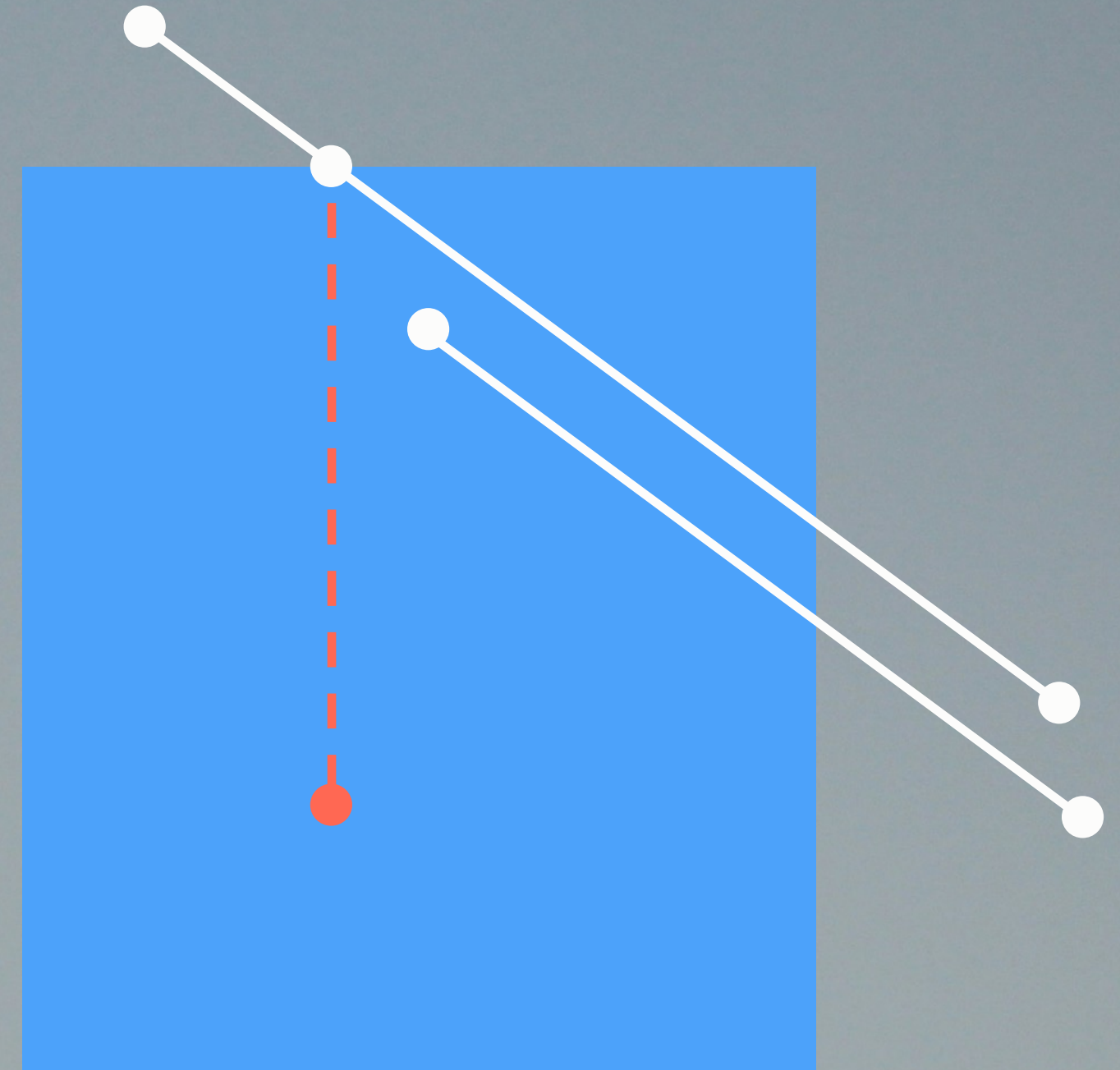




Cloud Support

G-Cloud 15 Services

Service overview

Cloud Support

This service provides ongoing support and management for cloud-based services, helping organisations keep critical systems running reliably, securely, and efficiently.

