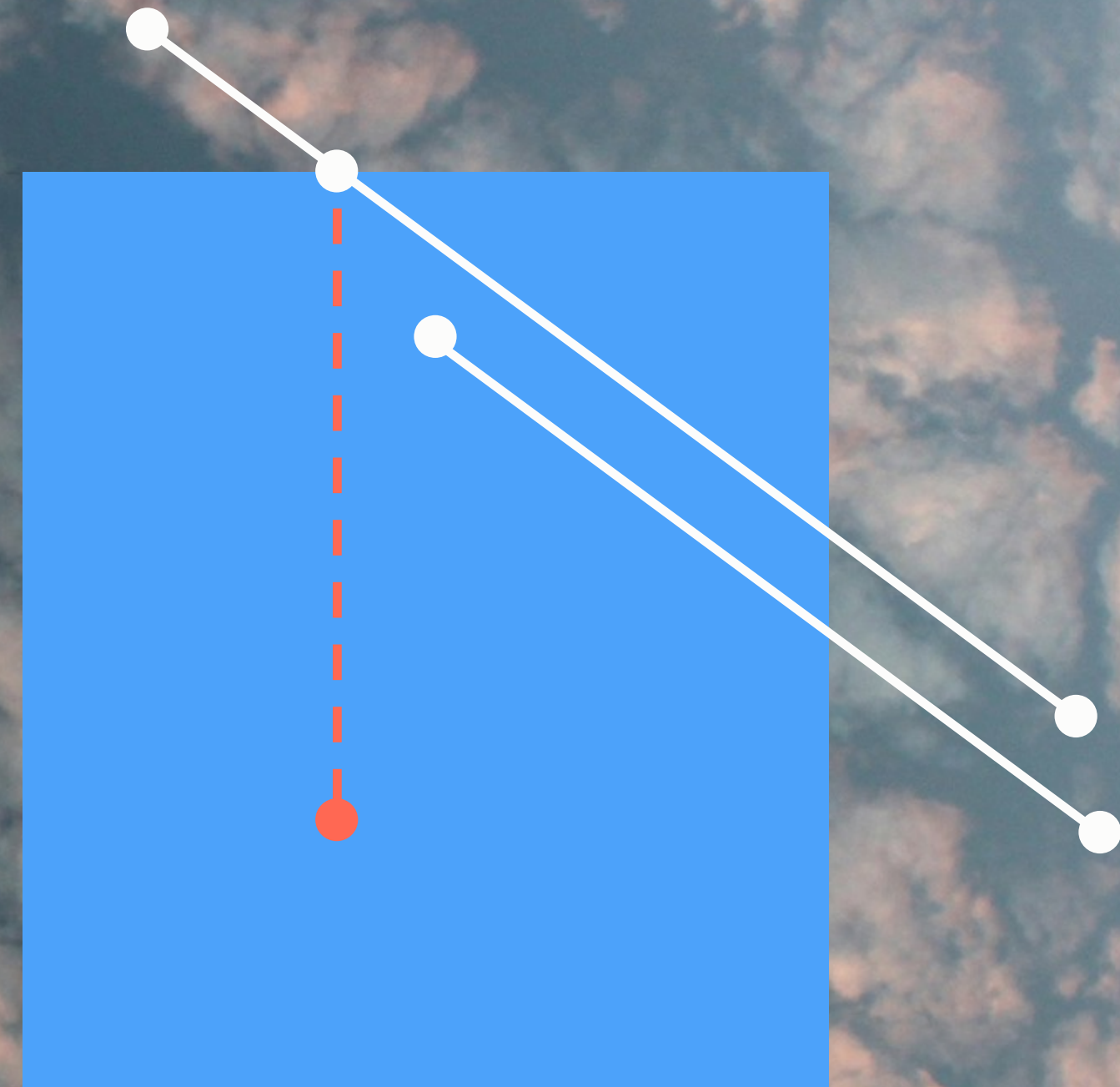


Critical National Infrastructure

G-Cloud 15 Services



Service overview

Critical National Infrastructure

Designed for organisations responsible for Critical National Infrastructure (CNI), this service supports the safe migration, operation, and ongoing improvement of critical services in the cloud.

