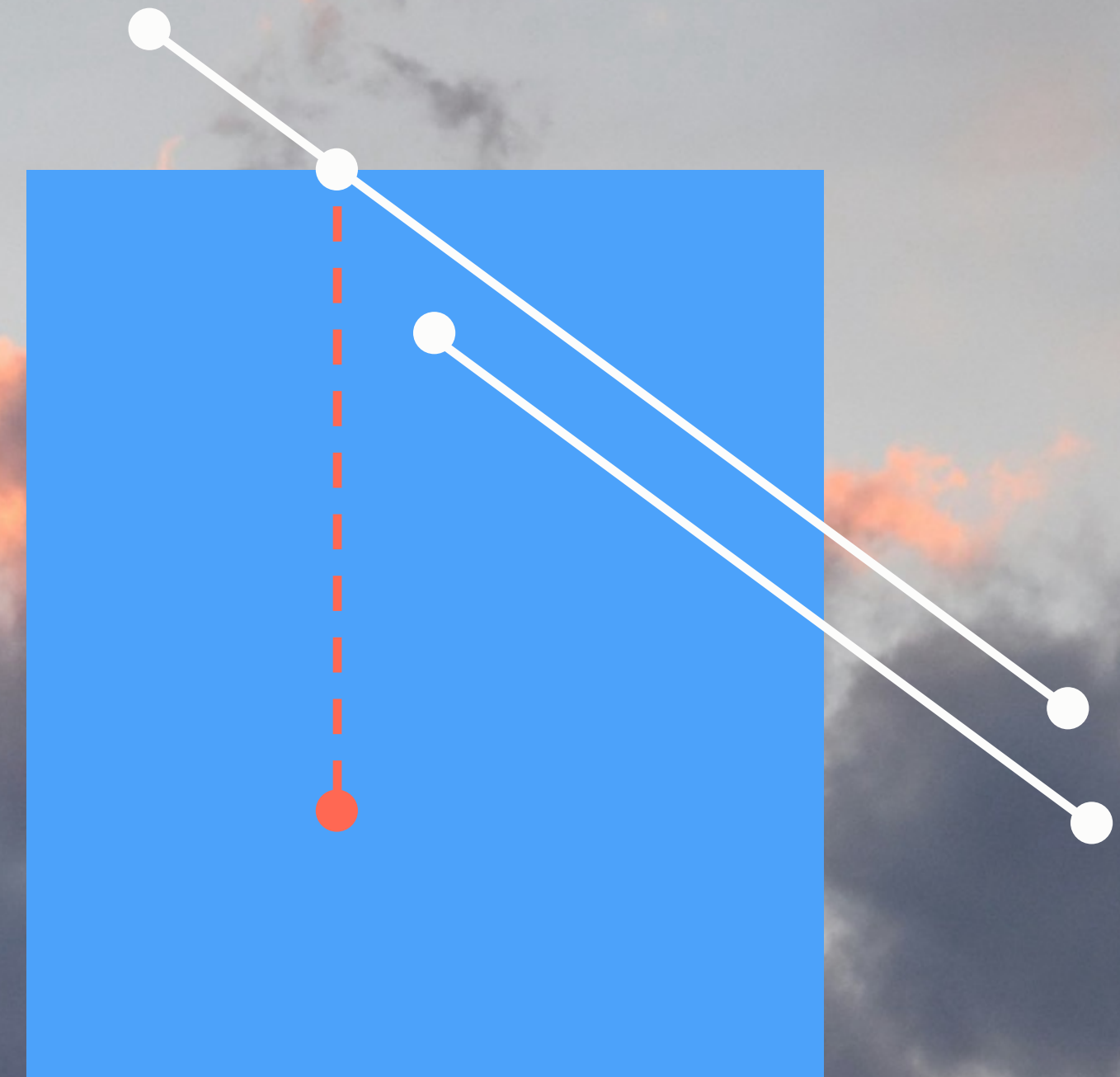




Team Augmentation and Upskilling

G-Cloud 15 Services

Service overview

Team Augmentation and Upskilling

This service provides additional capacity and capability to support your cloud journey and deliver strong outcomes. This service includes a range of DDAT roles to meet capability gaps for new or in-flight projects.

