

G-CLOUD 15 SERVICE DEFINITION

Cloud transformation and re-platforming

Cloud Support



Cloud transformation and replatforming

Overview

Our Cloud transformation and re-platforming service helps organisations modernise legacy systems, improve resilience and scalability, and realise the full business value of the cloud. With deep expertise in Microsoft Azure, we support clients at every stage of their transformation journey – from early assessment and planning through to migration, optimisation, and long-term cloud operations.

We take a pragmatic, outcome-led approach to cloud adoption. Rather than a “lift and shift” in name only, we work with stakeholders to understand existing applications, data, and operating models, then design cloud architectures that align with business drivers such as cost optimisation, security, performance, and agility. This enables customers to move away from ageing infrastructure and towards modern, cloud-native platforms that are easier to operate and evolve.

At the core of our offering is re-platforming to Microsoft Azure, leveraging platform-as-a-service (PaaS) and modern infrastructure-as-code where appropriate. We help clients rationalise

application estates, refactor components that benefit from cloud-native services, and modernise data platforms using managed Azure services. Typical engagements include migrating on-premises or third-party hosted workloads to Azure App Services, Azure SQL Database, container platforms, and secure Azure networking, while reducing operational overhead and increasing resilience.

Our transformation service covers the full lifecycle:

- Discovery and assessment of existing environments, technical debt, risks, and cloud readiness
- Target architecture design aligned to Azure best practices, security principles, and governance requirements
- Re-platforming and migration, delivered in phased, low-risk increments to minimise disruption

- Identity, security, and connectivity modernisation, including Entra ID, network segmentation, and hybrid integration where required
- Operational readiness, covering monitoring, backup, disaster recovery, and support models

We place strong emphasis on governance, cost control, and operational excellence, embedding Azure-native monitoring, automation, and security controls from day one. This ensures cloud environments remain compliant, observable, and cost-effective as usage grows.

Beyond delivery, we work collaboratively with internal teams, transferring knowledge and helping organisations build long-term cloud capability. Our services can be delivered as discrete transformation projects or as part of an ongoing managed cloud engagement.

The result is a stable, scalable Azure platform that supports continuous improvement, faster delivery of digital services, and greater confidence in operating critical systems in the cloud.

Our clients



Arolygiaeth Ei Mawrhydi dros Addysg a Hyfforddiant yng Nghymru
Her Majesty's Inspectorate for Education and Training in Wales



Our approach

We believe that technology should enable business goals not drive them. That's why we offer services and support tailored to the way you work. We use best of breed processes and industry standards, combined with our own unique methodology to ensure you receive the very best in quality and value for money.

Experience

The extensive experience of our staff in real world application development means that we provide the right technology for your requirements, and our rigorous testing procedures ensure quality assurance throughout. Aspire Systems employs rigorous coding standards to facilitate the readability and maintainability of source code. All development is reviewed against these standards throughout the project lifecycle.

Methodology driven

Our agile approach to software combines commonly accepted best practices, such as an iterative, user-focused development process and use of industry standard design patterns. Aspire Systems has employed this approach successfully on many development projects.

Reuse

Our application development framework and suite of products allow us to increase productivity by spending more time on meeting the business requirements of our clients, rather than the low level nuts and bolts of the system.

The benefits

- Systems that reduce effort and increase the efficiency of processes
- More timely, accurate data from which valuable analysis and reporting can be conducted
- Cost savings by reducing the time taken to capture, validate and report on your organisations key data
- An agile collaborative approach to the design, delivery and management of your system implementation
- A highly qualified team with experience in delivering complex systems
- Lightweight, reusable components ensure cost effective rapid delivery

Our Services

- Innovative cloud solutions and cloud adoption consultancy
- Analysis, design, and development of bespoke applications
- Database development and integration
- Secure application delivery through web technology
- Multilingual applications including bilingual Welsh / English interfaces
- Business intelligence and flexible reporting solutions (Including Power BI)
- Automated data validation
- Systems integration
- Technical project management

