

G-Cloud 15 Service Document

Lot 3 – Cloud Support

Who we are



Award-winning digital consultancy:
Transforming digital services.



20 years of impact: Delivering innovative digital solutions
across public and private sectors



Trusted by clients: Includes HMRC, DWP, NHS, other central
government departments, and local authorities



400+ specialists with experience in public sector space
across the UK

What we do

- **User-Centric Design:** Intuitive, accessible digital services based on real user needs
- **Data-Driven Decisions:** Leveraging data and insights to ensure evidence-based solutions
- **Automation & Efficiency:** Replacing manual processes with seamless, automated workflows
- **Regulatory & Compliance:** Solutions that meet GDPR, accessibility, and government standards
- **Scalability & Innovation:** Cloud-first, API-driven platforms built for growth and adaptability
- **Agile Delivery:** Rapid, iterative development ensures continuous improvement
- **Partnership Driven Approach:** Fully understanding each client's challenges and goals to deliver tailored solutions





Service Description

Software Development & Ongoing Support

Mercator designs and builds secure, scalable, user-centred software services and platforms, enabling digital transformation and exceptional digital experiences.

Our Approach

- **Priorities:** Performance, accessibility, and robust architecture
- **Methodology:** Agile DevOps, automated QA, and Security-by-Design.
- **Outcome:** We ensure compliance, resilience, and reliability from prototyping to deployment for future-ready solutions.

Key Features

Software Development & Ongoing Support



Develop secure, scalable software in line with GDS standards



Embed user-centred design via user research at every stage



Build secure-by-design, modular architecture using microservices and DevSecOps principles



Apply end-to-end quality assurance for reliability and compliance



Automate testing for faster, consistent quality checks



Create interactive prototypes for early validation and stakeholder feedback



Create intuitive, accessible user interfaces for exceptional experiences



Build user-centred websites and mobile applications compliance with WCAG 2.2



Issue resolution with priority-based tracking and systematic evaluation protocols



Client upskilling and capability uplift through Mercator Academy

Key Benefits

Software Development & Ongoing Support



Reduces deployment times through agile delivery and automated testing



Minimises operational risk through systematic QA, security, and compliance checks



Drive early feedback with shift-left testing: Fail fast, learn quickly



Seamless integration with legacy systems and modern tech stacks



More reliability through continuous validation and performance testing



Ensures long-term adaptability with future-ready architecture and design principles



Reduces downtime through proactive monitoring and rapid incident resolution processes

Software Product Development :

Support Capabilities

UX & Service Design

Human-centred approach with accessibility-first design

- **User research** to gather insights and inform product design
- **Service design** mapping for consistent, high-quality experiences
- **Content design** for clarity, accessibility, and engagement
- **UX prototyping** for early testing and refinement
- **User testing** to validate usability and effectiveness

Architecture & Engineering

- **Solution Architecture & Microservices:** Design modular, maintainable systems using DevSecOps principles
- **Performance Engineering:** Optimise speed and efficiency through iterative tuning and testing
- Develop **secure, scalable software** prioritising data efficiency and seamless integrations

Web & Platform Development

- Build **websites & mobile applications**
- Secure, integrated platforms design & build

Quality Assurance

- **End-to-end testing and validation** to ensure reliability and compliance
- Implement **automated test suites** for faster, consistent quality checks

Design & Prototyping

- **Creating prototypes** for early testing and stakeholder feedback
- **Designing & building** UI and accessible interfaces for exceptional user experience

Ongoing Support



Logging & Management of Incidents

Services dedicated to minimise downtime and operational risks

- **24/7 proactive monitoring:** Continuous alerting to prevent downtime
- **Proactive log aggregation and analysis** to detect anomalies before they become critical
- **SLA-driven incident response** to quickly restore service and prevent recurrence.
- **Managed Updates:** Handling upgrades and patches securely



Reporting & Proactive Results Analysis

Services dedicated to maintaining performance and drive continuous improvement

- **Performance reporting** on system metrics (latency, throughput, error rates)
- **Analysing user behavior** and service operation data to identify user needs
- **Compliance auditing & reporting** to maintain regulatory standards post-launch
- **Governance:** Robust data protection and compliance frameworks

Technical Depth



Cloud & Virtualisation

- AWS (EC2)
- Microsoft Azure
- Google Cloud Platform
- IBM Bluemix
- OpenShift, OpenStack
- Cloud Foundry
- Oracle Cloud
- ExaData/Logic
- Heroku
- Vmware
- Citrix
- Microsoft Tech. (incl. App sequencing & packaging)