The focus is on day-to-day operational stability alongside continuous improvement. Support covers incident response, monitoring, release and change management, security, capacity planning, and optimisation. Services are delivered using established service management practices, with flexibility to scale support up during periods of increased demand or risk.

This service is well suited to organisations that operate live cloud services and need reliable, responsive support they can trust.

Who this service is for

This service works well for organisations that:

Operate live cloud-based services

- Need reliable incident and operational support
- Require 24x7 coverage or enhanced support during key events
- Want to improve service reliability, performance, or security
- Are looking to optimise cloud costs and capacity over time

It is commonly used by digital, technology, and operational teams responsible for business-critical services.



What the service includes & excludes

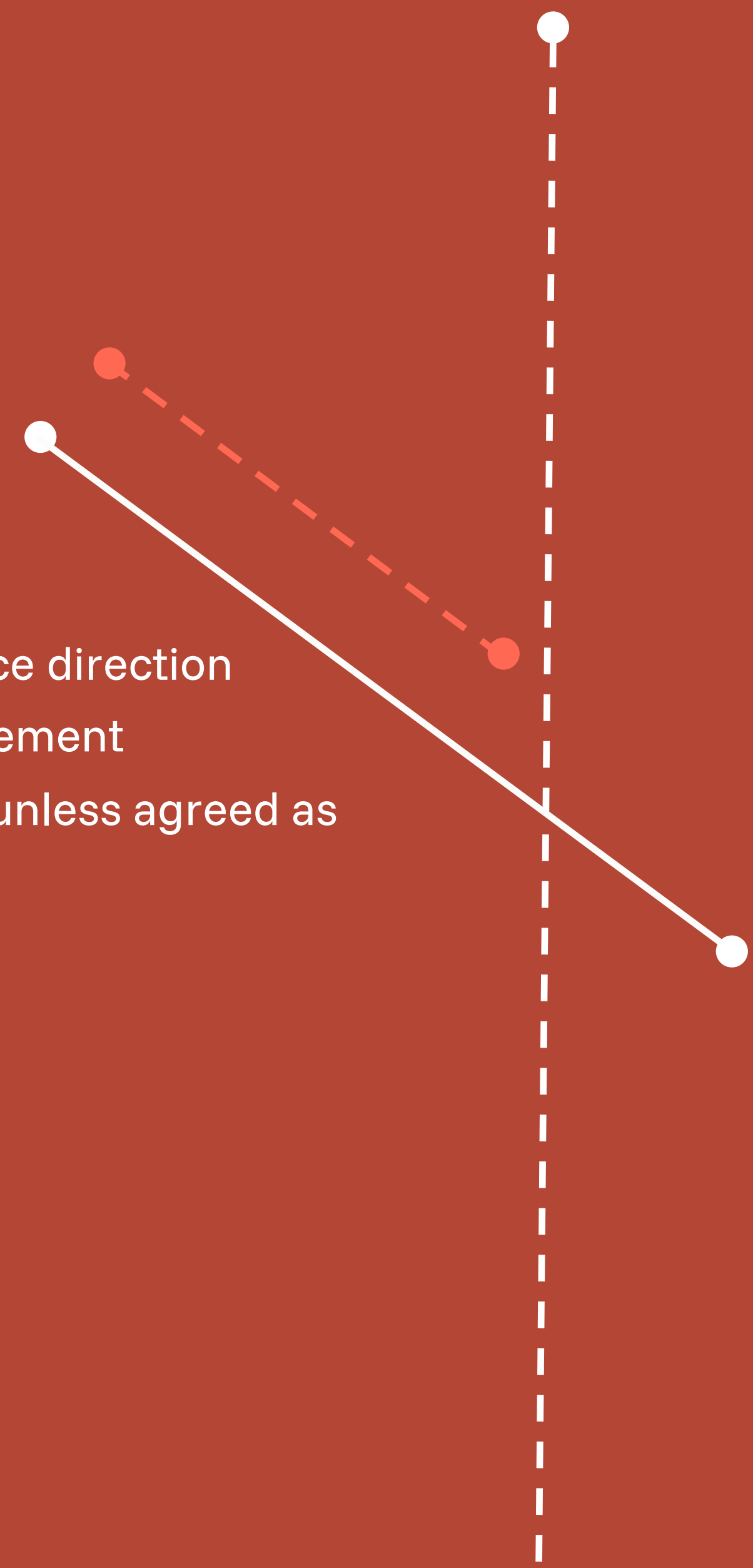
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In Scope