The focus is on helping teams move to cloud environments in a controlled and proportionate way, while maintaining high standards of security, resilience, and reliability. Work covers secure design and delivery, DevSecOps practices, and the setup of support models that reflect the critical nature of the services involved.

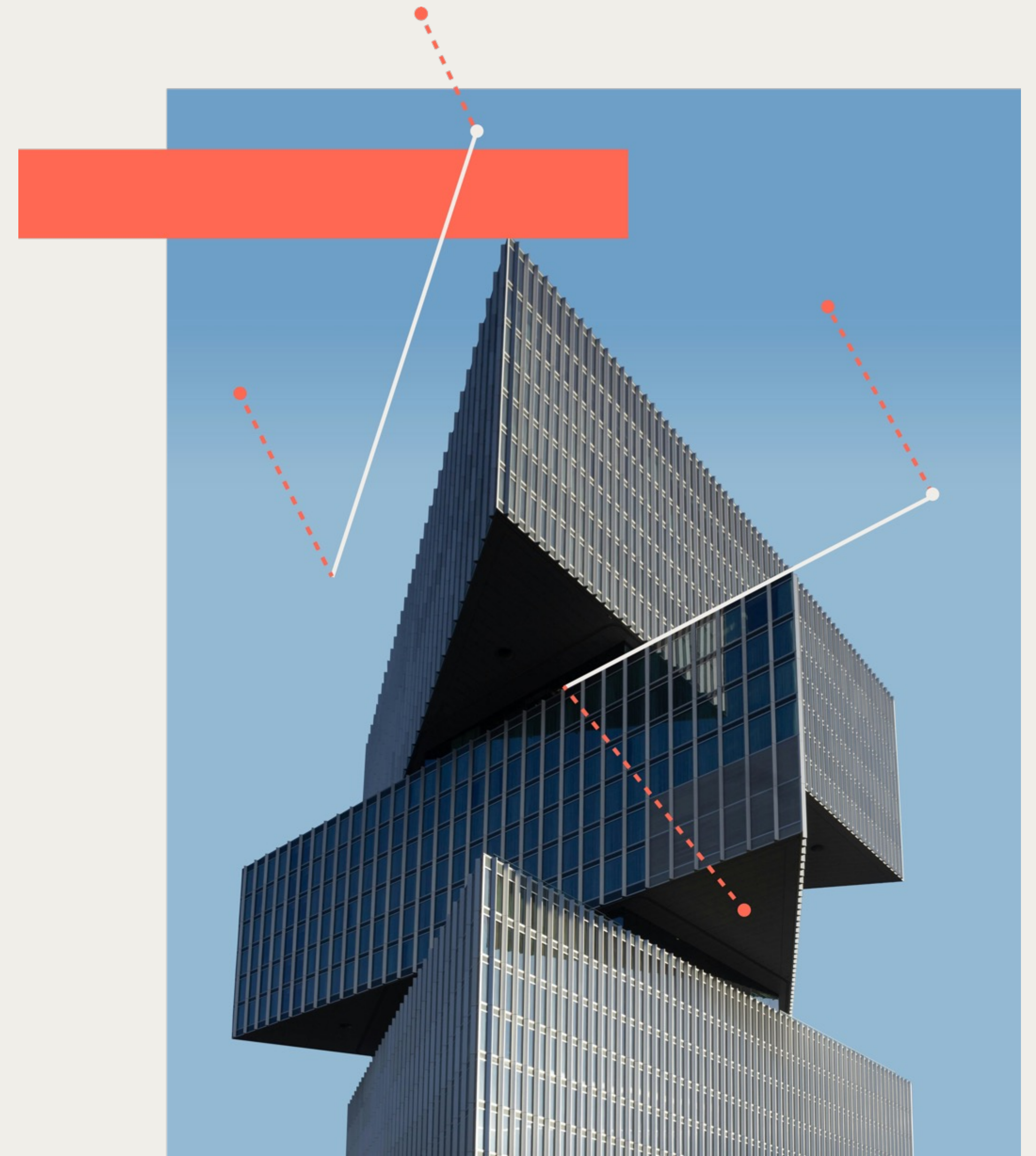
This service is particularly suited to organisations that need confidence in the technical and security feasibility of cloud adoption (e.g. No-fail events), without introducing unnecessary risk or disruption.