DevOps & WebOps Tools

- Chef, Puppet
- Jenkins
- Ansible, SaltStack
- Git, Gradle, Travis
- Mesos, Docker
- Grafana, Kibana
- Kubernetes, Jasmine
- ELK Stack
- CoreOS, Rocket
- Bamboo
- Graphite, Hiera, Splunk
- Terraform, CI/CD
- TDD, BDD, Automation



Development Stack

- Java (JBoss, Fuse)
- C#
- Scala
- Clojure
- Haskell
- Ruby
- Python
- PHP, Drupal
- JavaScript (AngularJS, NodeJS)
- Objective-C, Swift, Xamarin
- Bash
- PowerShell



BI & Big Data Tools

- **BI Tools:** Tableau, Pentaho, Jaspersoft, Hyperion, MicroStrategy, Microsoft BI, QlikView, SAS BI, Birst, Cognos, Oracle Data Integrator, Oracle BI, Oracle eBusiness Suite
- **Big Data Tools:** Hadoop, MapReduce, Pig, Hive, HDFS, MongoDB, Cassandra, HBase, Apache Spark, AWS & Azure Analytics, Oracle Analytics, OpenStack.



Databases & Middleware

Middleware:

- Oracle Fusion, Oracle SOA Suite
- WSO2, OSB, OBPM, BAM,
- WebSphere, WebLogic

NoSQL Databases:

- MarkLogic
- MongoDB
- Neo4j
- Cassandra
- CouchDB
- DynamoDB
- Redis
- Elasticsearch

Training & Upskilling

Mercator Digital Academy

We don't just build; we empower our clients.

Our comprehensive mentoring and upskilling approach ensures you own your cloud capabilities.

Training Areas:

- **Software Development:** Scala, Java, Python, React, .Net
- **Testing and QA:** ISTQB, ITIL 4, JMeter, Dynatrace, Selenium, Cucumber, TDD/BDD practices
- **Configurable Platforms:** Pega, Salesforce, NICE, Microsoft Dynamics, ServiceNow, Cognigy
- **Cloud Services:** AWS, Azure, open-source platforms
- **Project Management:** PRINCE2 or PMP



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Our Social Impact

Creating opportunities for diverse local communities

- We're working with **The Forward Trust** on initiatives that support NEET, long-term unemployed and ex-offenders get back into the workplace.
- We partner with **SheCanCode** - a collaborative community working together to tackle the tech gender gap, we provide role models, thought leadership, volunteers, and work opportunities for women.
- We hold a **Silver Award** from the **Armed Forces Covenant Employer Recognition Scheme** - supporting Armed Forces leavers back into employment.
- By sponsoring the **Harrison Federation** - we are helping to support a multi academy trust running 52 primary & secondary academies in lower socio-economic areas.
- We are corporate members of **Neurodiversity in Business** – helping to enhance the work experiences of neurodivergent individuals.
- We are **Disability Confident Committed** – ensuring our workplace is inclusive and supportive for everyone.
- We are a **Living Wage Employer**, accredited by the Living Wage Foundation.

Who We Work With

- **Public & Private Sector** – Trusted partner for both government and commercial organisations.
- **UK Government Expertise** – Extensive experience delivering successful projects for government departments
- **Long-Term Partnerships** – Building lasting relationships with our clients and partners

Our Technology Partners include:

NICE



Trusted by over 100 organisations including:



J.P.Morgan



User Testing

S&P Global



accenture

EVIDEN

CGI



IBM

Atos

Team Mercator

Our Brand Values



We don't stand still:

Always evolving, making bold choices



We keep it real:

Straightforward, open, and honest in everything



We take care:

Supporting each other, our work, and our partners



It's a joint effort:

Building strength in unity



We own our actions:

Empowering accountability



We bring out the best:

Sharing knowledge and helping everyone grow



Great Place to Work

- In the top 100 **Best Workplaces in Europe**
- Ranked at **number 3** for the **Best Workplaces UK**
- **Number 3** for the Best Place to Work for **Wellbeing**
- **Number 3** for the Best Place to Work for **Development**
- **Number 12** for the Best Place to Work for **Women**
- A Best Place to Work in **Tech**



Contact Us

Any questions? Please contact:

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