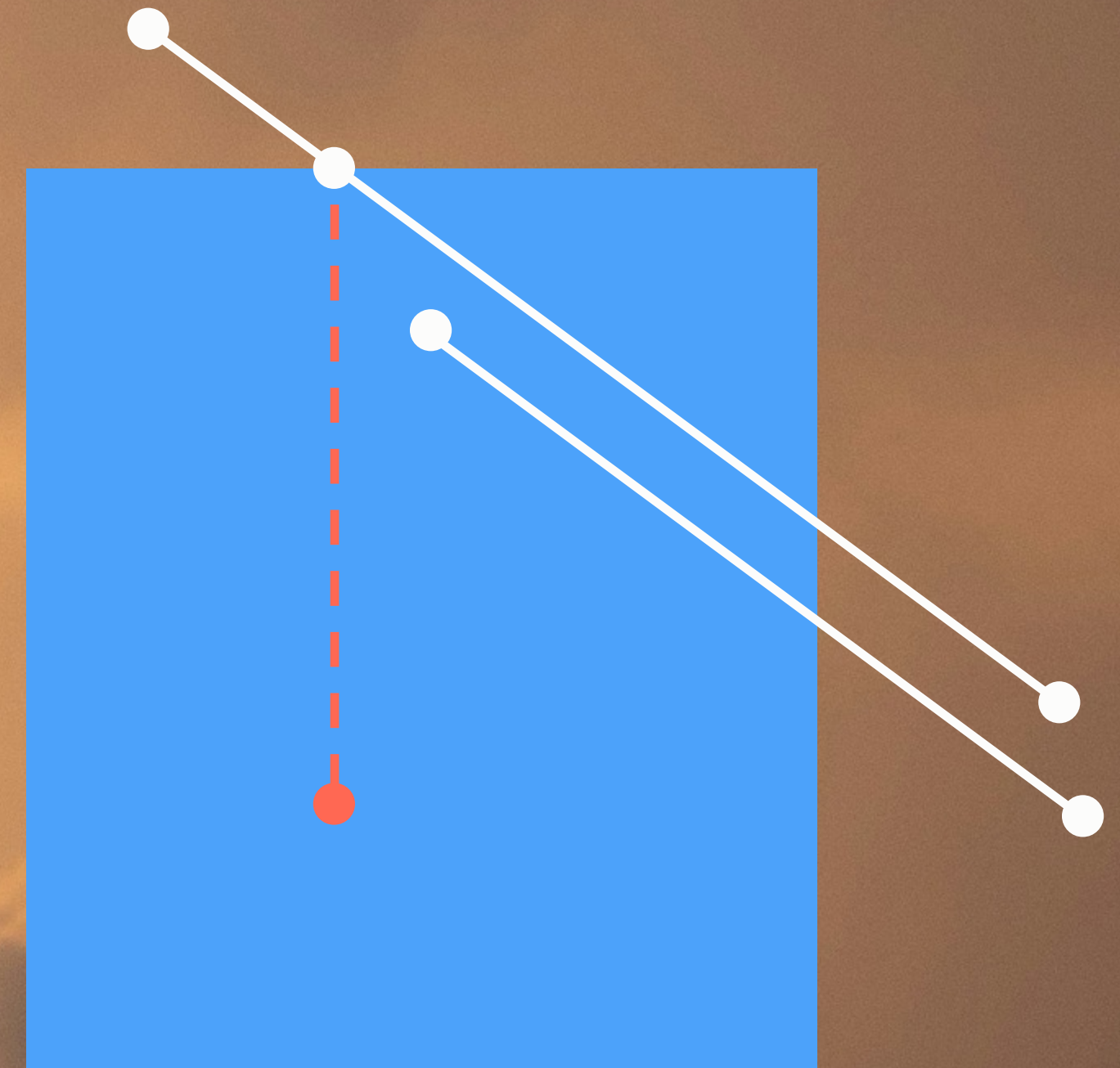




Cloud Discovery

G-Cloud 15 Services

Service overview

Cloud Discovery

This service helps organisations explore, shape, and de-risk cloud initiatives before committing to build or migration.