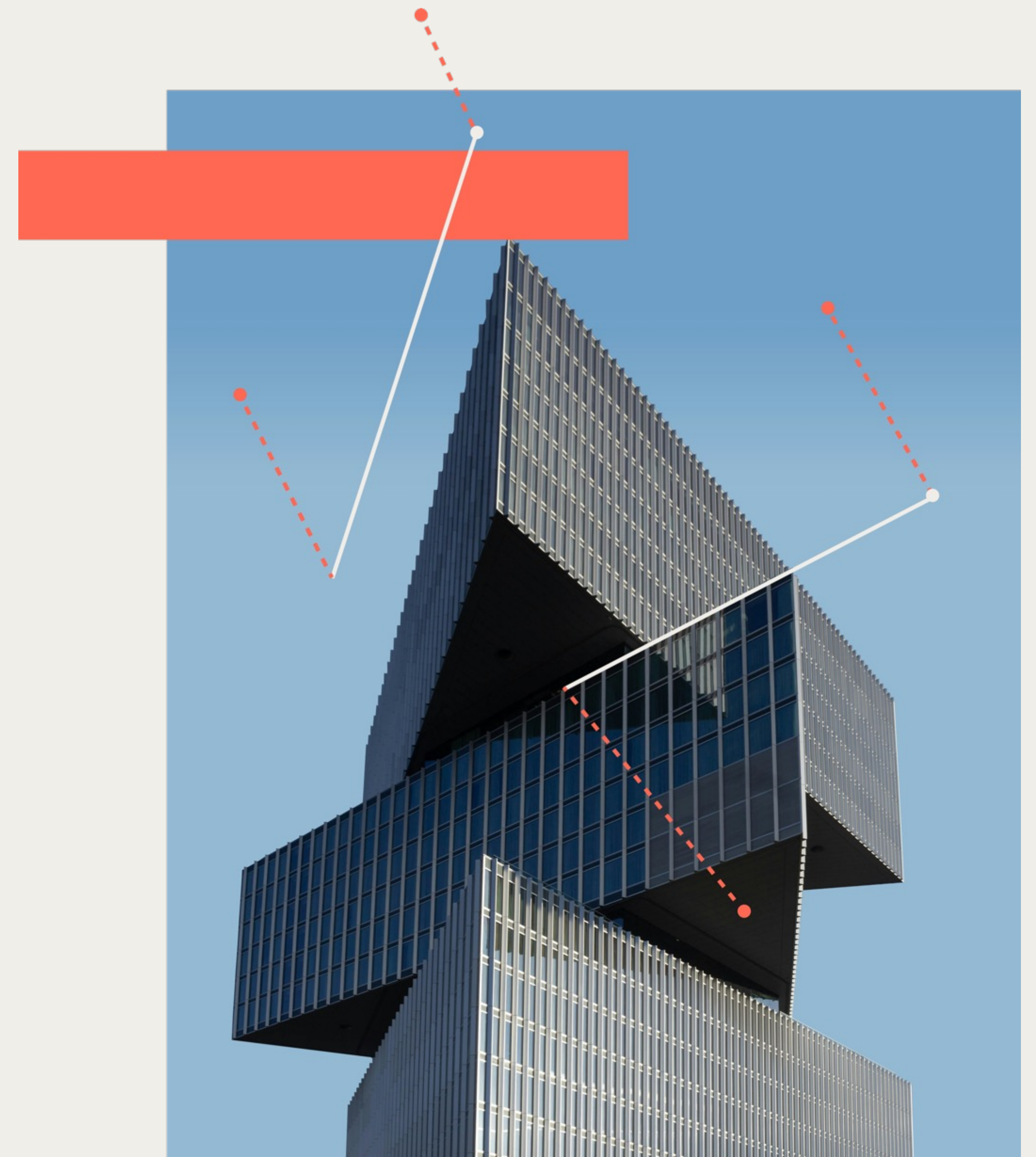
The focus is on strengthening existing delivery teams while cloud work is underway, whether that's migration, modernisation, or ongoing improvement. Support combines hands-on delivery with coaching and knowledge transfer, so teams are better equipped to sustain and improve services over time.

This service works well where organisations need to move quickly but want to retain ownership of their services and build internal capability as they go.