- Incident management, including triage, resolution, and root cause analysis
- Transition services to support handover into live operation
- ITIL-aligned release and change management
- Monitoring and alerting
- Enhanced support and hypercare during key events
- 24x7 support where required
- Capacity management, including load testing and scaling
- Security management, including vulnerability scanning and patching
- Continuous improvement and service optimisation
- Reporting and service governance

Out of Scope

- Ownership of product or service direction
- Cloud licence resale or procurement
- Development of new services unless agreed as part of the scope





Ministry of Housing,
Communities &
Local Government

Softwire

Case Study: MHCLG – Voter Registration

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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.

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.

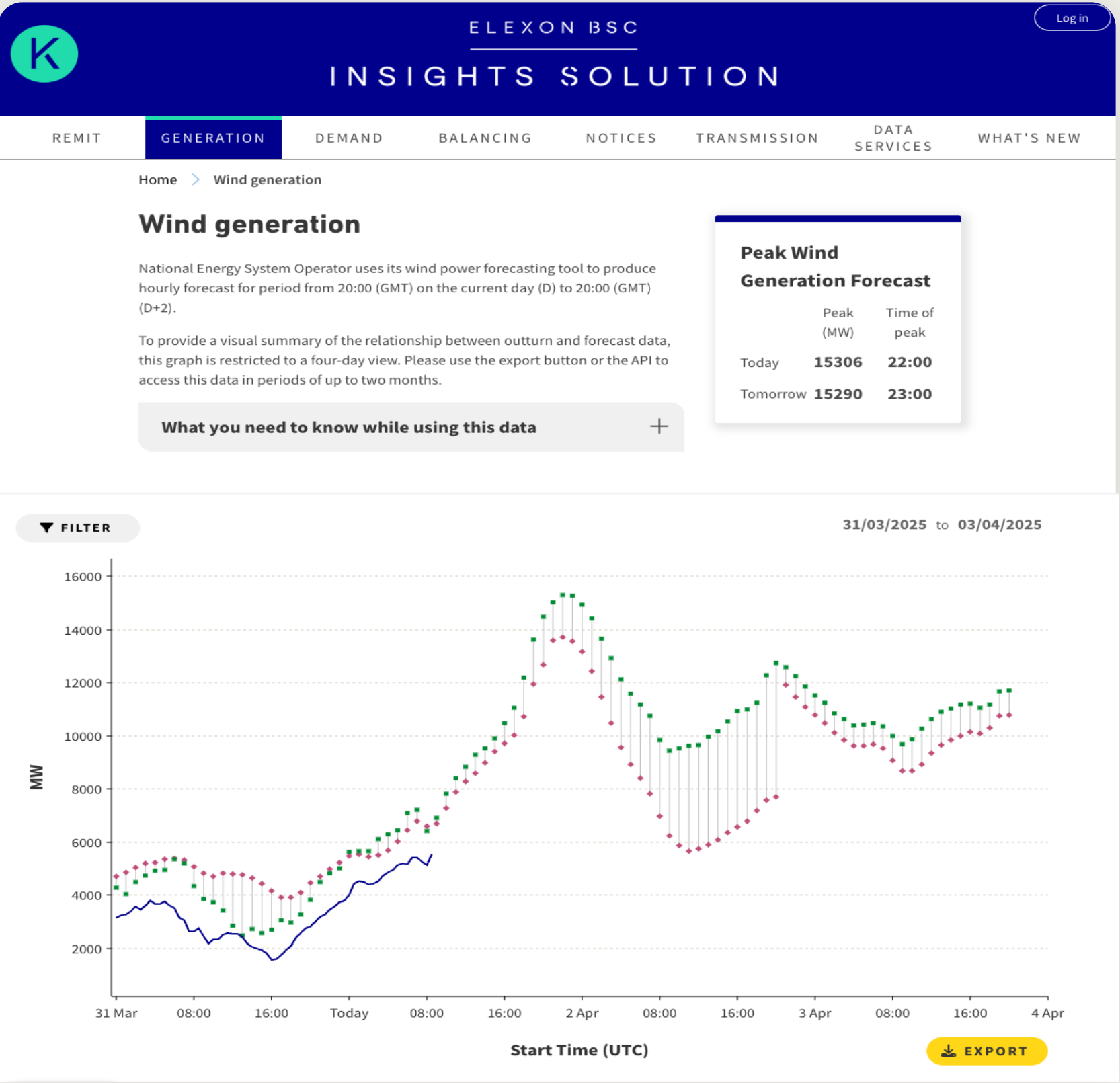
We provided services across the whole complex programme, to ensure success we did the following:

- ✓ 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

ELEXON

Case Study: Elexon - Cloud Data Platform Modernisation

G-Cloud 15 Services



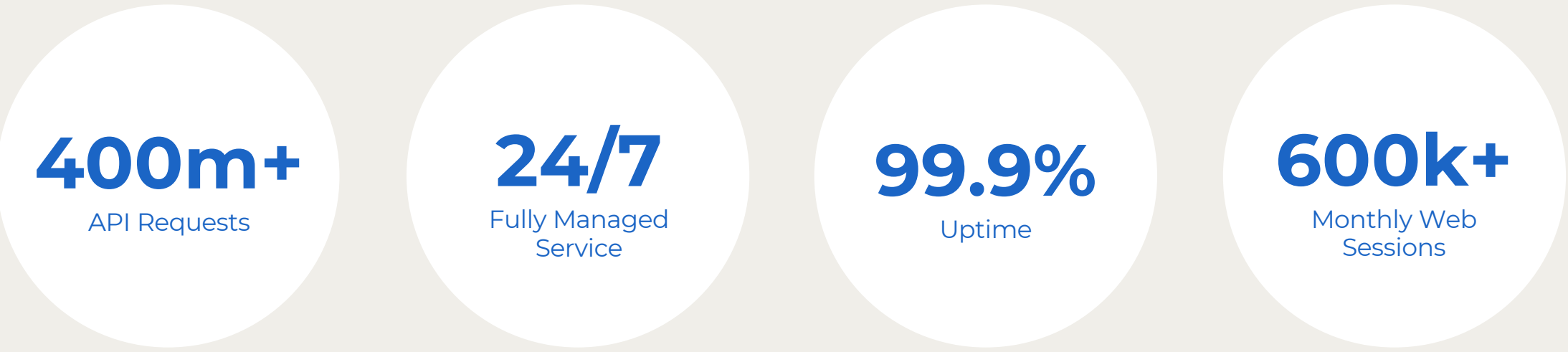
Solutions Delivered

Elexon is a not-for-profit that plays a critical role in the UK energy market. They publish detailed electricity market data to industry and the public. Their previous solution was expensive and hard to change. We built the public-facing cloud data platform that sits at the heart of the GB electricity market and helped the client adopt agile working practices.

