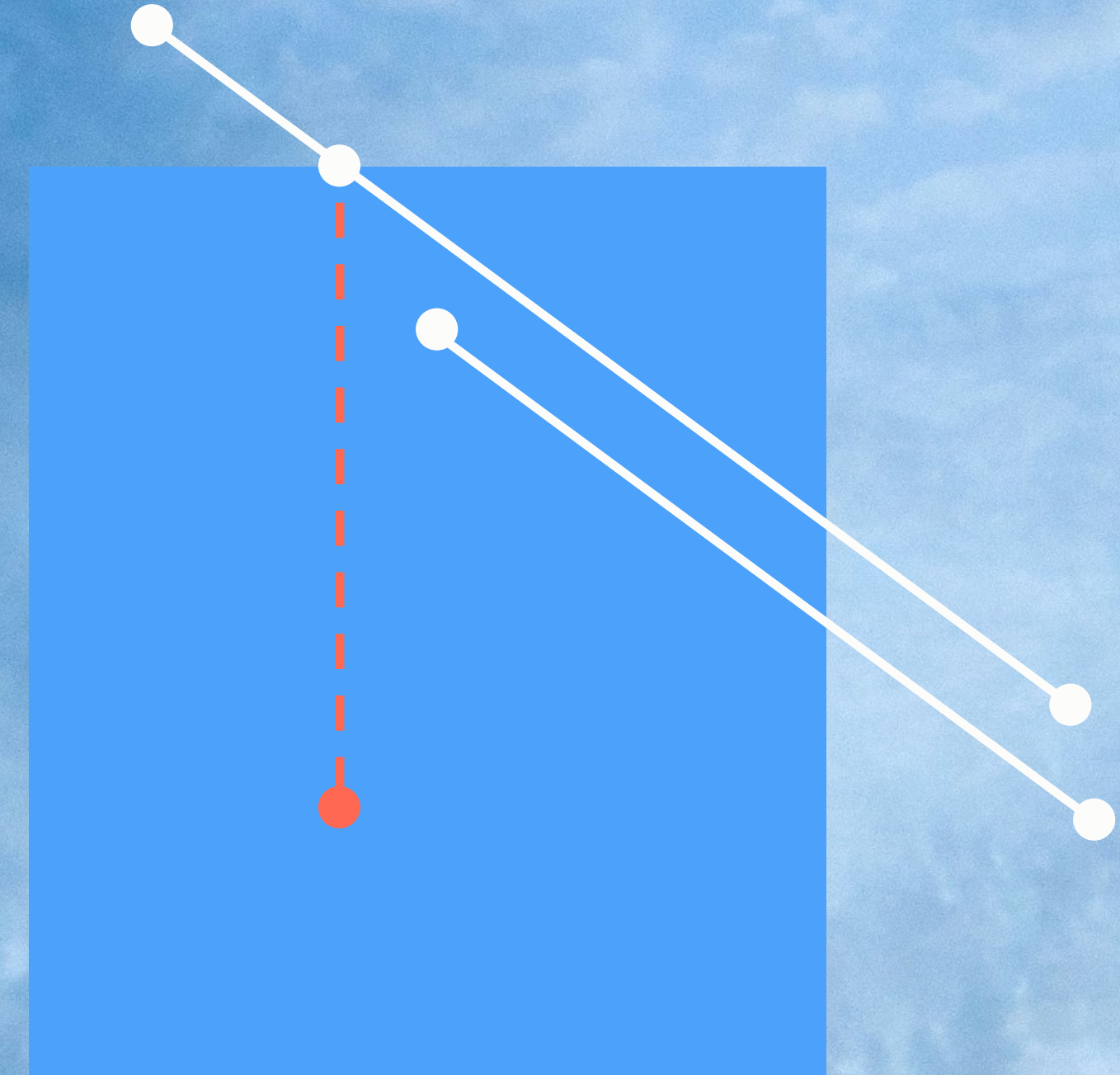




Cloud Engineering

G-Cloud 15 Services

Service overview

Cloud Engineering

Designed for organisations building, migrating, or improving cloud-based services, this service provides hands-on cloud engineering support across design, delivery, and ongoing operation.

The focus is on solving practical technical and business problems using cloud technologies, while maintaining strong standards around security, reliability, and cost control. Support ranges from early scoping and architecture design through to migration, optimisation, and ongoing improvement of live services.

This service works well where teams need experienced engineers who can move between strategy and delivery, and who are comfortable working within public sector and GDS-aligned environments.