Who this service is for

This service works well for organisations that:

- Need additional capacity to support cloud delivery
- Need to scale teams quickly
- Want to supplement existing teams across DDAT or SFIA roles
- Want to bring in specialist capabilities
- Are migrating or modernising services and want support alongside internal staff
- Want to improve delivery practices while work is in progress
- Are focused on building long-term internal capability
- It is commonly used by digital, technology, and delivery leads managing in-flight cloud work.



What the service includes & excludes

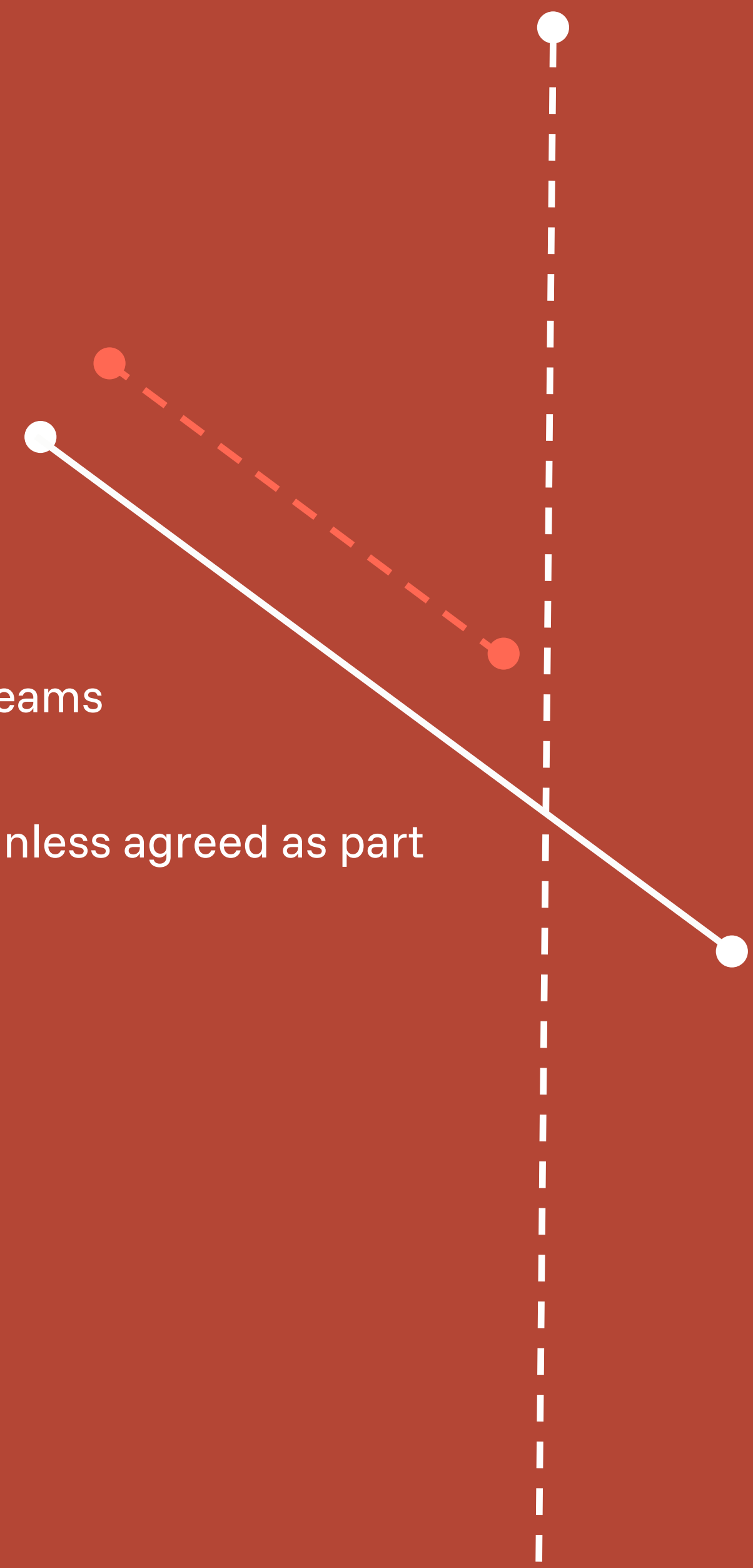
G-Cloud 15 Services

In Scope

- Additional delivery capacity across a full range of DDAT and SFIA roles
- Hands-on cloud engineering and DevSecOps support
- Migration and implementation support delivered alongside your team
- Coaching on cloud, delivery, and engineering best practice
- Training and structured knowledge transfer
- Agile coaching and ways of working support
- Ongoing support where required