We provide ongoing support and enhancement services to this platform, including patching, vulnerability scanning, bug fixing and reporting. We also review cloud hosting costs on a regular basis, and provide hypercare for critical periods and releases.

Results & ROI

Through our proven support processes, we are able to support Elexon in delivering a service with extremely low error rates. We service millions of requests and page views per month, with a 99.999% success rate, giving Elexon confident that they are meeting their regulatory needs to the public.



Time scales and effort

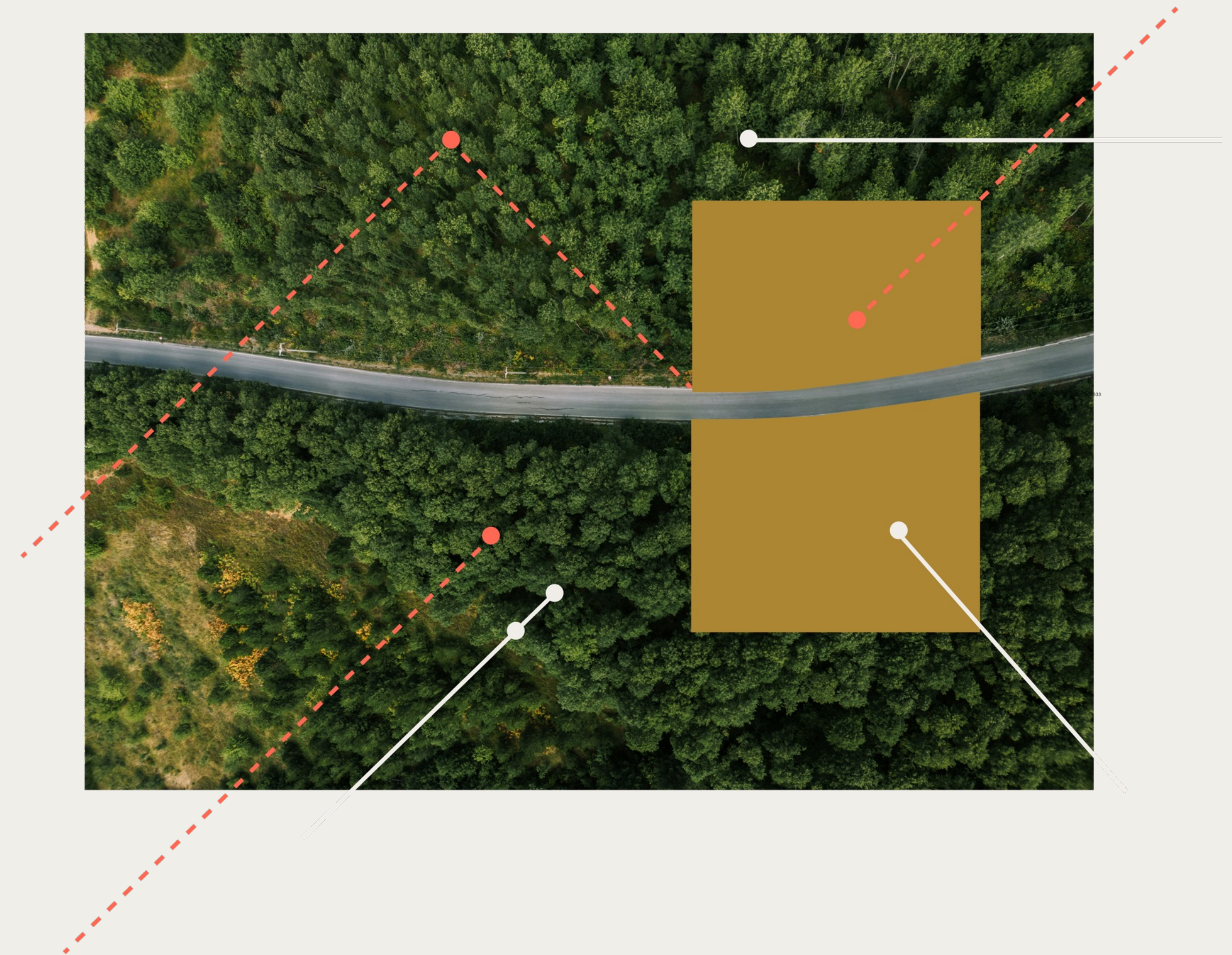
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Engagements typically run from a few weeks to several months, depending on the complexity of the data landscape, volume of data, and level of transformation required.

