▶ Sponsorship of Swansea Schools Rugby Union Under 15's.

Schemes that we currently support

- ▶ Several members of the M4 team running the Royal Parks Half Marathon in aid of Pancreatic Cancer UK, raising a total of £13,673

# Slavery and Human Trafficking Statement



This statement is made pursuant to section 54 of the Modern Slavery Act 2015.

It constitutes M4 Digital Group Limited slavery and human trafficking statement. Although we do not meet the requirements in the Act, we have chosen to voluntarily produce a 'slavery and human trafficking statement' to provide a level of assurance to our clients.

## **Our Organisation**

Our permanent staff are directly employed and are not in any category which is generally seen to be vulnerable to modern slavery in this country, so our focus is to ensure there are policies and procedures in place for our consultants and suppliers.

## **What we are doing**

Raising awareness of modern-day slavery both within our business and our supply chains is important to us.

- ▶ M4 is committed to continuously improving its practices to identify and eliminate any slavery and human trafficking in its business and supply chains, and to acting ethically and with integrity in all its business relationships.
- ▶ M4 uses a range of suppliers who supply goods, services and support our operations. When selecting suppliers, we assess the potential human rights risks of the supply chain by considering the country of origin where we are sourcing products and the type of labour that might be involved in the manufacture of those products.
- ▶ We know that identifying potential and actual cases requires upskilling colleagues and suppliers to understand the drivers of modern slavery as well as the possible indicators.
- ▶ We make available the Gov.UK guidance documentation relating to the Modern Slavery Act through our shared document drive.
- ▶ Over the course of the year we will continue to monitor our procedures to help us identify, prevent and mitigate any risks of modern slavery or human trafficking in relation to new and existing suppliers.