The focus is on understanding user needs, technical constraints, and delivery options early, so teams can make informed decisions with confidence. Work typically combines research, design, and technical exploration to clarify what should be built, how it should work, and whether it is feasible.

This service is particularly useful at the start of cloud programmes or where there is uncertainty about scope, approach, or risk.

Who this service is for

This service works well for organisations that:

- Are considering a new cloud-based service
- Need to explore options before committing to delivery
- Want clarity on user needs and technical feasibility
- Are planning cloud migration or modernisation work
- Need to reduce delivery or operational risk early on

It is commonly used by digital, technology, and service owners at the start of an initiative.



What the service includes & excludes

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In Scope

- Assessment and planning, including requirements gathering and functional definition
- User research to understand the problem space (including needs and behaviours)
- Mapping of as-is and framing of to-be journeys
- Designing and testing early-stage concepts
- Architecture and service design options
- Security and compliance considerations
- High-level migration or delivery approaches
- Training, documentation, and knowledge transfer where appropriate

Out of Scope

- Full build or delivery of production services
- Ongoing operational support
- Business-as-usual design or research activity, unless agreed





Ministry of Housing,
Communities &
Local Government

Softwire

Case Study: MHCLG – Voter Registration

G-Cloud 15 Services

Accessibility

AAA

WCAG Standard

User satisfaction

94%

in the last 30 days

User research

20k+

Letters within private beta

Registering to Vote

4m+

People supported
in 2023

Team

45+

Working with
MHCLG staff

Uptime

99.95%

Exceeded

Being able to vote in elections is one of our most fundamental democratic rights. And the legitimacy of UK elections depends on everyone who is entitled to take part, being able to. The government's Register to vote service is how most people sign up.

Following a previous issues on legacy hosting, MHCLG wanted to make the service more robust, scalable and future-proofed. We proposed a candidate architecture and used technical spikes to prove that it could meet scale and response time requirements. We documented the security considerations and achieved sign-off from NCSC.

Following our discovery which proved the value of a cloud migration, we worked with MHCLG to implement our proposal. Since launch, we have exceeded 99.95% uptime while also saving 50% on hosting costs.

We provided services across the whole complex programme, to ensure success we did the following:

- ✓ Defined a "one-team" ethos
- ✓ Agile methodology adopted throughout
- ✓ Regular sessions to share knowledge between teams
- ✓ Shared documentation space
- ✓ Flexible resourcing approach
- ✓ Communication via Slack, Teams and more formal reporting
- ✓ Shared user needs and approaches across teams



Ministry of Housing,
Communities &
Local Government

Case Study: MHCLG – Delta

The challenge

MHCLG’s Delta platform is Critical National Infrastructure for data collection and payments. Heavy reliance on legacy hosting and external suppliers created cost pressure and delivery risk. MHCLG needed to migrate to the cloud while reducing supplier dependency and maintaining pace.

Solution delivered

We led a cloud discovery and migrated the live platform to AWS using a blended team working entirely within MHCLG systems. The delivery model was designed from day one to support knowledge transfer and a transition to civil service ownership, with minimal downtime during migration.

Results & outcomes

- Live CNI platform successfully migrated to the cloud
- Reduced hosting costs and supplier dependency
- Shift from supplier-led to hybrid delivery with no loss of pace
- Full handover of a workstream within three months
- Seven MHCLG staff upskilled across technical, delivery and UCD roles

Welcome, Susie

Important

You have [1 record requiring certification](#), [2 open collections](#) and [2 missed collections](#).

Support and feedback

We are always looking to improve Delta.

View a [list of recent enhancements](#) and [submit feedback](#).

Records requiring certification

Silverbrook

[View record and certify](#)

Organisation	 Rivendell Borough Council
Collection	English hedgehog census 2023
Date submitted	15 April 2024
Deadline	16 July 2024 (90 days remaining)
Status	Extended Your return has not been certified.
Submitted by	Sarah Jones , Rivendell County Council

Displaying 1 of 1. [View all records requiring certification](#).

Open collections

The following collections have open returns.