The service may be delivered as:

- A short assessment or data maturity review
- A focused build or migration phase
- Ongoing support and improvement

Access to data sources, environments, and relevant stakeholders is required to support delivery.



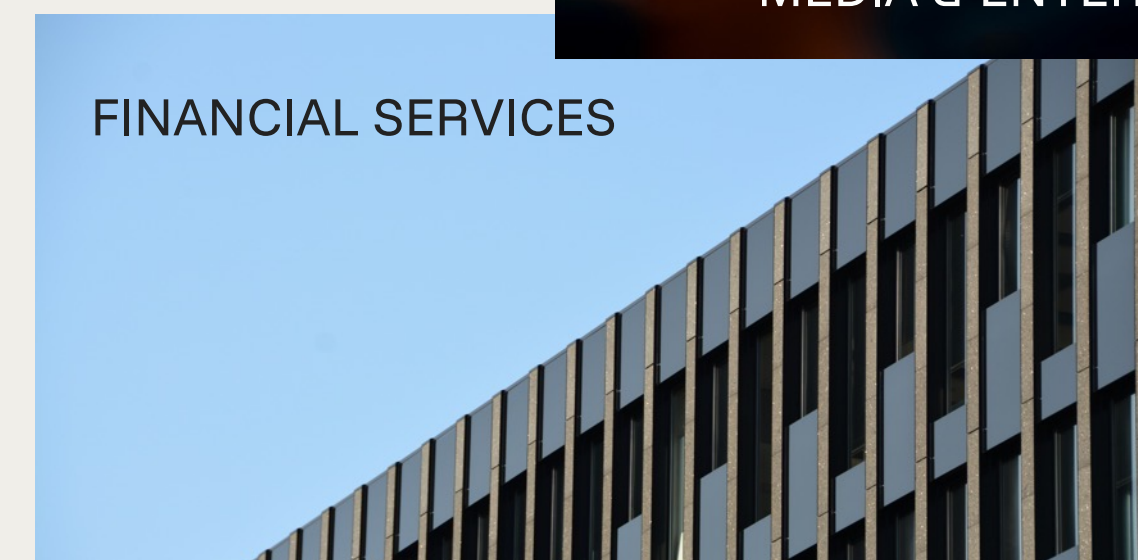
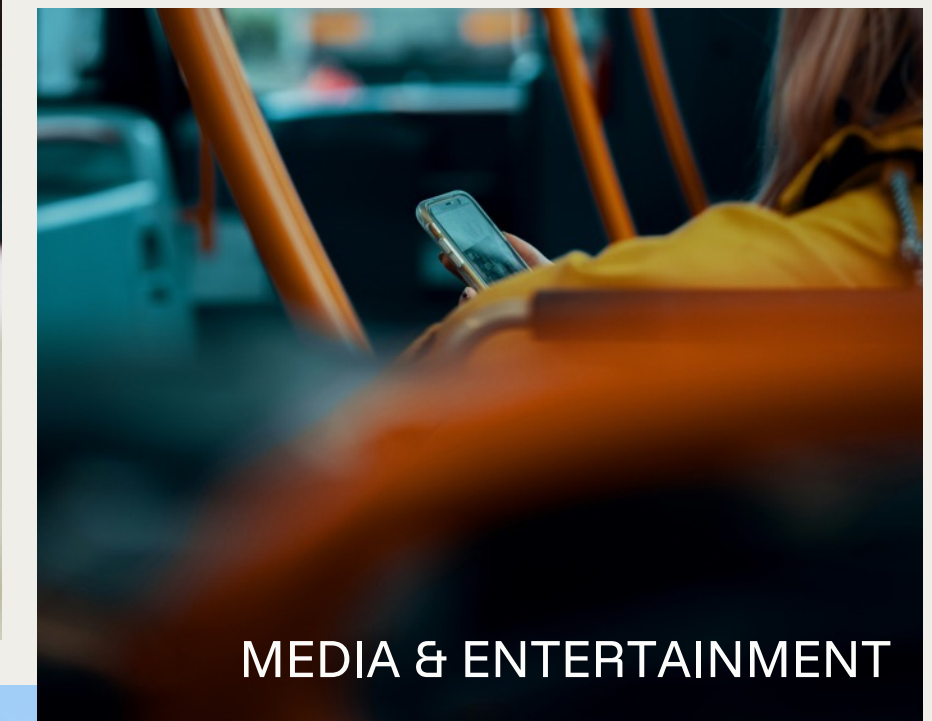
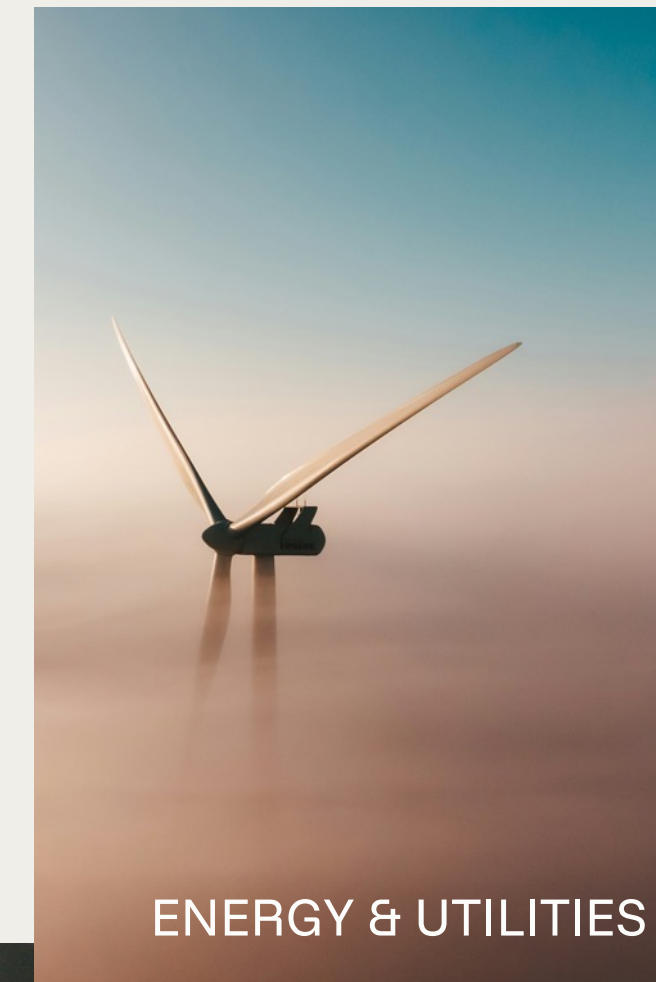
About Softwire

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 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.