Out of Scope

- Replacement of your internal teams
- Ownership of live services
- Business-as-usual operations unless agreed as part of the scope



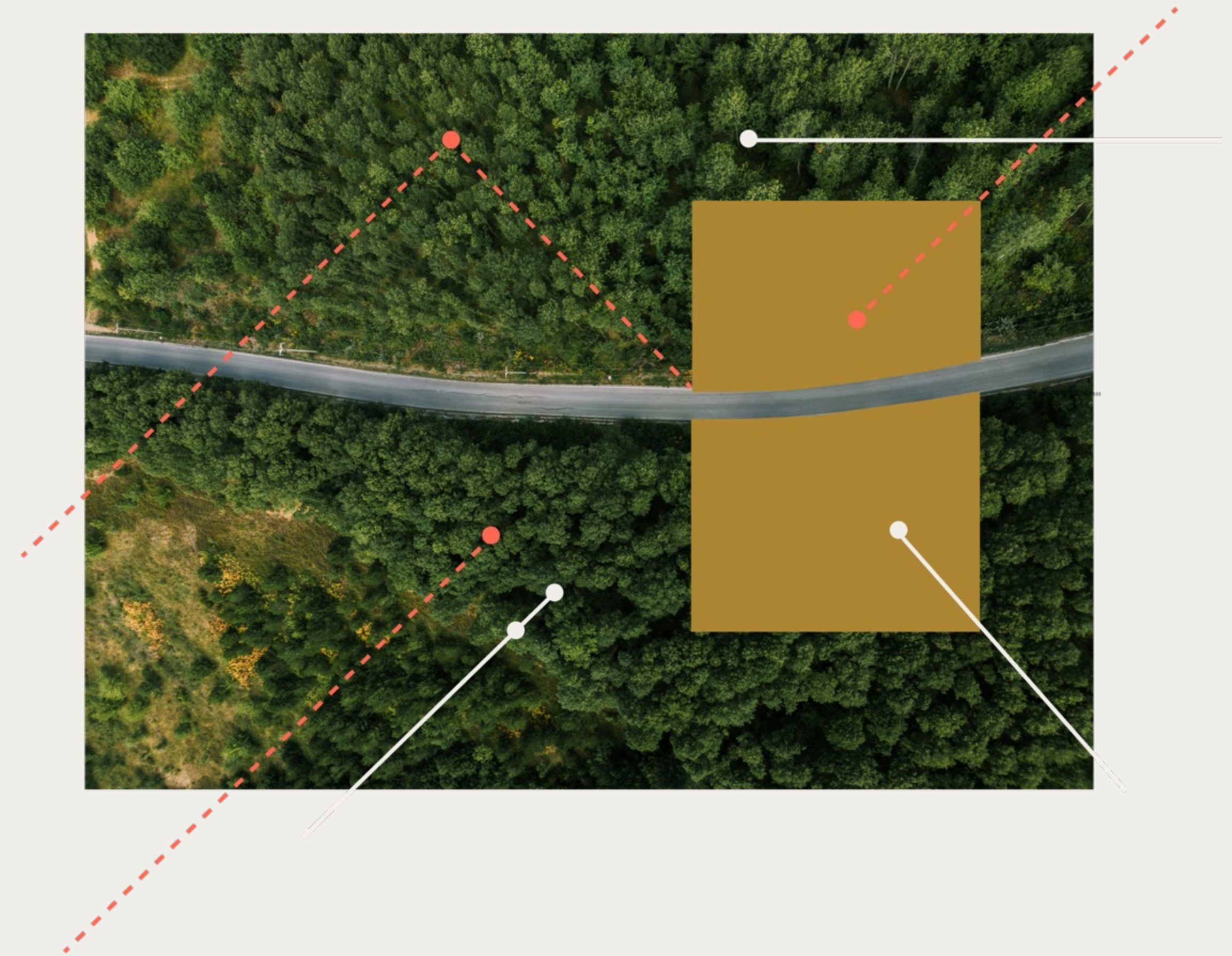