- Secure data exchange
- Comprehensive support and maintenance
- Social media integration
- Mobile Web and Apps
- Azure App Service, Azure Functions, Azure AI Search
- Responsive web design and user experience (UX) design
- Geographical and mapping solutions (including Google and Bing maps integration)

Technologies

Web and Windows based solutions

- Microsoft .NET
- Microsoft Azure
- Web services and API (REST, SOAP, OAuth authorisation)
- XML, XSLT, JSON
- React, Angular, HTML5 , CSS, JavaScript, JQuery, AJAX
- Microsoft SQL Server

Business Intelligence

- Microsoft Power Platform (Power BI, Power Apps)
- Business Objects
- Microsoft SQL Server Analysis Services (SSAS)

- Microsoft SQL Server Reporting Services (SSRS)

Content and Collaboration Platforms

- Microsoft (Office) 365
- Umbraco
- Microsoft SharePoint Online

Government and Industry Standards

- Government Open Standards principles
- W3C Web Content Accessibility Guidelines (WCAG 2.2)

Standards and accreditations

ISO

Aspire Systems operates to the ISO 9001:2015 standard as a business and on individual projects. The project manager and team members have all worked within ISO 9001 accredited environments and have had individual projects audited as part of accreditation renewal. Aspire Systems first acquired accreditation in September 2006.

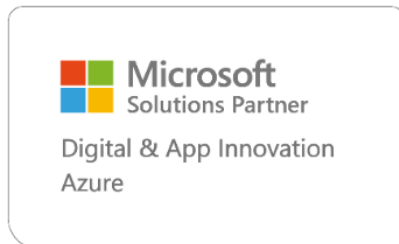
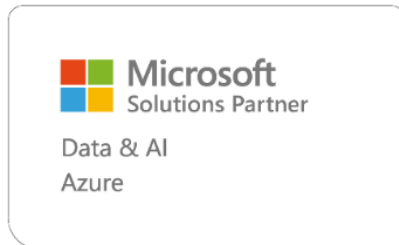
Aspire Systems operate in accordance with the ISO 27001:2022 standard and first acquired accreditation in March 2015. A number of our systems process sensitive data and frequently undergo penetration testing by external security experts. We have a solid understanding of security in web applications and develop all of our systems according to the recommendations of OWASP (open web application security project) and other industry best practise.

Cyber Essentials Plus

Cyber Essentials is a Government-backed and industry supported scheme to guide businesses in protecting themselves against cyber threats. Aspire Systems is fully accredited against the Cyber Essentials and Cyber Essentials Plus schemes.

Technical Accreditation

The following Microsoft accreditations are held by Aspire Systems and its staff:



The following Umbraco accreditations are held by Aspire Systems and its staff:



Umbraco Partner



The following Scrum accreditations are held by Aspire Systems and its staff:



Experience

The following is a small selection of Aspire Systems' comprehensive experience in offering this service. For more of our work please take a look at our website <https://www.aspiresys.com/uk/insights>

Cloud re-platforming, Education Scotland

We have significant, long-standing experience supporting Education Scotland with the transformation, modernisation, and ongoing evolution of their digital services on Microsoft Azure, with a strong focus on re-platforming legacy solutions to resilient, scalable cloud architectures.

Our engagement has included the design, migration, and operation of a production Azure estate hosting Education Scotland's corporate and associated websites. This has involved transitioning earlier infrastructure-centric hosting models towards more Azure-native platform services, improving availability, operational efficiency, and long-term maintainability while maintaining continuity for a high-profile public-sector service.

A key component of the transformation was the introduction of modern cloud search capabilities, replacing application-embedded and environment-specific indexes with a centrally managed Azure Cognitive Search service. This re-platforming improved search performance, simplified environment management, and reduced operational

complexity across multiple environments, while supporting scalability and cost control.

We have also led identity and access modernisation initiatives, supporting the adoption of Microsoft Entra ID to enhance security and user experience. This included integrating Entra ID with Umbraco authoring workflows to enable single sign-on and reduce reliance on local credential management, aligning the platform with modern Azure security practices and Education Scotland's wider identity strategy.

