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Part of the Smarter Technologies Group

.NET / Python / PHP / Ruby - Cloud DevOps

SERVICE DESCRIPTION

This service description forms part of a G-Cloud 15 service listing
Service Category: F-201-000-000 (Managed Cloud)

JANUARY 2026

Who We Are

About the Supplier

We are a UK-based technology services provider specialising in cloud delivery and digital transformation for the public sector.

We support central government, arm's-length bodies, local authorities and not-for-profit organisations to transform business capabilities, services and processes through secure, well-governed cloud solutions.

Our teams bring deep technical, security and delivery expertise, with over 25 years of public sector experience across senior leadership, client and supplier roles.

This experience enables us to understand public sector operating environments and deliver user-focused outcomes that are practical, sustainable and aligned to organisational objectives.

What We Do

We provide cloud software and cloud support services to public sector organisations.

Our services support the digital transformation of business processes and systems, including the delivery of secure digital platforms, real-time asset monitoring and tracking solutions, and Zero Trust network architectures aligned to NCSC guidance.

We help customers design, implement, operate and improve cloud-based services with a focus on security, resilience, usability and value for money.

Service Capabilities

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Public Sector Experience

We have experience delivering services to public sector organisations with varying security, scale and regulatory requirements.

Our teams understand public sector governance, assurance and procurement obligations, and tailor delivery to meet these needs.

Our staff bring senior consultancy and service delivery experience, including former senior civil service and executive-level roles. This background provides practical insight into public sector operating environments and enables us to support digital transformation initiatives that are well-governed, user-focused and aligned to organisational priorities.

Aligned to Best Practices

We design and deliver services using open standards and established best practices to improve service quality, support interoperability and reduce long-term cost.

Our services are aligned to the GDS Technology Code of Practice and are designed in line with NCSC security and architecture principles, supporting secure, resilient and well-governed public sector services.

Specialist Divisions

We operate specialist capability areas delivering professional services, cloud software and managed services.

These include DevOps and ServiceOps delivery, real-time asset monitoring and reporting solutions, and the operation of a global IoT data network supporting large-scale device deployments.

Our services support the secure management and monitoring of connected assets in complex public sector environments.

Delivery Capability and Scale

We combine focused specialist delivery with the breadth of capability required to support complex public sector services. Our size and structure enable us to respond flexibly to customer needs while maintaining the capacity, governance and resilience expected of a mature technology services provider.

Service Overview

Our Service

This service provides cloud software and/or cloud support activities to public sector customers. The service supports the design, implementation, operation and ongoing improvement of cloud-based solutions in line with Crown Commercial Service requirements.

Service Description

Cloud DevOps application development using .NET, Python, PHP, and Ruby to deliver secure, scalable, loosely coupled services. Builds cloud-native solutions with automated CI/CD, secure APIs, and B2B/B2C integration. Supports Agile, GDS-aligned delivery across platforms including Microsoft Azure, Amazon Web Services, and Google Cloud Platform.

What Can It Do?

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Features

1. Technology-agnostic development (.NET, Python, PHP, Ruby, Java, Node.js, Scala)
2. Mobile development using Ionic, Flutter, and Xamarin
3. Cloud-native CI/CD pipelines for SaaS, PaaS, and IaaS
4. Secure API development supporting B2B and B2C access
5. Agile delivery using SCRUM and Kanban
6. GDS-compliant Alpha, Beta, and Live applications
7. Use of frameworks such as Spring, Hibernate, Django, Zend
8. Integration with ESB and enterprise messaging middleware
9. Cloud service aggregation and open API integration
10. Manual and automated testing strategies

Benefits

1. Consistent application architecture improving scalability
2. Faster delivery of Alpha and proof-of-concept solutions
3. User-needs–based delivery aligned to GDS and WCAG 2.2
4. Secure-by-design solutions compliant with ISO27001 and GDPR
5. Reduced release risk through automated CI/CD
6. Aligned with ISO 27001, 20000-1, 14001, 9001, Cyber Essentials Plus
7. Support for enterprise, web, mobile, and IoT applications
8. Experience with emerging technologies including AI and ML
9. Improved collaboration between development and operations
10. Knowledge transfer building sustainable internal capability

Onboarding and Implementation

Onboarding is designed to be efficient and proportionate, with established processes to enable service initiation, requirements confirmation, access setup and initial configuration.

Delivery approaches are agreed with the customer to align with existing programmes and minimise disruption.

Our teams work using agile, multidisciplinary delivery methods to support timely mobilisation and effective implementation.