Time scales and effort

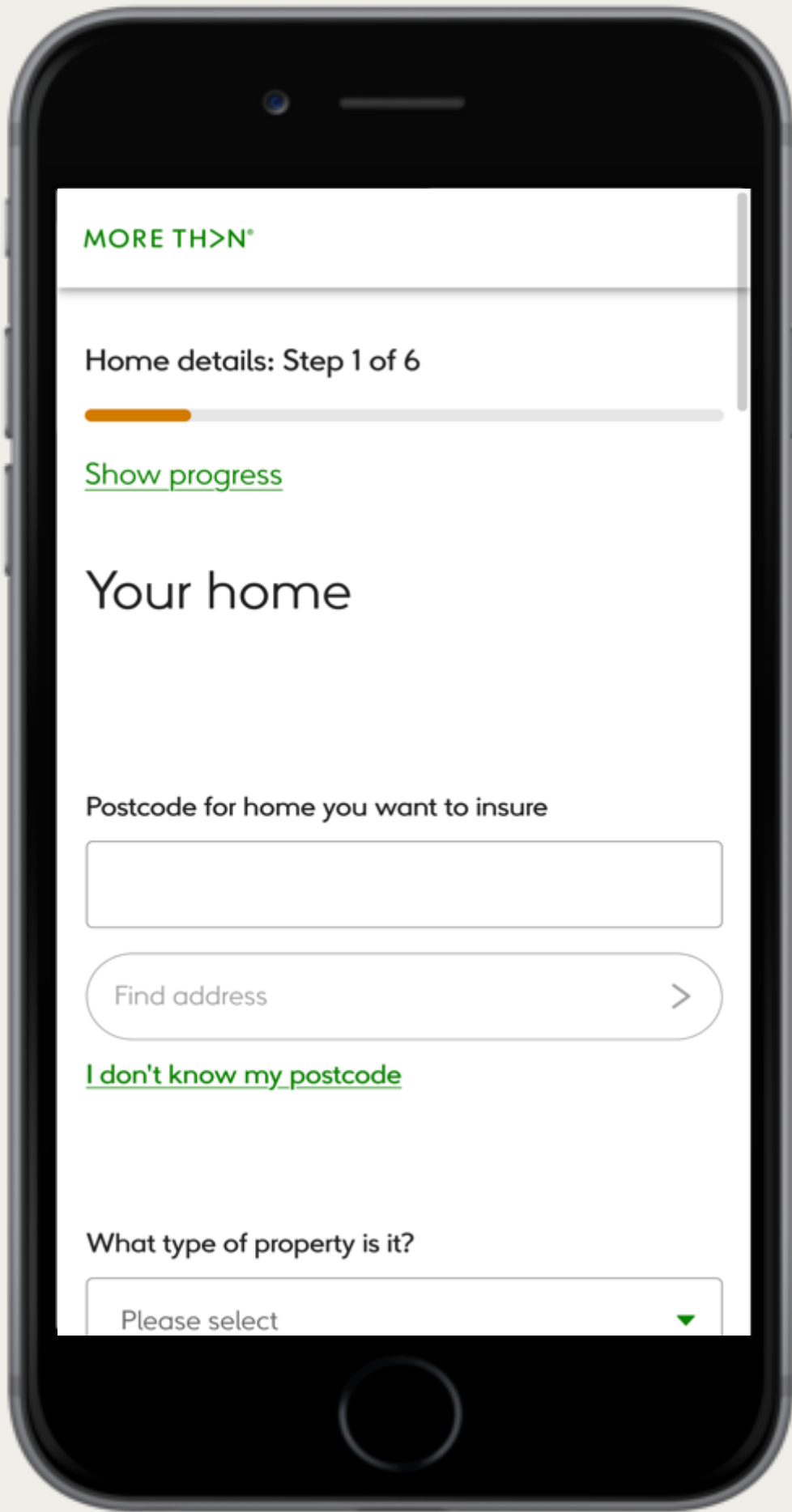
Engagements typically run from a few weeks to several months, depending on the level of capacity required and the stage of delivery.