Who this service is for

This service works well for organisations that:

- Operate services that are part of the UK's Critical National Infrastructure
- Are planning to migrate sensitive or high-impact services to the cloud
- Need strong assurance around security, resilience, and operational stability
- Want to modernise delivery practices without compromising safety
- Require ongoing support models suited to critical services
- Are responsible for high-availability or high-risk services.

G-Cloud 15 Services



What the service includes & excludes

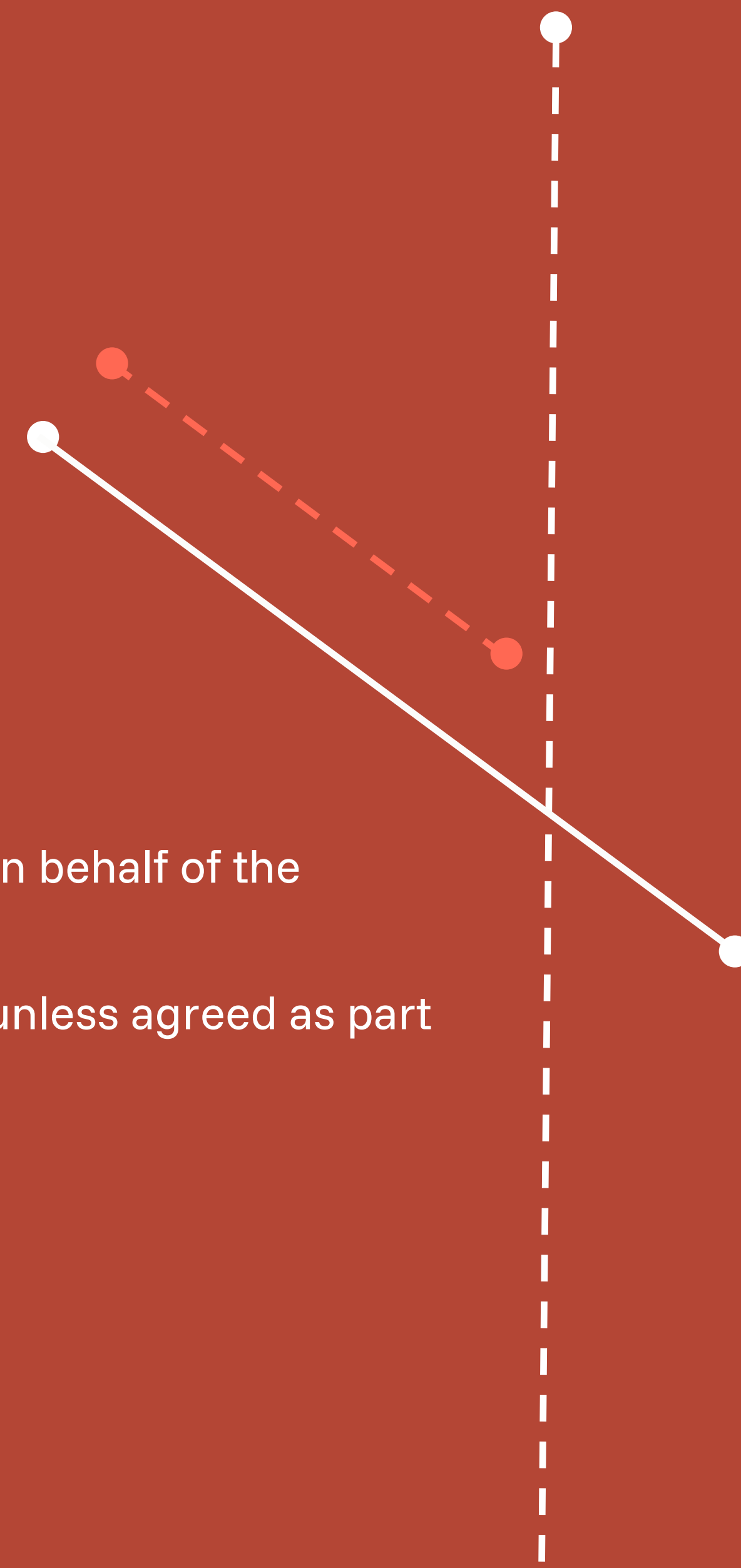
G-Cloud 15 Services

In Scope

- Requirements gathering and user research
- Service design and GDS assessment delivery
- Secure infrastructure and incident response
- DevSecOps practices embedded into delivery
- Threat modelling and security reviews
- Migration planning and execution, including post-migration validation
- Monitoring, logging, and continuous improvement
- Training, documentation, and knowledge transfer
- Ongoing support models for critical services

Out of Scope

- Ownership of live services
- Accreditation or certification on behalf of the organisation
- Business-as-usual operations unless agreed as part of the scope





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
DLUHC 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. Voting infrastructure is classed as CNI and elections 'no-fail events'.

MHCLG needed a support partner to ensure this essential service maintained 99.999% uptime and robust security. Exceptional performance was essential, even under the often-unpredictable surges in demand during election periods, when applications can reach 40x.

MHCLG wanted enhancements to reduce costs, boost efficiency and improve user experience. These included removing the need for local authorities, automation of resource-intensive manual processes and building a new external performance and internal insights dashboard.

