

Open Architecture - Intelligent Customer

Service Category: Cloud Migration Planning, Cloud Support Services

About Our Service

Frazer-Nash specialises in open systems architectures for the design and development of complex systems. We employ techniques from industry-standard system architecture and enterprise architecture methodologies (e.g. TOGAF), and related modelling languages and toolsets. Our expertise includes advice on adoption of open standards, open data, open source software and open licensing.



Service Features

Architectural
framework
development
(standards, strategy,
requirements,
approach)

Open systems
architecture for
cloud from
discovery to
implementation
support

Advice on adoption
of open standards
and open source
software

Advice on open
data use and
principles

Advice on open
licensing and its
implications and
impacts

Open systems
approach to
technology
evaluation and
selection

Open architecture
testing and
assurance services

Relevant cross-
industry experience,
in highly regulated
sectors

Intelligent customer
capability definition
and development

Service Benefits

Own and maintain
your system
architecture

Identify and
integrate potential
shared services

Minimise TCO
through open
software, data and
standards

Ability to respond
quickly to changes
in user
requirements

Introduce up-to-
date equipment and
applications

Agility/flexibility to
add/change
capability quickly

Reduce training
costs and skills-fade

Build more reusable
shared components
and platforms

Increased
interoperability
within organisations
and with other
stakeholders

Enhanced
commercial
flexibility avoiding
vendor lock-in
reducing whole-life
cost

Detailed Service Definition

Frazer-Nash is an independent consultancy providing advice to clients across a variety of technical capabilities. We specialise in open systems architectures, which are essential for delivery of agile, interoperable systems that support technical and commercial flexibility. Our independence and technical neutrality enables us to support and critique architectures regardless of the chosen technology or methodology.

Open architecture is a modular approach to specifying, developing, acquiring and integrating hardware, software, services and capabilities which drives flexibility and reduced whole-life cost by using widely shared and supported agreements, standards, and interfaces.

Detailed Service Definition (continued)

Our open systems architecture offering provides a proven aid to any client who is looking to move away from the 'lock-in' of single prime integrators whilst retaining the cohesive capabilities of an integrated system. This approach overcomes the limitations created by current integrated solutions which initially appear to meet all of a client's needs, but as a digital service gets increasingly complex and more difficult to sustain. In addition, this approach alleviates the common problem of a proprietary systems 'lock-in' to a supplier or vendor, restricting the ability and increasing the cost of future enhancements as a client's needs change.

We have the capability to provide an interoperability framework to define service components and for continued adherence. Potential service component technical solutions can then be identified; if any of these contain any propriety internal capabilities, they can be accommodated in the overall system solution, providing they conform to this wider open architecture. This approach allows components to function as a whole, despite different origination. It also allows architectures to evolve over time, as structure can be defined, but not designed. A lower level of architecture input is possible, and subsequent capabilities added in-line with the target architecture.

Detailed Service Definition (continued)

Our open systems architecture offering has the following key features:

- Functionality, role and interactions of components are clearly defined.
- Interfaces between component blocks are clearly defined.
- Interfaces are classed as open interfaces.
- The architecture design is open to all parties to understand.

Frazer-Nash also offers a pioneering and unique openness assurance testing (OAT). Originally developed by Frazer-Nash to support a major government transformation project, we transitioned a complex enterprise architecture from a closed to an open architecture, and subsequently applied and refined against a diverse set of client architectures. The OAT service can be applied to architectures at any scale, and apply a modular set of test criteria to service designs and architecture artefacts, providing detailed, evidence-based assessments of openness. This service is of particular value to government departments seeking to adhere to guidance on the application of open principles in public service development. Our test reports are accompanied by advice and guidance on achieving optimal, appropriate levels of openness for each tested component or interface.

We have expertise in industry-leading architectural frameworks such as TOGAF, and modelling languages such as ArchiMate and UML, and experience in leading software tools that provide support to it, such as MOOD and ArchiMate.

Why Frazer-Nash Consultancy?

Frazer-Nash Consultancy is an independent engineering and technology consultancy with over 35 years' experience delivering high-quality digital and cloud-enabled solutions. We support organisations operating in complex and regulated environments through our collaborative approach and deep expertise in digital engineering, software development and systems integration.