English hedgehog census 2023

[View collection](#)

Organisation	 Arundel Borough Council
Deadline	16 July 2024 (90 days remaining)
Status	Extended Your return has not been certified.
Return	5 records

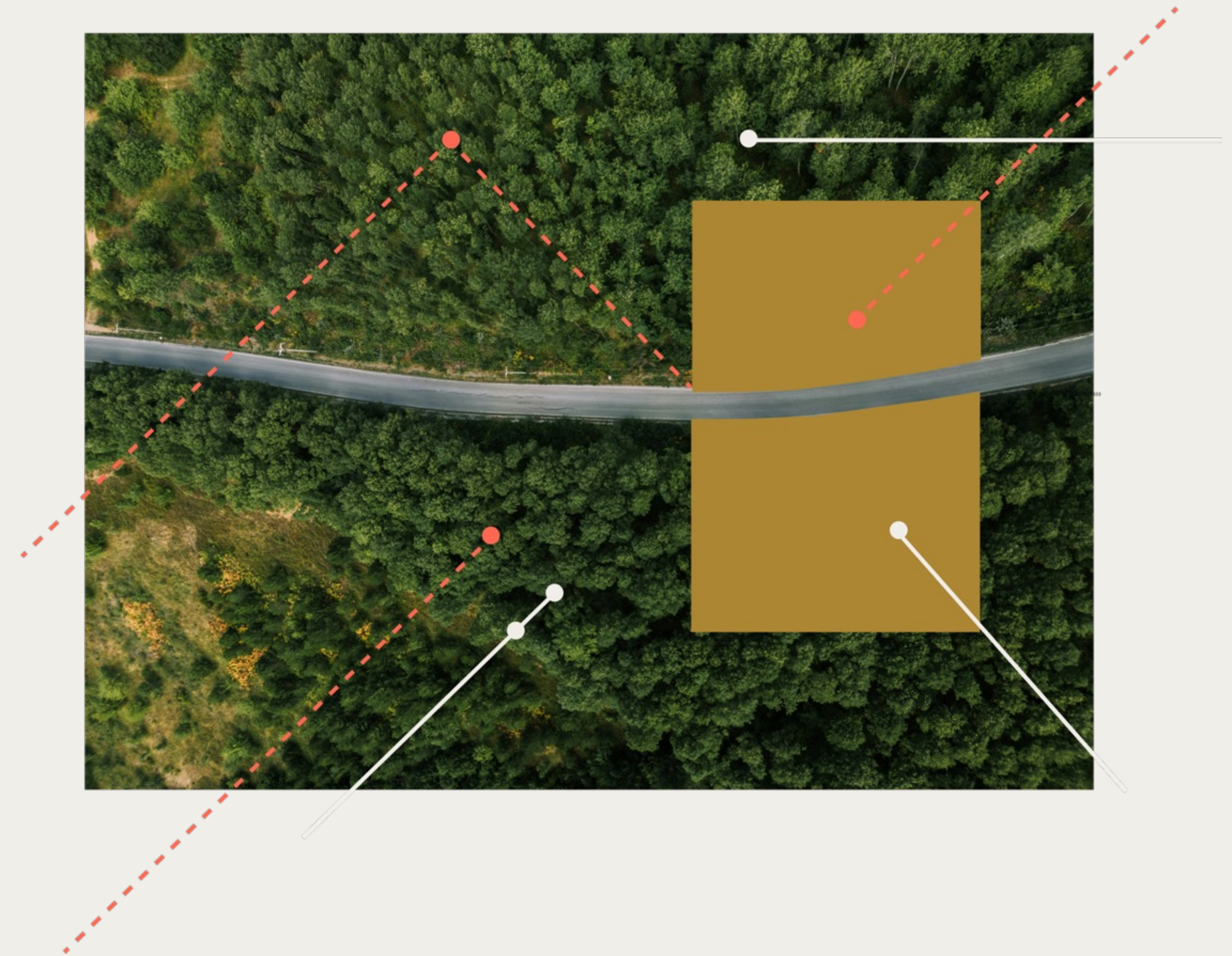
Time scales and effort

Engagements typically run from a few weeks to a few months, depending on the scope of discovery and the level of exploration required.

