

G-CLOUD 15 SERVICE DEFINITION

Cloud managed hosting

Cloud Support



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Overview

Aspire Systems delivers innovative cloud-first software solutions and consultancy services, specialising in modernising applications and information systems for organisations of all sizes. Based in the heart of Cardiff's tech community, we continue to drive digital transformation through cutting-edge cloud technology and engineering excellence.

With years of experience working across Microsoft Azure and other leading cloud platforms, we understand the business, financial and technical advantages that cloud adoption brings. Our development and architecture teams design and deliver secure, scalable and resilient solutions across public, private and hybrid cloud environments.

We have deep expertise in the Microsoft Azure platform, supporting and developing cloud-native applications for a wide range of clients. Azure offers a comprehensive ecosystem of services, including:

- Support for a wide range of programming languages, tools and frameworks across PaaS, serverless, container and IaaS workloads.
- High-availability, zone-redundant solutions supported by a global network of datacentres.
- Built-in capabilities for backup, disaster recovery, geo-replication and business continuity.

- Intelligent load balancing, autoscaling and traffic distribution for resilient application delivery.
- Advanced observability through Azure Monitor, Application Insights and Log Analytics.
- Automated OS patching and platform-managed infrastructure for reduced operational overhead.
- Strong security posture aligned to Zero Trust principles, supported by Microsoft Entra ID, Defender for Cloud and role-based access controls.

Aspire Systems provides end-to-end Azure services covering architecture, design, development, deployment and operational support. Our Azure capability spans the full feature set, including:

- App Services - Fully managed hosting for web applications and APIs, offering high availability, autoscaling and secure deployment pipelines via Azure DevOps or GitHub.
- Azure Kubernetes Service (AKS) and Container Apps – Modern container orchestration and microservice platforms for cloud-native workloads.

- Azure SQL Database - Managed relational database services with high availability, automated patching, backups, scaling and geo-replication.
- Azure Storage & ADLS Gen2 - Secure, scalable object and analytical data storage for structured and unstructured data.
- API Management - Secure API publishing, transformation, versioning, throttling and analytics at enterprise scale.
- Microsoft Entra ID - Identity and access management for cloud and hybrid environments, supporting SSO, MFA and granular security controls.
- Azure networking & hybrid connectivity - Virtual networks, firewalls, ExpressRoute, VPN and Azure Arc for hybrid/on-prem extension.

Beyond Azure, we also have experience across other major cloud platforms including Microsoft 365, Rackspace and Amazon Web Services (AWS). Our consultants help clients evaluate options and select the most appropriate cloud services to meet their technical and strategic objectives.

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.

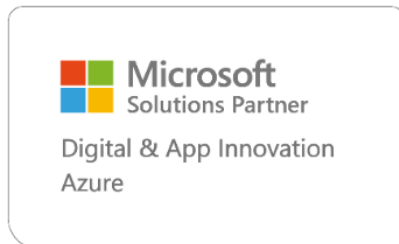
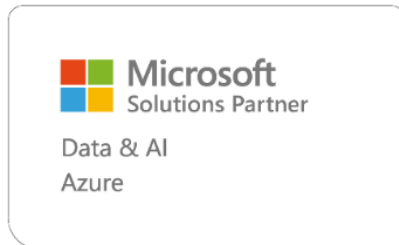
Aspire Systems operate in accordance with the ISO 27001:2022 standard and first acquired accreditation in March 2015. A number of our systems process sensitive data and frequently undergo penetration testing by external security experts. We have a solid understanding of security in web applications and 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>

Online Personalised Assessments, Welsh Government

Along with a consortium of companies, we delivered the new online personalised assessments platform for the Welsh Government. The bilingual, online assessments are adaptive, with question difficulty changing based on a learner's previous answer, therefore challenging all learners regardless of ability. After completing an assessment, formative feedback is provided to both learners and teachers, enabling focused support from schools.

The system integrates with Hwb, Wales' digital learning and teaching platform, and Surpass, an online testing platform.

The system needs to be highly scalable to cope with tens of thousands of learners logging on to take tests at the same time. Therefore, the system predicts periods of high usage by checking the number of tests booked and the Azure platform is scaled automatically when required rather than paying for high usage constantly. Load balancing features of Azure are used to scale up the website when the checks predict high loads.

Using durable Azure functions, we were able to scale the Azure functions to sync data as quickly as possible to enable daily updates from schools' systems.