We are **solution and technology-agnostic**. We assess our clients' requirements and provide impartial advice and design solutions based solely on their needs. This independence enables us to select the most appropriate cloud technologies and architectures to deliver secure, resilient and value-for-money outcomes.

Our cloud solutions are informed by experience gained across multiple platforms, sectors and use cases. We combine proven engineering discipline with a strong understanding of integration and whole-system design to support and enable cloud adoption while managing risk and ensuring long-term sustainability.

Our Commitment to Quality

Frazer-Nash is committed to delivering consistently high-quality services and outputs that **often exceed customer expectations**. Quality is embedded throughout our ways of working, from engagement and communication through to delivery and assurance.

We actively monitor progress using our robust, proportionate controls, ensuring key decisions are subject to appropriate challenge. Each project is allocated a dedicated Project Manager, a Project Supervisor who independently reviews and approves monthly reports, and a Project Auditor for ongoing quality assurance.

We ensure accuracy and suitability for purpose of all deliverables, with independent verification by two reviewers. Our Quality Management System is certified to **ISO 9001 and TickITplus** (for software development), providing customers with confidence that our quality standards are externally assured and continuously maintained.

Our Security

Frazer-Nash operates robust security processes and controls suitable for handling sensitive and classified information **above OFFICIAL** up to and including **Top Secret**. Security is embedded across our people, processes and systems, ensuring information is protected throughout delivery.

We support sensitive and critical programmes across government and national infrastructure by applying strict information-segregation controls, including team separation to address security, or conflict-of-interest considerations

All 1500 staff hold **BPSS clearance as a minimum**, with the majority cleared to **SC** and over 225 consultants holding **DV clearance**.

Our IT systems are certified to **ISO 27001** and **Cyber Essentials Plus**, providing assurance that information security risks are proactively managed in line with recognised industry standards.

Our Approach to Subcontracting

Frazer-Nash primarily delivers services through our large base of permanent staff, supplementing this capability where required with trusted partner organisations to provide additional flexibility, specialist expertise and scale while retaining full delivery control.

We are experienced in engaging and managing subcontractors across the full project lifecycle, ranging from sole traders to large multinational organisations. Our structured approach ensures the right supplier is selected for each requirement and integrated effectively into the delivery team.

Our subcontracting processes focus on robust supplier identification and assessment, clear definition of scope, appropriate flow-down of contractual terms and conditions, and proactive risk management. All subcontractors are subject to proportionate commercial and technical due diligence to ensure they meet our standards for security, quality and delivery, enabling us to deliver outcomes on time, within budget and to the required quality.



Resourcing

Frazer-Nash employs over **1,500 technical specialists** across all grades, from **Follow to Set Strategy**, providing depth, continuity and scalability across a wide range of disciplines, backgrounds and experience levels.

To support agile and flexible delivery, our people are organised into defined **technical delivery areas** (including Information Systems, Cyber, Modelling and Software), which are deployed across multiple sectors such as central and local government, policing, health and energy. This structure, combined with strong portfolio, programme and project management (P3M), enables us to actively monitor demand and adapt resourcing throughout the project lifecycle.

We deliver complex requirements efficiently, consistently and at pace by forming tailored, multi-disciplinary teams led by a single accountable Project Manager.

Our consultants regularly work across different sectors, enabling us to cross-pollinate ideas, tools and best practice between domains. Drawing on in-house expertise, such as information security and human factors, we ensure effective and responsive delivery for every client.



Our Commercial Approach

Frazer-Nash adopts a flexible and transparent commercial approach to ensure best value and a model that aligns to each client's specific requirements. We collaborate with customers to clearly define the scope of services and agree a commercial structure that is predictable, proportionate and aligned to your required outcomes and effective delivery.

Depending on the requirement, this may include a **fixed-price model for clearly defined scopes**, or **time and materials using agreed day rates** where flexibility is required to accommodate evolving needs.

For longer-term or ongoing service requirements, and where we have control over resource flexibility, we can also offer a **single blended day rate** covering a range of grades. This provides simplicity, transparency and ease of management while maintaining access to the appropriate skills at the right time.

Next Steps

To discuss your requirements in more detail or request an order for services, please contact ccs@fnc.co.uk