The service may be delivered as:

- A short discovery, focused on the problem space and key users
- A broader exploration covering user, design, and technical considerations to develop a more nuanced understanding

Access to stakeholders, users, and relevant service context is required to support delivery.



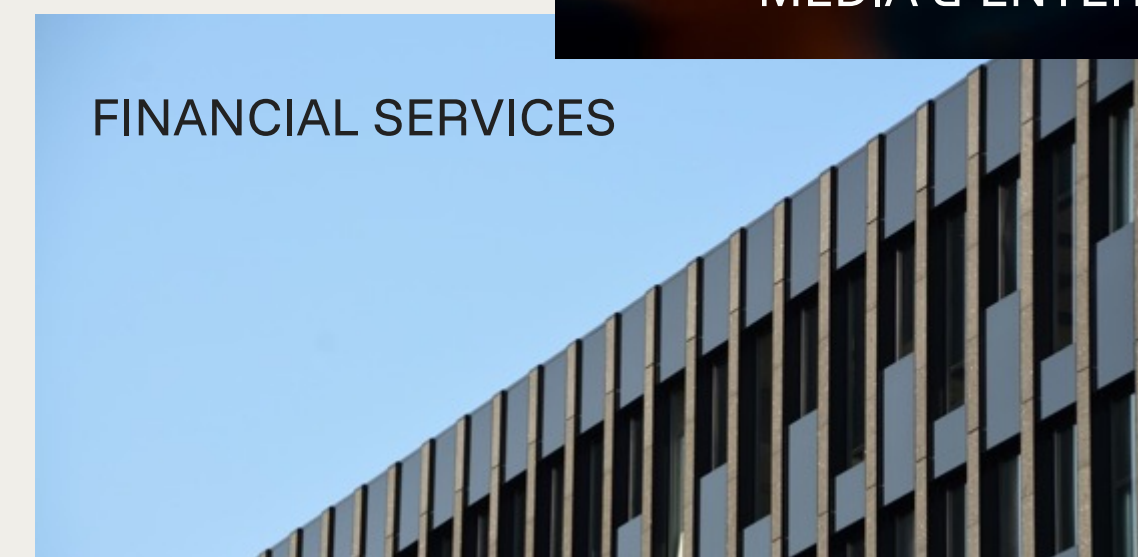
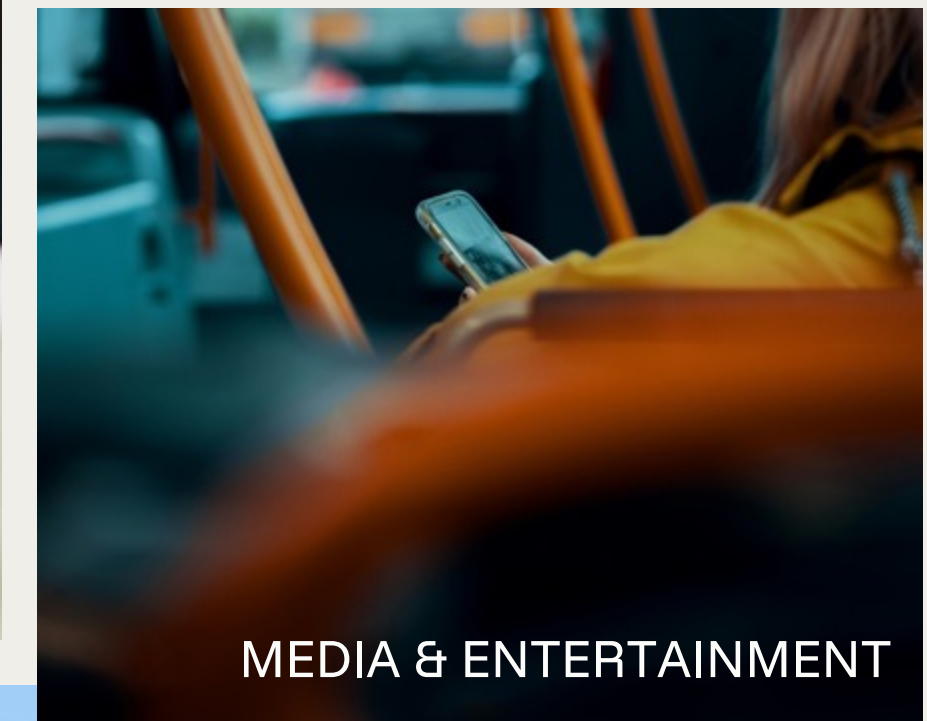
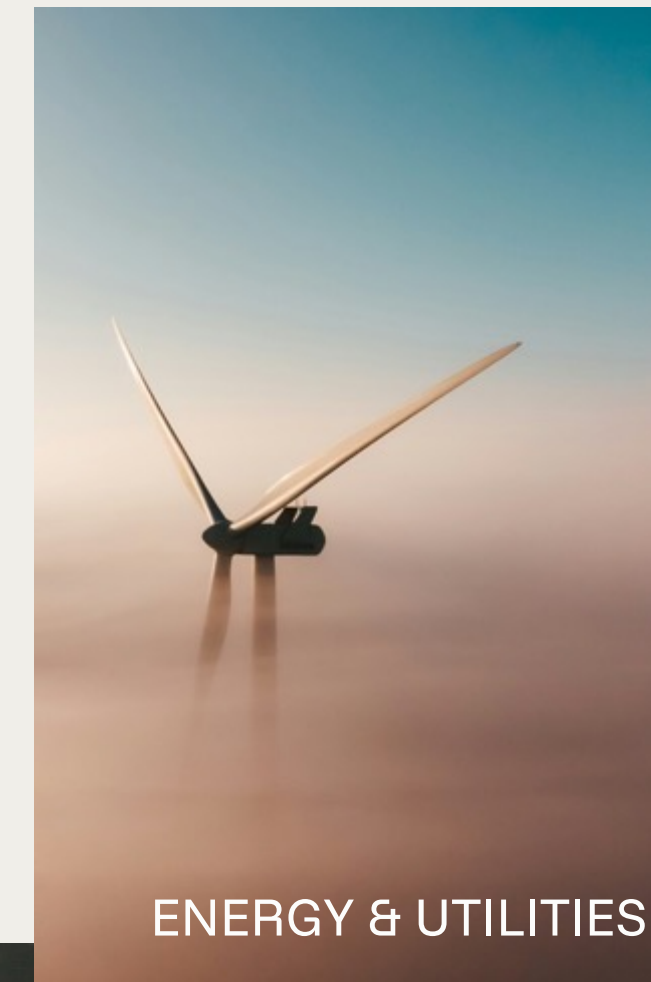
About Softwire