Support may be provided as:

- Short-term capacity uplift to tackle time-bound agile projects
- Medium-term augmentation alongside migration or improvement work
- Ongoing support to help stabilise and mature cloud services

Access to teams, environments, and delivery context is required to support effective collaboration.





Case Study: RSA Insurance

Digital Transformation

Solutions Delivered

RSA wanted to grow its multi-billion-pound business by delivering an ambitious digital transformation, including the rebuild of its flagship Morethan.com website, championing agile working, implementing automated testing and building a fully automated release pipeline to accelerate deliveries and minimise risk.

We provided teams to work alongside RSA on their transformation project, including cloud advisory services, with RSA asking Softwire to lead the triage and remediation planning of key infrastructure findings across AWS and Azure. We built the new flagship Morethan.com website and motor insurance quote-and-buy journeys using AWS infrastructure (CloudFront, EC2, S3, DynamoDB, Lambda, SQS, ALB, CloudWatch). In parallel, we worked with RSA's digital and DevOps teams to evolve their ways of working and transition to a cloud-based technology stack for all RSA websites.

Results & ROI

The new Morethan.com has seen a 350% rise in organic traffic from search engines, users are spending longer on the site, and more people are buying policies. Meanwhile, partners benefit from more-tailored services, and the maturity of RSA's digital capabilities has been fast-tracked.

350%
Rise in Traffic



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 digital electoral services are key to this.

MHCLG needed a partner that could provide them with scale to deliver a range of services alongside their teams as part of the Electoral Integrity Programme. We scaled our teams from 5 to 40+ within a few weeks to provide this scale, while maintaining efficient delivery through tailored ramp up.

By scaling and working collaboratively with MHCLG staff, our combined team were able to deliver high-profile, scalable services to fixed deadlines, and to an extremely high level of quality – exceeding 99.99% uptime and supporting more than 4m applications during the 2024 General Election period.

