

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

Cloud Set Up and Migration

Mercator provides sustainable digital transformation by providing secure data structures and strong governance, ensuring compliance, resilience, and actionable insights.

Our Approach

- Audit data; adhere to OWASP and government security standards
- Design secure data structures; implement strong governance frameworks
- Optimise workflows & resources for scalability
- Deliver projects focused on generating actionable insights

Key Features

Cloud Set Up and Migration



Advanced data auditing with compliance checks and lineage mapping



Data validation and cleansing ensuring integrity before migration



Scalable data architecture design using cloud-native and hybrid frameworks



Stakeholder engagement through structured workshops and transparent communication plans



Continuous monitoring with integration and performance testing during migration



Design cloud interfaces prioritising user needs and accessibility



Secure data handling with encryption, access control, and ISO standards



Integration with legacy systems and multi-cloud platforms for continuity



Workflow redesign for service optimisation and right-sizing of resources



Client upskilling and capability uplift through Mercator Academy

Key Benefits

Cloud Set Up and Migration



Aligns data strategy with business goals for measurable outcomes



Enables faster decisions with accurate, validated data structures



Shortens delivery timelines using agile sprints and automation tools



Minimises operational disruption via phased migration and integration planning



Cuts costs by optimising resources through capacity modelling and benchmarking



Improves stakeholder adoption through transparent communication and engagement processes



Accelerates time-to-value by prioritising high-impact workloads in early migration phase



Improves security with encryption, access controls, and compliance monitoring

Capability:

Cloud Set Up



Governance & Mobilisation

- **Data Mobilisation Coordination:** Set up a clear migration process with step-by-step plans, real-time communication, and decision points to keep the transition smooth
- **Project Management:** Apply strong governance using Agile or Hybrid methods. We define roles, track progress, and share reports on migration speed and backlog
- **Engagement Planning:** Create communication plans to keep stakeholders informed and manage change, ensuring teams adopt new cloud tools quickly



Data & Infrastructure Foundation

- **Data Auditing & Organising:** Before migration, we perform data auditing and cleaning to ensure quality
- **Information Structure Design:** including robust data schemes and storage hierarchies
- **Right-Sizing:** Check how and when your systems are used and adjust resources accordingly, so you only pay for what you need

Capabilities

Cloud Migration

System Transition & Cutover

- **Legacy system transition:**
Execute the planned strategy for moving systems
- **Risk-minimising strategies:**
Implement zero service disruption strategies to ensure business continuity during the transition
- **Flexible delivery models** with defined project management approach (agile, hybrid or waterfall)

Quality Assurance & System Validation

- **Comprehensive quality assurance & performance testing** to validate the migrated systems
- **Testing Types:** Full suite of tests, including functional, integration, compatibility, user, performance, and load testing
- **End-to-end solution validation,** including all upstream/downstream dependencies

DevOps, Automation & Mobilisation

- **Containerisation and orchestration,** to enhance scalability and portability
- **CI/CD pipeline automation** for streamlined, repeatable development and deployment
- **Automated deployment processes** to achieve a faster time to market for new features and updates
- **DevOps architecture and delivery support** for the new DevOps architecture and native cloud development practices

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





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

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