Softwire is a digital and technology consultancy that works with organisations to design, build, and improve digital services.

We support teams across the public sector with work ranging from discovery and delivery through to data, cloud, and AI-enabled services. Our focus is on solving real problems, working collaboratively, and delivering work that stands up to scrutiny.

We take a pragmatic approach to AI, helping organisations explore where it can add value, put appropriate controls in place, and integrate it safely into existing services and ways of working.

G-Cloud 15 Services



Our Capabilities

We have expertise across multiple sectors

Our multi-skilled cross-functional teams offer full-lifecycle management and ownership of outcomes across a range of domains, using a range of specialisms.



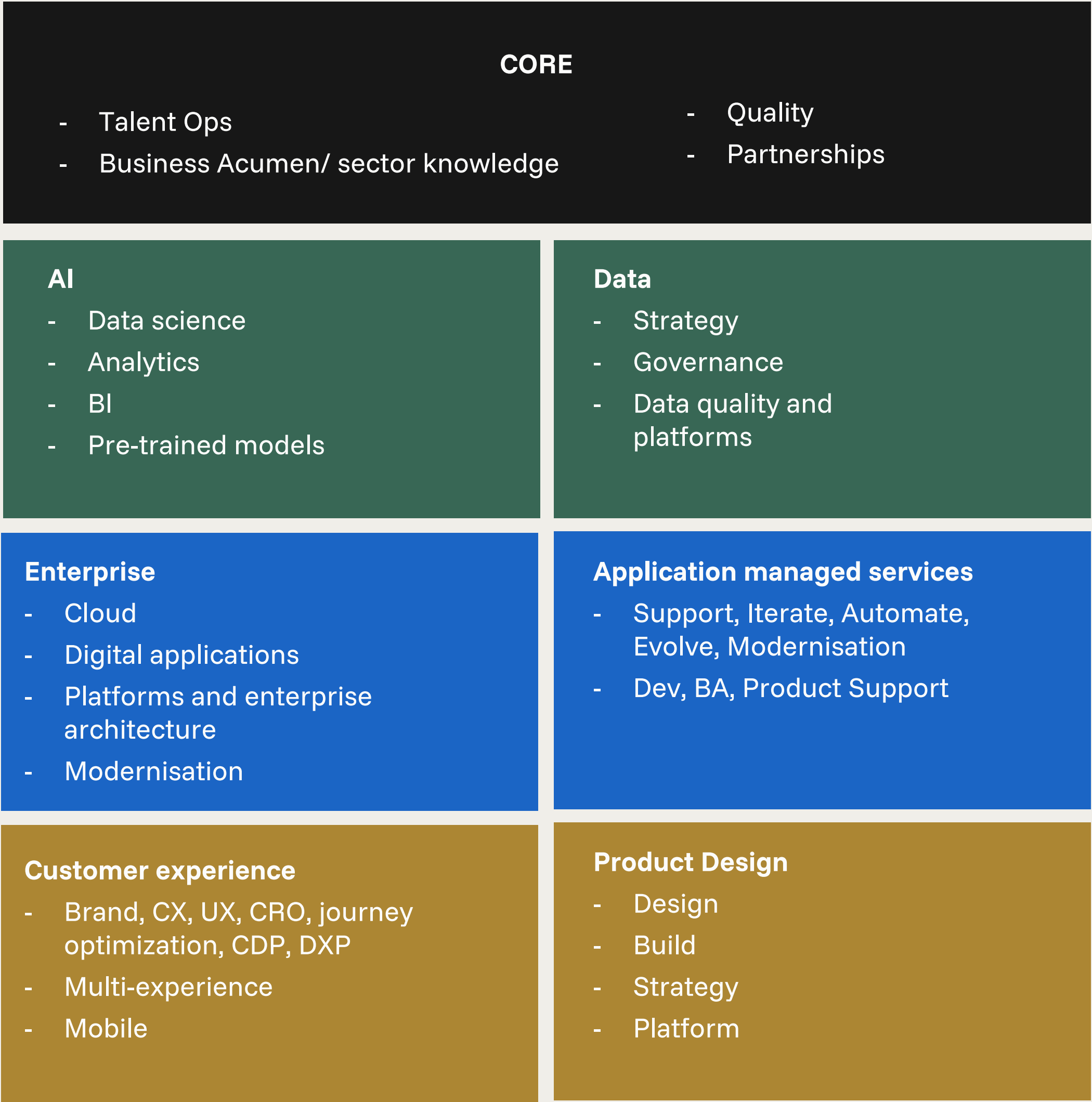
Enablers



Brand, Differentiated Experience, Engagement Revenue



Optimisation, Modernisation, Continuous improvement

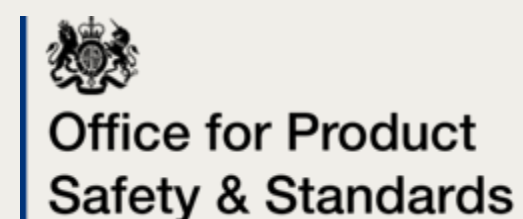


Working in the the public sector

We have experience delivering work across central government, arm's length bodies, and the wider public sector.

Our teams are used to working within public sector constraints, including governance, assurance, procurement, and delivery standards. This includes supporting the responsible use of data and AI, with appropriate oversight, transparency, and risk management.

We work closely with policy, operational, and delivery teams, adapting our approach to fit existing processes, capability, and levels of confidence with emerging technologies.



Thank you for reading

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