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

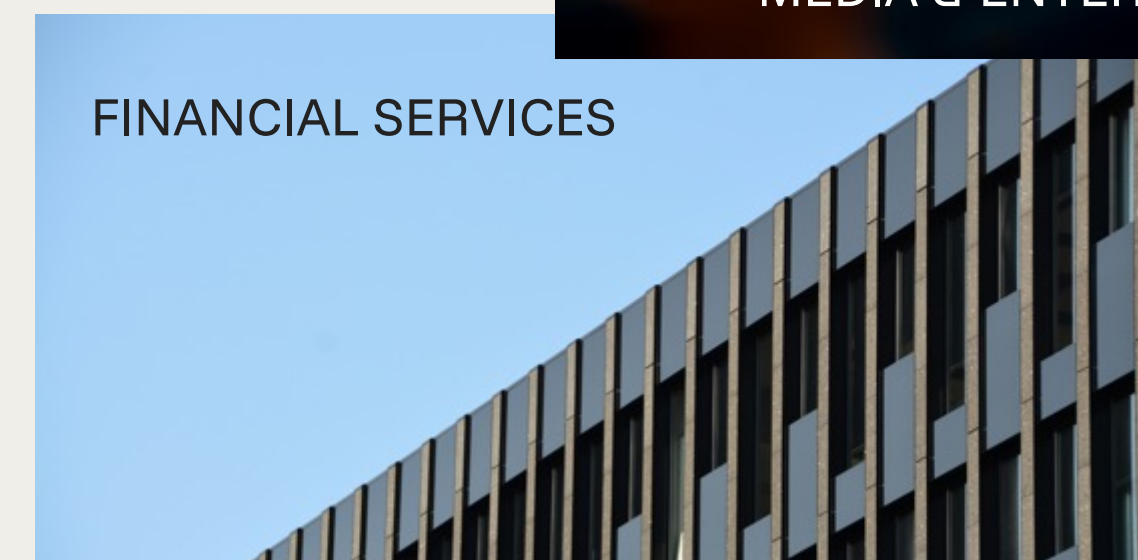
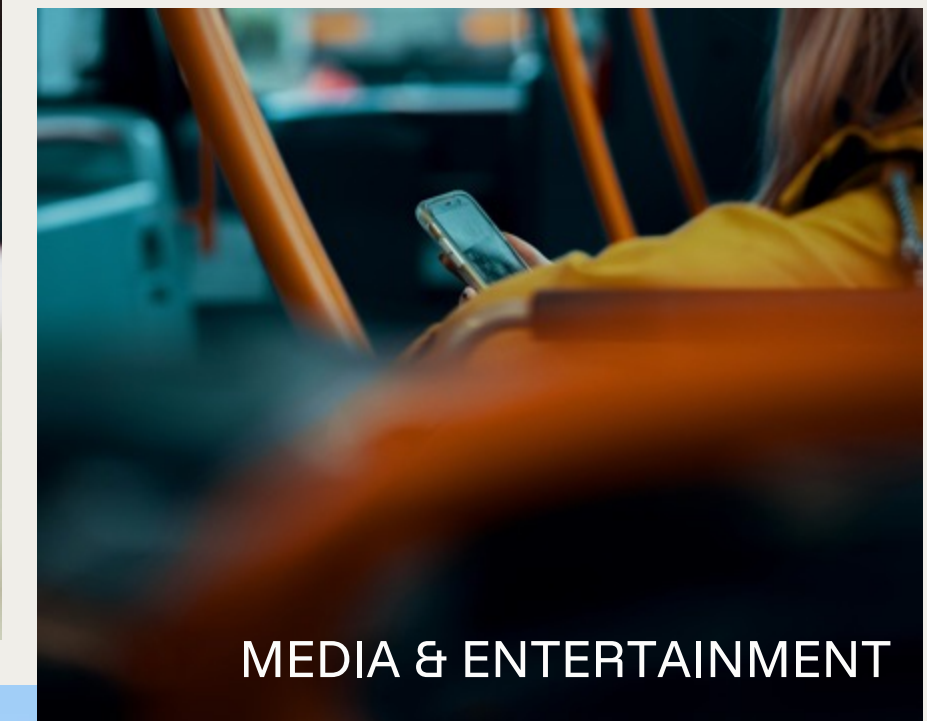
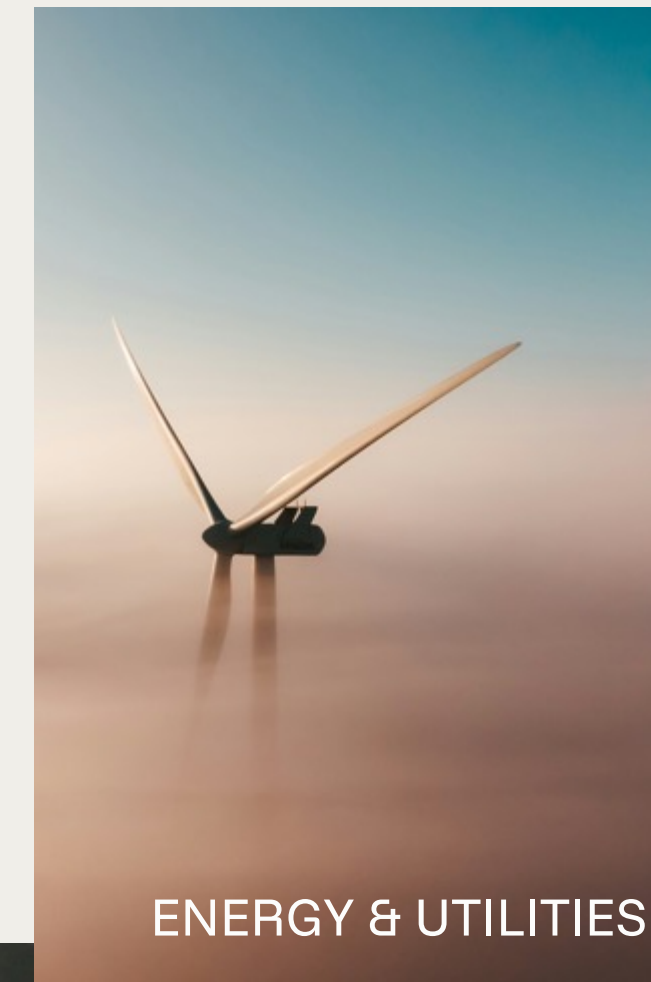
About Softwire

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 and our staff have extensive experience operating within rainbow teams to deliver large, complex government projects.