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Our Capabilities

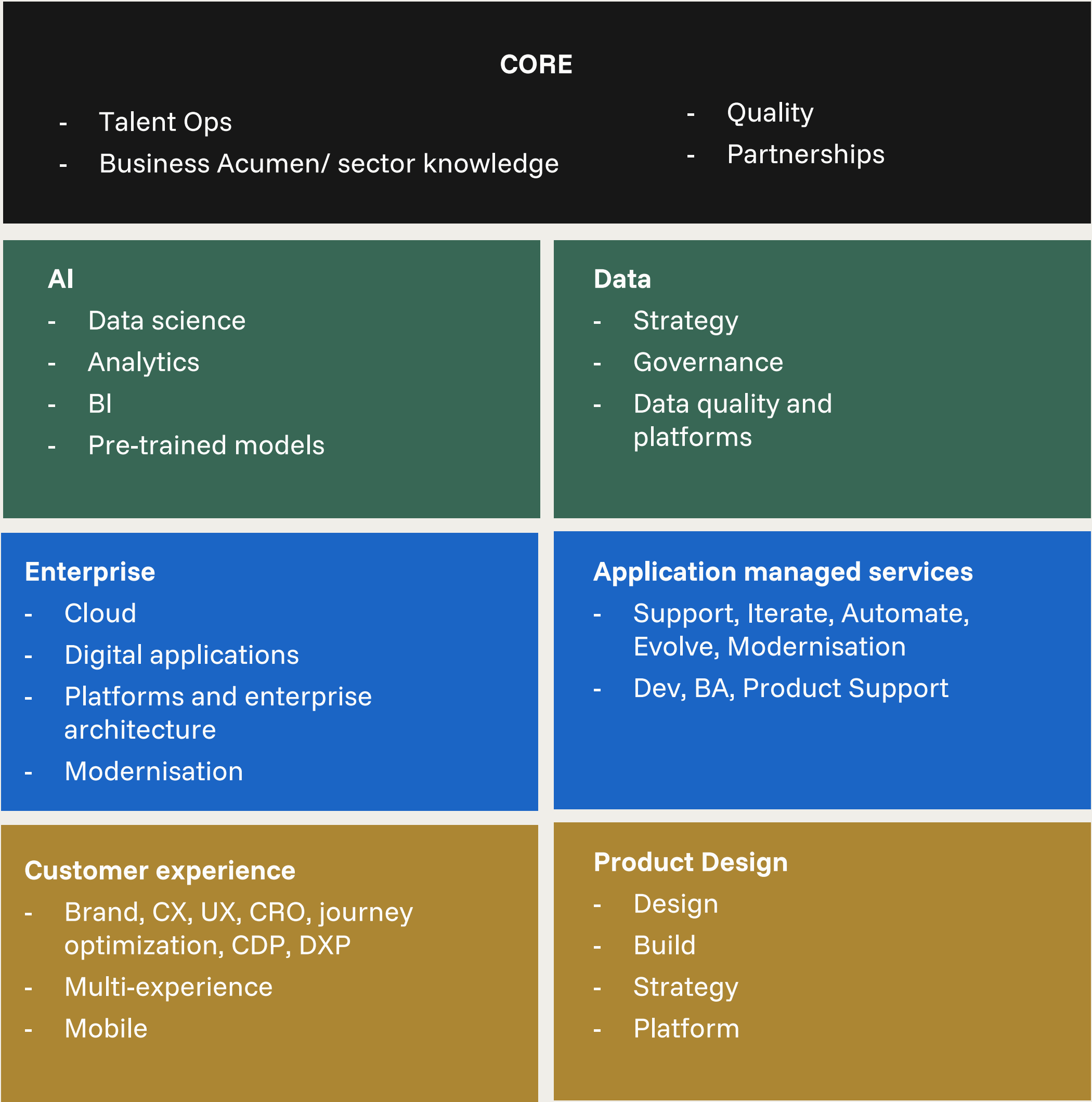
We have expertise across multiple sectors

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



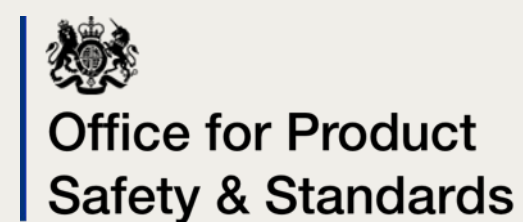
Working in the the public sector

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.

G-Cloud 15 Services



Thank you for reading

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