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

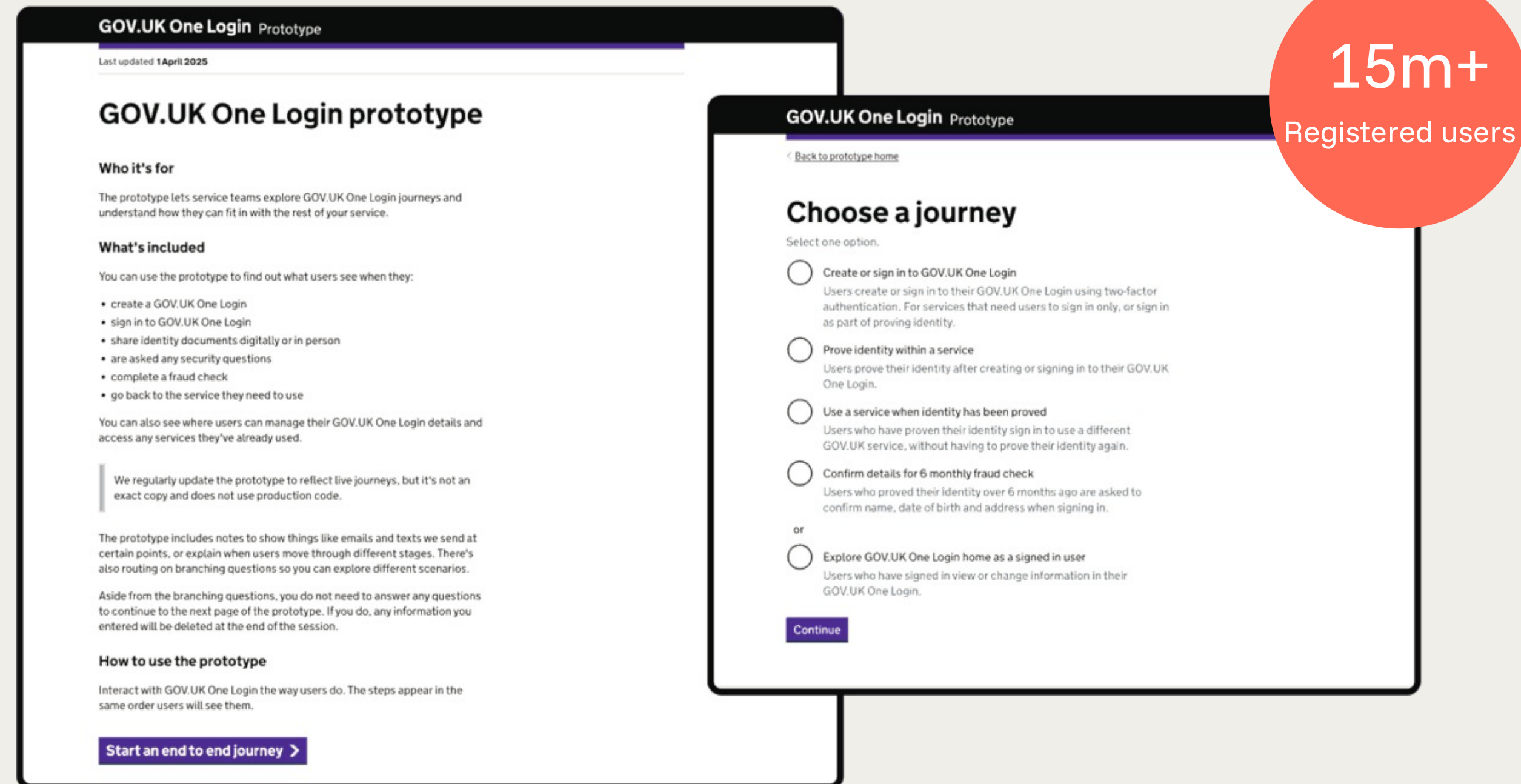


Department for
Science, Innovation
& Technology

Softwire

Case Study: GDS – Digital Identity

G-Cloud 15 Services



Digital Identity is a cross-government programme led by GDS to create a trusted, reusable way for people to prove who they are online when accessing government services. A key part of the programme is GOV.UK One Login.

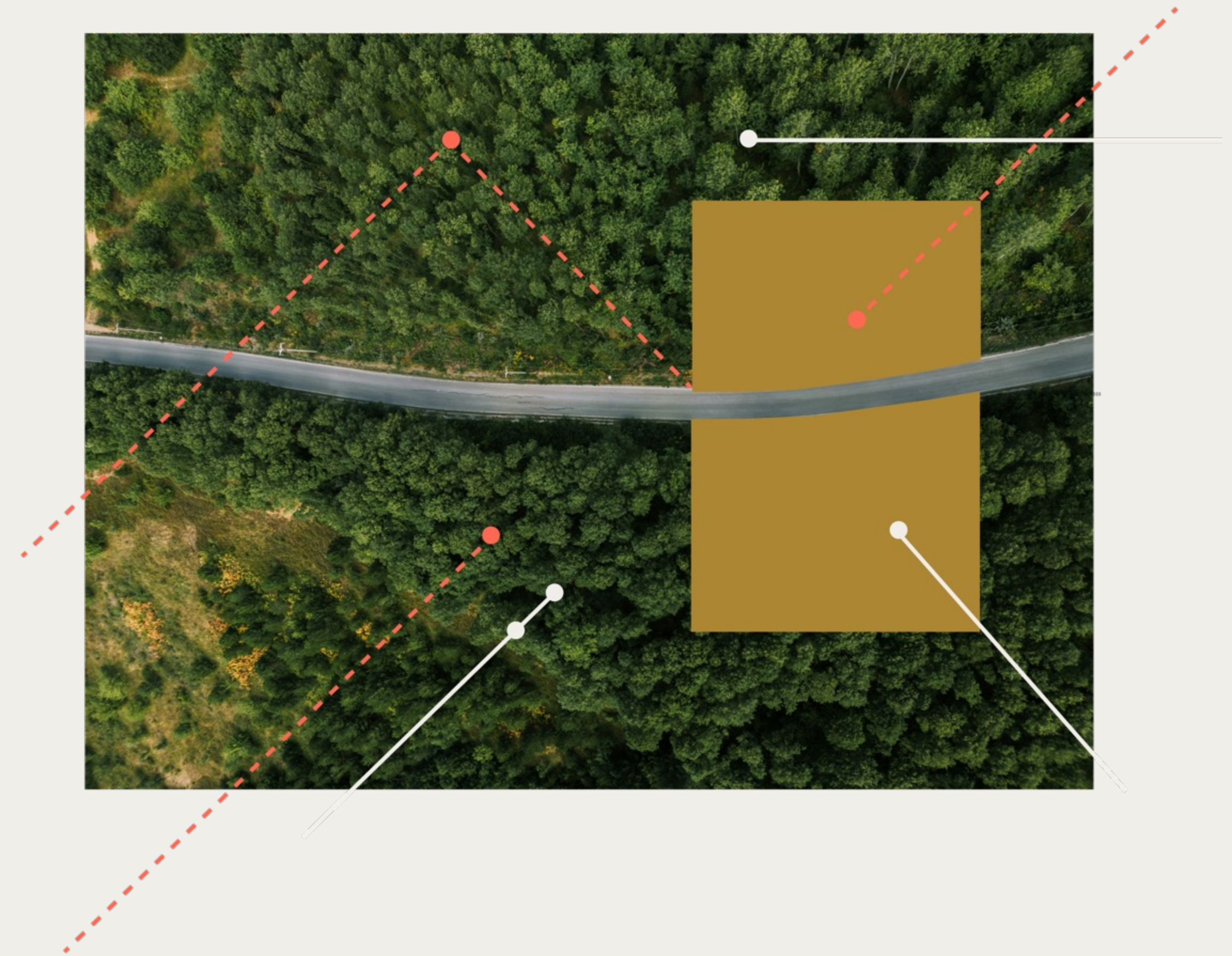
Softwire provide development and architecture resource to work across the programme, including leadership across central account and identity systems. Security and scalability are key concerns for a service that currently serves over 15m users and holds detailed identity data for UK citizens. Our team work alongside others to deliver to consistently high standards, exceeding 99.95% uptime for the busiest parts of the service, performance tested to scale for peaks in demand of over 500 t/s.