Service Initiation

Understand the Requirement

We work with customers to develop a clear understanding of service requirements, objectives and constraints. This enables us to assign resources with directly relevant experience and an appropriate level of seniority to support effective delivery.

Resourcing and Availability

Delivery is planned to ensure that appropriately skilled resources have committed availability for agreed activities. Resource allocation and delivery timescales are confirmed during service initiation to support predictable delivery and agreed

Value-Focused Delivery

Based on prior delivery experience, we may suggest alternative solutions or additional areas of scope that could deliver improved outcomes or efficiencies over time, subject to customer agreement.

Service Scope

The scope of the service is defined and agreed prior to delivery. This includes confirmation of deliverables, timescales, quality criteria and dependencies, alongside an understanding of customer constraints, sensitivities and key drivers. This approach ensures

Review / Agree Engagement

Following initial discussions and planning, customers have the opportunity to review and refine the proposed engagement. This includes confirming scope, delivery approach and proposed resources. Where appropriate, introductory discussions can be arranged to ensure alignment and confidence before delivery begins.

The process is highly consultative to ensure that you are fully aware of the exit plans. Off-boarding is managed through a structured and consultative process agreed with the customer. Where appropriate, this includes knowledge transfer and handover activities to support continuity of service. Off-boarding activities are delivered in line with the Call-Off Contract.

Ordering Process

How To Order

Public sector customers can order this service through the G-Cloud Digital Marketplace using the G-Cloud Call-Off Contract.

Following order placement, service scope, delivery approach and start dates are confirmed with the customer in line with the agreed service definition. Services commence on the agreed start date and are delivered in accordance with the Call-Off Contract and associated documentation.

Charges are applied in line with the published pricing document, using the agreed pricing model and units. Invoicing is typically monthly. Payment terms are 30 days from receipt of a valid invoice, in accordance with the Call-Off Contract.

Customer Responsibilities

Customers are responsible for providing timely access to relevant stakeholders, systems, information and approvals required to support service delivery. Any customer dependencies, such as inputs to review or assurance activities, are identified and agreed during service initiation to enable effective delivery.

Service Constraints

Constraints and Dependencies

The service operates within agreed customer policies, technical environments and security constraints. Dependencies on third-party platforms, customer readiness and access approvals may affect delivery timescales.

Security and Assurance

Security is integral to service delivery. The service aligns with ISO 27001, ISO 20000-1, ISO 9001, ISO 14001 and Cyber Essentials Plus. Security responsibilities are shared between the Supplier, the Customer and relevant cloud service providers in line with the shared responsibility model.

Technical Requirements

Technical Prerequisites

Technical requirements are agreed with the customer and may include supported operating systems, cloud platforms, identity services and access controls. Customers are responsible for providing necessary access approvals.

Hardware

Hardware Considerations

Where hardware is required, it is ancillary to the cloud service and charged separately. Hardware requirements are confirmed during onboarding and may include customer-owned or supplier-managed components.

Data Access, Exit, and Offboarding

Data Management and Exit

Customer data remains the property of the customer at all times. On service exit, data will be returned or securely deleted in accordance with the Call-Off Contract. Exit support is available where required.

Pricing

Pricing and Charging

Pricing details are provided in the associated pricing document. Third-party licences, subscriptions, cloud consumption and hardware costs are excluded unless explicitly stated.

Document Control and Compliance

Document Control

This document is maintained under formal document control and complies with applicable legal, regulatory and G-Cloud framework requirements. This document forms part of a G-Cloud 15 service listing and is subject to the G-Cloud Framework Agreement and Call-Off Contract.

Service Levels

Service Level Approach

Service levels and support arrangements are agreed with the customer as part of the Call-Off Contract.

Support and After Sales Service

Ongoing Support

Ongoing support is provided throughout the service lifecycle, including incident management, service requests, advice and continuous improvement activities.

Backup, Restore, and Disaster Recovery

Backup and Revovery Approach

Backup, restore and disaster recovery responsibilities are defined in line with the shared responsibility model of the underlying cloud platforms. The service supports the configuration and validation of backup controls where applicable.

Outage and Maintenance Management

Incident and Maintenance Management

Planned maintenance and changes are communicated in advance where possible. Incidents and outages are managed using defined incident management processes, with updates provided until resolution.

Hosting and Service Locations

Hosting and Delivery Locations

Services are delivered using cloud platforms hosted in the UK or approved regions. Service delivery and support activities are provided from approved locations in line with public sector requirements.

Contact Details:

The Principle Point of Contact is:

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