Screen reading technology ensured AA compliance.

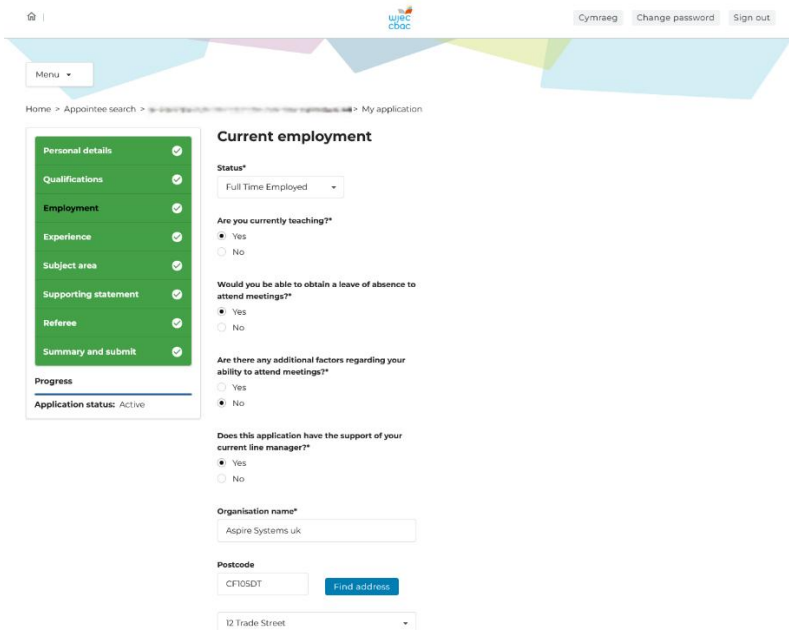
Online Personal Assessments won the "Best Use of Formative Assessment" category at the e-Assessment Awards and was a runner-up in the "Best Transformational Project" category.

Appointees Management Portal, WJEC

This system was developed to record and manage appointee data and their work with WJEC. The goals of the system are to:

- Improve the quality, availability and flexibility of appointee related data to comply specifically with government legislation and Ofqual requirements
- Reduce the maintenance and improve the integration of appointee related data and process
- Improve security of appointee related data – i.e. updating of bank details

- Improve the interface/user experience between WJEC and appointees regarding secure site log on/on-going management of personal details
- Endeavour to only hold one unique record per appointee



WJEC CBAC

Cymraeg Change password Sign out

Menu

Home > Appointee search > My application

Current employment

Status*

Full Time Employed

Are you currently teaching?*

☒ Yes
☐ No

Would you be able to obtain a leave of absence to attend meetings?*

☒ Yes
☐ No

Are there any additional factors regarding your ability to attend meetings?*

☒ Yes
☐ No

Does this application have the support of your current line manager?*

☒ Yes
☐ No

Organisation name*

Aspire Systems uk

Postcode

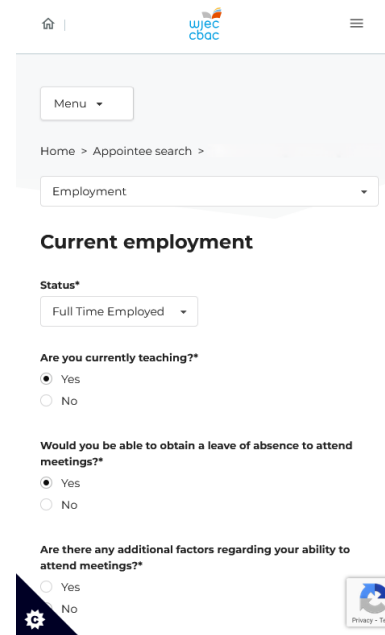
CF105DT [Find address](#)

12 Trade Street

Progress

Application status: Active

Personal details ☒
Qualifications ☒
Employment ☒
Experience ☒
Subject area ☒
Supporting statement ☒
Referee ☒
Summary and submit ☒



WJEC CBAC

Menu

Home > Appointee search >

Employment

Current employment

Status*

Full Time Employed

Are you currently teaching?*

☒ Yes
☐ No

Would you be able to obtain a leave of absence to attend meetings?*

☒ Yes
☐ No

Are there any additional factors regarding your ability to attend meetings?*

☐ Yes
☒ No

[Privacy - Terms](#)

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 actioned 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.