One Login recently hit two major milestones – 15m registered users, and onboarded its 100th Government service, showing the scale and criticality across government. The Softwire team are proud to have been a part of this.

Time scales and effort

Engagements typically range from several weeks to several months, depending on the complexity of the service, the level of assurance required, and whether migration or ongoing support is in scope.

- The service can be delivered as:
- An assessment and design engagement
- A migration-focused piece of work
- Ongoing support and continuous improvement
- Access to relevant systems, documentation, and stakeholders is required to support delivery.

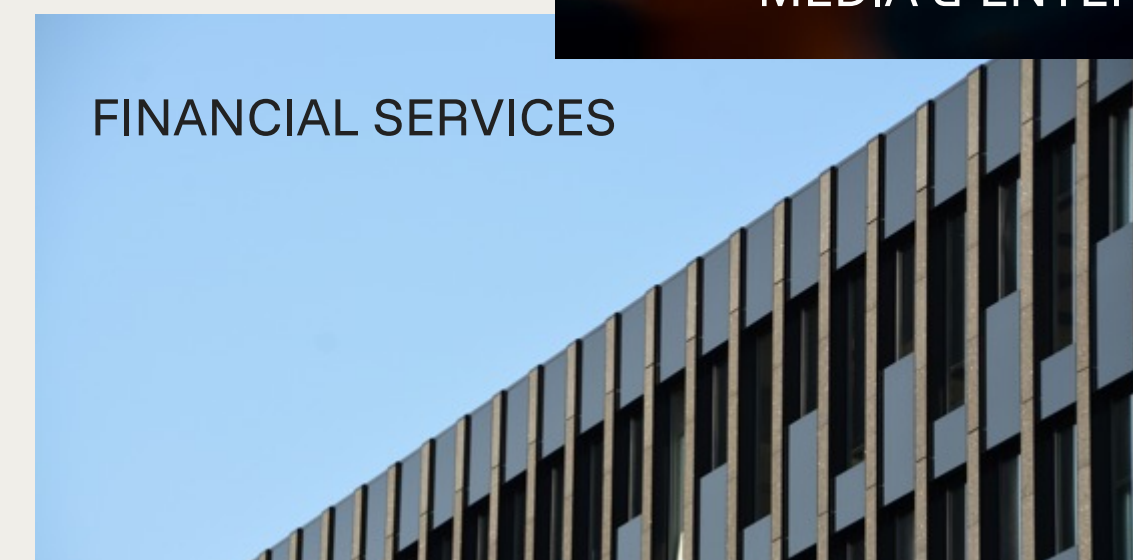
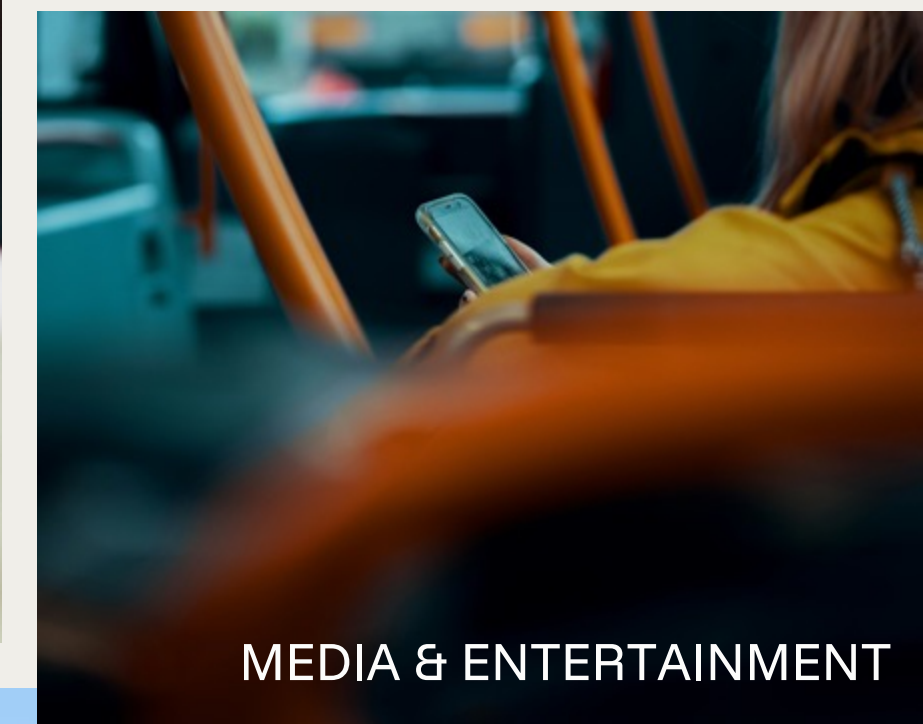
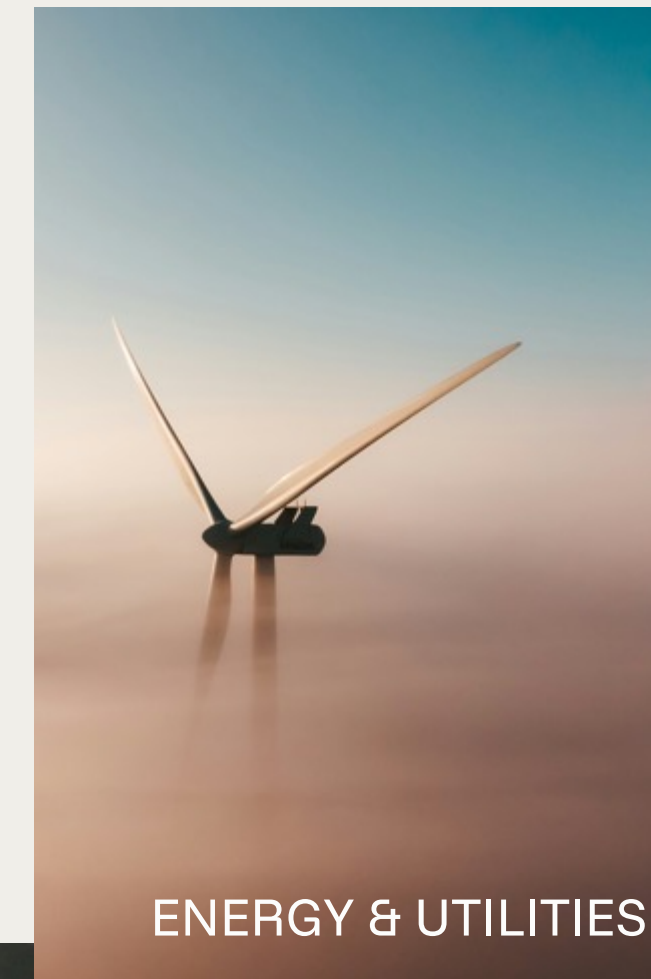


About Softwire

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 prioritise security, resilience, and public safety. We embed appropriately cleared, UK-based specialists into client teams, follow government standards and assurance processes, and design for resilience by default.