Re-platforming activities were delivered alongside broader Azure architectural improvements, including the reuse of shared Azure services such as Application Gateway with Web Application Firewall, managed databases, storage accounts, and virtual networks. These shared services formed a consistent, reusable cloud foundation that could support additional digital services with minimal incremental complexity.

Beyond initial transformation, we continue to provide ongoing Azure hosting, managed service, and support, demonstrating the stability and maturity of the re-platformed solution over time. Education Scotland have formally extended their Azure hosting and managed service arrangements, reflecting confidence in the robustness of the transformed cloud platform and our capability to operate and evolve it.

Overall, our work with Education Scotland demonstrates deep experience in delivering public-sector Azure transformation and re-platforming,

combining pragmatic migration, selective modernisation, and long-term operational excellence within a secure, well-governed Azure environment.

Appointees Management Portal V2, WJEC

We have extensive experience delivering Azure-based transformation and re-platforming for WJEC through the design, build, and ongoing evolution of AMP V2, a modernised replacement for the legacy Appointees Management Portal (AMP).

The engagement began with a structured discovery and assessment phase, during which we reviewed the existing AMP platform, its data model, security approach, and integration landscape. This work identified technical debt, legacy authentication patterns, and infrastructure limitations, and informed the recommended target architecture for a re-built solution using modern web technologies and Azure hosting.

AMP V2 was subsequently re-platformed onto Microsoft Azure, with application components hosted using Azure App Services and supporting services such as Azure SQL Database, Azure Functions, and Azure networking. This represented a significant shift away from infrastructure-heavy hosting towards a more Azure-native managed platform improving resilience, deployability, and operational consistency.

As part of the transformation, we introduced Azure Functions-based services to support event-driven and background processing workloads, including email handling, file retention, and operational automation. These cloud-native components reduced reliance on long-running or

server-bound background tasks and enabled more scalable, fault-tolerant processing.

Security and identity were key considerations throughout the re-platforming. AMP V2 integrates with Azure Entra ID for WJEC staff access, improving authentication consistency and aligning the platform with WJEC's organisational identity controls. The Azure tenant and hosted services were designed with restricted access, MFA enforcement, and controlled administrative permissions to support a secure production environment.

We delivered AMP V2 through controlled, low-risk deployment processes, including documented Azure deployment plans covering application releases, database migration, rollback strategies, and operational validation. These plans enabled coordinated releases with minimal downtime and provided confidence during key cut-over activities.

Overall, our work on AMP V2 demonstrates deep experience in end-to-end Azure re-platforming, spanning discovery, cloud architecture design, secure application hosting, Azure-native services, and ongoing transformation to support a robust, modern digital platform for WJEC.

G-Cloud details

Information Assurance

Since we offer specialist consultancy, development and support services we are able to comply with any Impact Level accreditation required when developing the solution.

Backup / Restore / Disaster Recovery

A robust backup and maintenance plan will be supplied where required. Should a failure occur the plan will set out the series of steps that must be taken to restore the service in accordance with the agreed SLAs.

Our approach to project management allows us to evaluate and identify suitable responses to risks, set tolerances for risks and ultimately select risk responses that will ensure project delivery is achieved. We have experience of creating many varied and tailored plans for our existing SharePoint customers.

On-boarding and Off-boarding processes/scope

On-boarding and Off-boarding process will be discussed and confirmed with a Aspire Systems Account Director during initial engagement. Typically there would be no cost associated with entry to the service.

Pricing

Please see pricing document.

Service management details

For Support projects or projects that contain a support element the following service management procedures will be followed.

Enquiries will be received via email or telephone.

All communication and associated actions will be logged in the Issue Log, which will be accessible 24/7 via the project Extranet (SharePoint).

Enquiries that result in changes to the system will be communicated to the client prior to work commencing. Changes to systems will be transferred to the live and/or staging environment by Aspire Systems (as applicable) directly upon acceptance and all relevant documentation will be updated. Aspire Systems will advise the client of completed changes to the live environment.

Service Levels

All calls will be categorised by Aspire Systems as follows:

- Category 1
These are problems with the system for which there are no workarounds and have a serious impact on the processes of the system and the ability of the users to perform essential tasks. The problems may relate to data or the software itself.