G-Cloud 15 Services



Our Capabilities

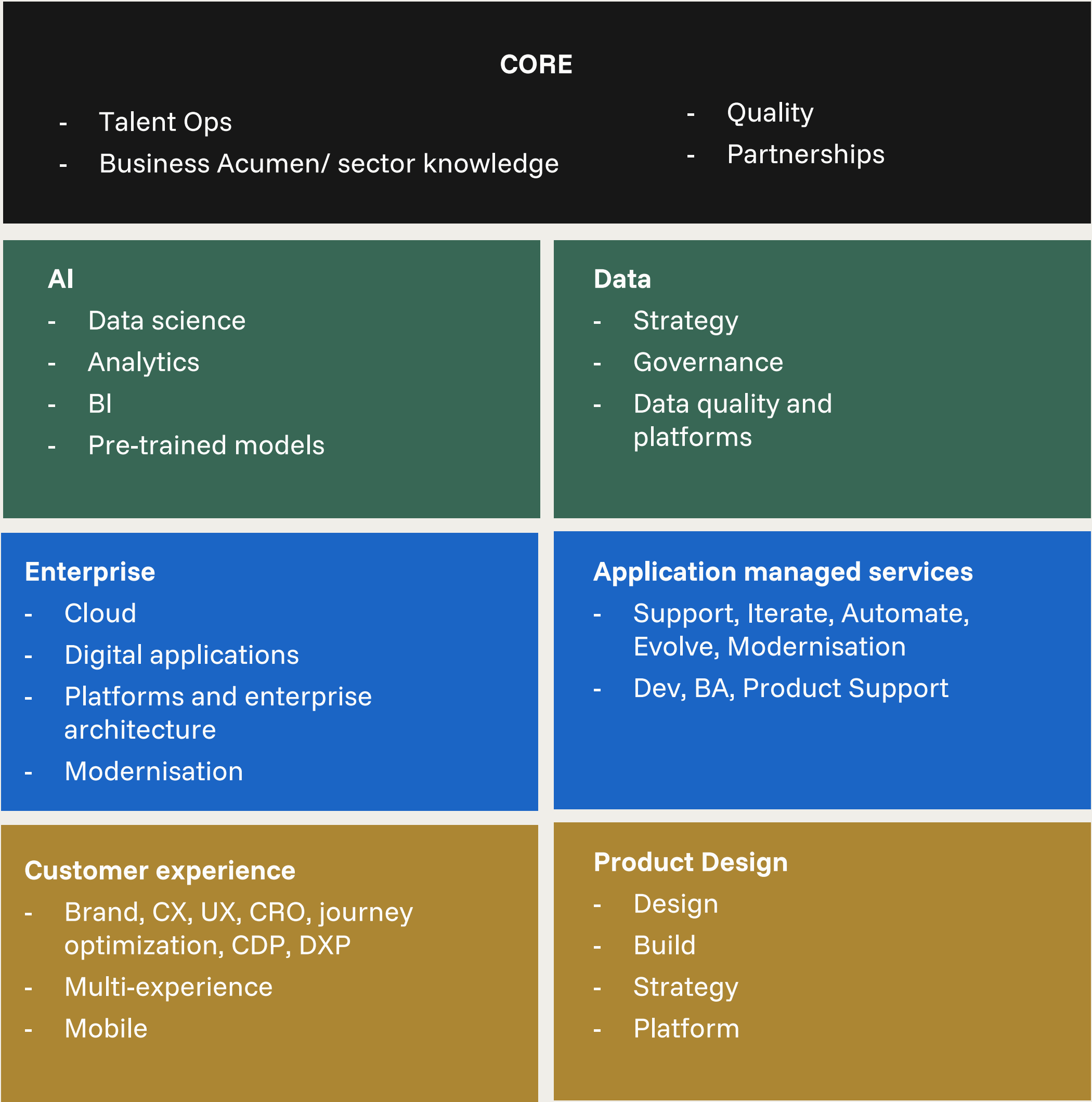
We have expertise across multiple sectors

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

Our staff have extensive experience working in blended teams and/or multi-supplier environments.



Thank you for reading

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