Our Capabilities

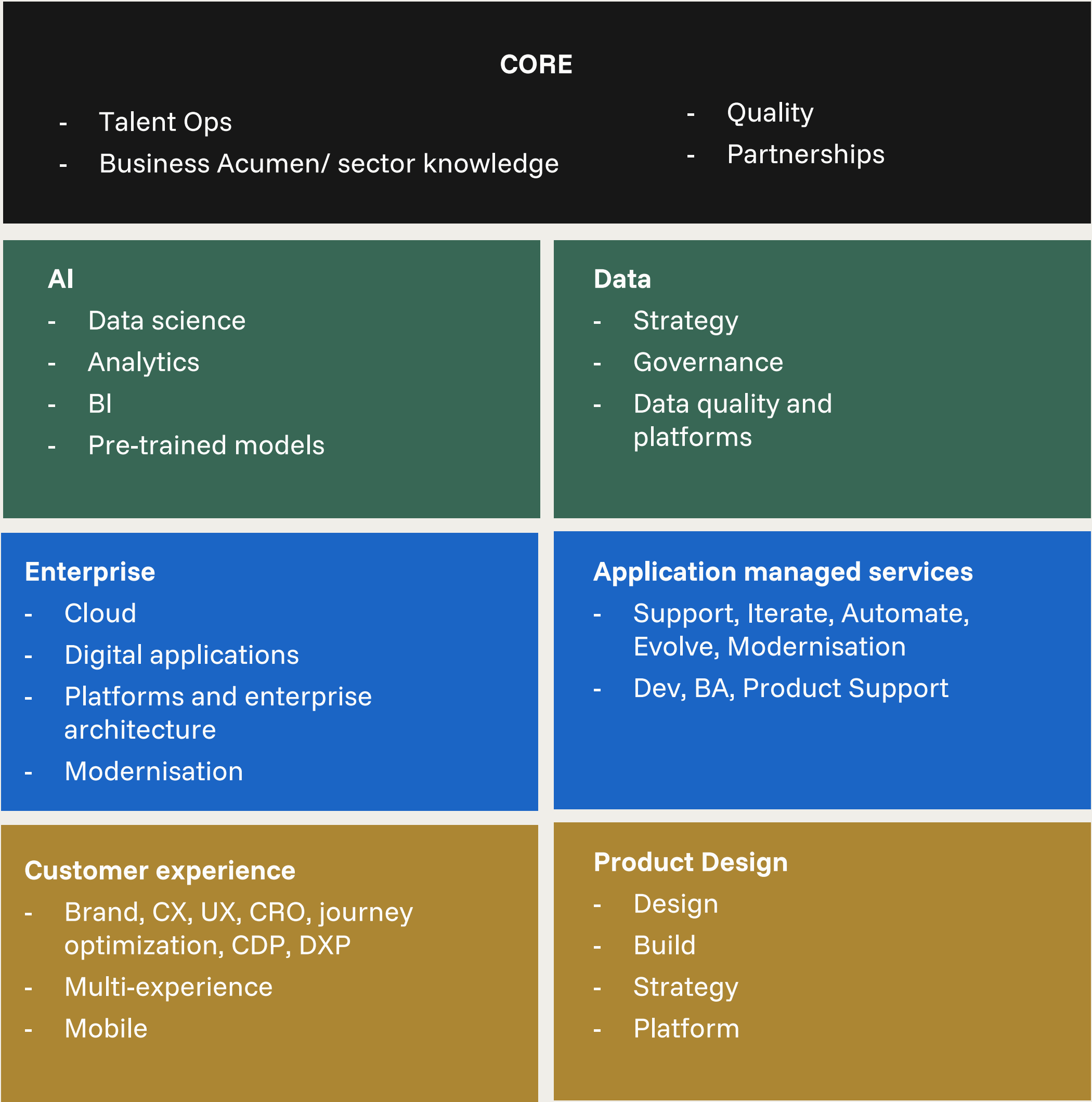
We have expertise across multiple sectors

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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