- Category 2

These are problems which affect part of the system but do not prevent continued use but do limit the effectiveness of the system. Processes can continue and workarounds are available.

- Category 3

User generated queries requiring no modifications to the system or data, but will require guidance to arrive at a satisfactory conclusion.

The SLAs offered would depend on the type of support being provided and would be agreed at the start of the support period. The following response times would typically be offered:

Category	Response time	Investigation time
1	30 minutes	3 hours
2	1 hour	7 hours
3	7 hours	15 hours

Under our existing frameworks, 100% of calls have been resolved within the agreed SLA.

Change control

Issues that result in changes to the system will be subject to formal change control and communicated to the client for agreement prior to work commencing. Changes to the system will be transferred to the live environment directly upon acceptance and all relevant documentation

will be updated. We will advise the client of completed changes to the live environment.

System monitoring

During a busy support period, system performance and activity would be monitored to identify any potential problems before they occur. This typically includes:

- Monitoring event logs
- Checking that backups have completed successfully
- Monitoring storage space

We recognise that at critical times such as the day new functionality goes live, additional system monitoring should take place. This will ensure that unexpected issues can be identified and resolved with minimum impact to users.

Resources

The support service team will partly be provided by the same consultants who undertake project work. All consultancy staff will be trained in the implementation of the helpdesk service to ensure a uniform service is provided.

We will establish and maintain a test environment to allow support requests to be identified and resolved in an efficient manner.

Financial recompense model for not meeting service levels

The details of any financial recompense model would be determined based upon the size and scope of the project and the level of technical or

organisational uncertainty on the side of the client. This will be decided during final contract negotiations.

Training

Our approach is one of flexibility and we seek to work in an integrated collaborative manner with the client, fostering an environment that promotes knowledge transfer throughout the project.

In order for the client staff to support software applications it is important for us to pass on knowledge of the systems and technologies used. We always aim to develop software that can be administered as far as possible by the client.

Both formal and informal tailored training and mentoring can be provided maximising the benefits of training time.

Examples of training could include:

- Training in the use of service management features
- SharePoint training
- Umbraco training
- Configuration of bespoke system functionality
- Training on how to undertake user acceptance testing
- Mentoring

Ordering and invoicing process

Ordering

The ordering process generally constitutes the client accepting a written proposal for the work, which details the project deliverables, costs and timescales.

Invoicing

Aspire Systems payment terms are 30 calendar days from the date of invoice. Invoicing will be based on the type of the project. For development projects this is typically 10% on specification signoff, 70% on delivery for User Acceptance and 20% on final signoff.

Termination terms

By consumers (i.e. consumption)

- Time and Materials projects

Termination terms will vary depending on the service offered, and will be agreed at the time of service commencement. Our termination notice for consulting, development and deployment activities is 2 calendar weeks (Termination Period). Any actual days worked, (according to timesheets) up to the end of the Termination Period will become immediately payable by the client. Any finalisation of deliverables will need to be performed at that time.

- Fixed Price projects

For fixed price/fixed scope projects the client will be liable for the full cost of the fixed price projects if it is terminated early. Aspire Systems will be prepared to examine whether / how clients' costs can be minimized if larger / longer term projects are terminated early.

- Resale of 3rd party Cloud services

Where Aspire Systems is reselling 3rd party services to the client as part of our cloud services, clients will be required to comply with the standard terms of service offered by 3rd party suppliers. These will be clearly communicated prior to service commencement. Should early termination by the Consumer attract contract penalties from any 3rd party, Aspire Systems will pass these penalties to the Consumer. Any such penalties will be payable in accordance with any terms expressed by the 3rd party.

By the Supplier (removal of the G-Cloud Service)

The G-Cloud termination terms are agreed within the framework agreement. In general, all services purchased under this framework can continue to be supplied to consumers should the framework be withdrawn by the Supplier.

Consumer responsibilities

The proposal from Aspire Systems to the client will make clear the contribution required from the client. Generally this will include providing business knowledge during workshops, reviewing outputs and involvement in user acceptance testing.