Who this service is for

This service works well for organisations that:

- Build or operate services in public cloud environments
- Are planning a cloud migration or modernisation
- Need support designing secure, scalable cloud architectures
- Want to improve the reliability or performance of existing services
- Require ongoing engineering support for live cloud services
- It is commonly used by digital, technology, and delivery teams responsible for cloud-based platforms and applications



What the service includes & excludes

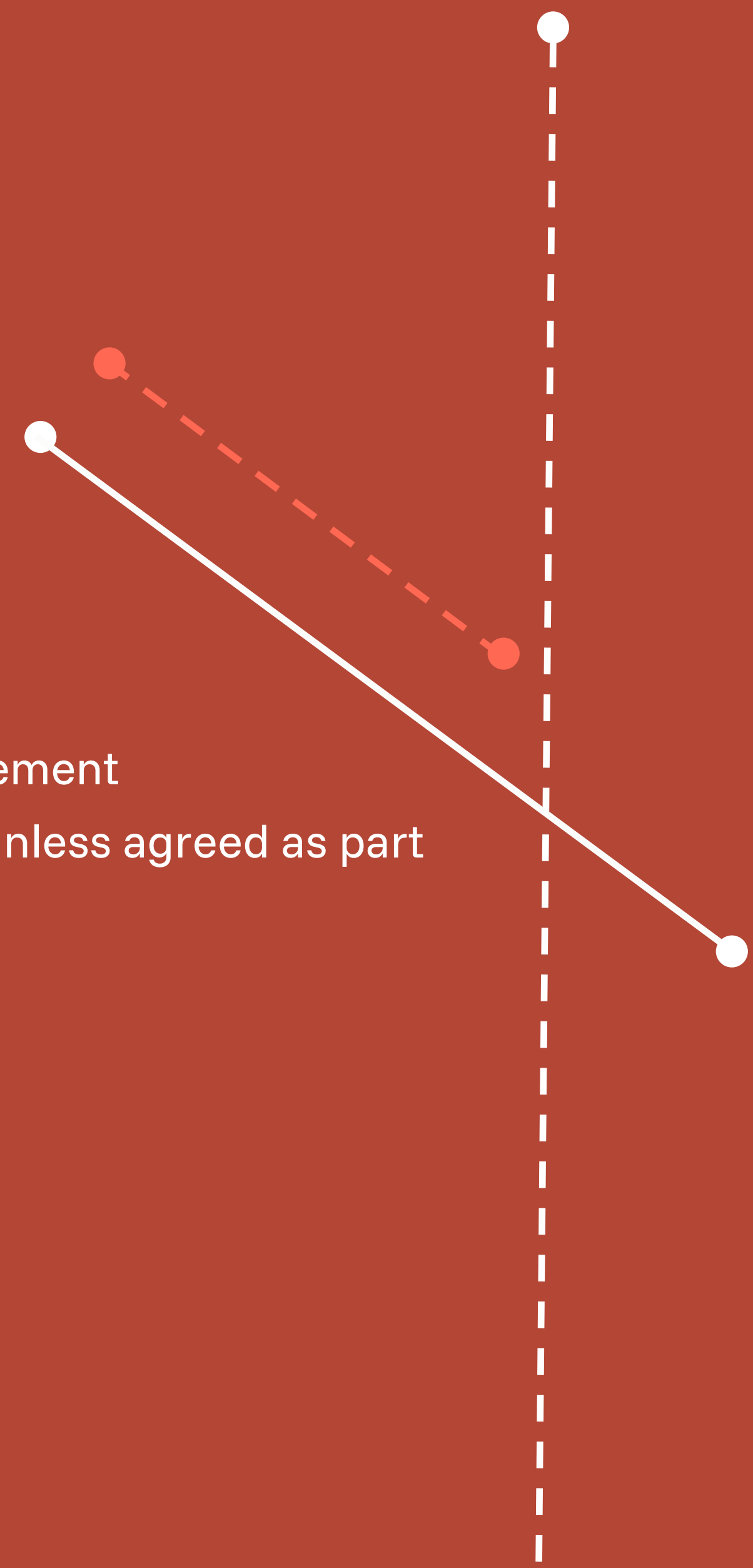
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In Scope

- Assessment and planning, including requirements gathering and functional definition
- Secure cloud design, including security models and IAM approaches
- Architecture design and technical best practice guidance
- Cloud migration planning and execution, including post-migration validation
- Infrastructure as Code and automation
- Optimising and managing cloud costs
- Training, documentation, and knowledge transfer
- Ongoing support and continuous improvement

Out of Scope

- Ownership of live services
- Cloud licence resale or procurement
- Business-as-usual operations unless agreed as part of the scope





Ministry of Housing,
Communities &
Local Government

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
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 suite of electoral digital services are key to that.

MHCLG needed a range of new digital services as part of their Electoral Integrity Programme. We leveraged the proven cloud architecture we designed for Register To Vote for services including "Apply for a Postal Vote" and "Apply for a Proxy vote".

The services were used by millions of citizens during the 2024 General Election, where they maintained 100% uptime despite large spikes in traffic. Our engineering principles meant that MHCLG went into the election period confident that the services were well-tested, and would cope with surges in demand.

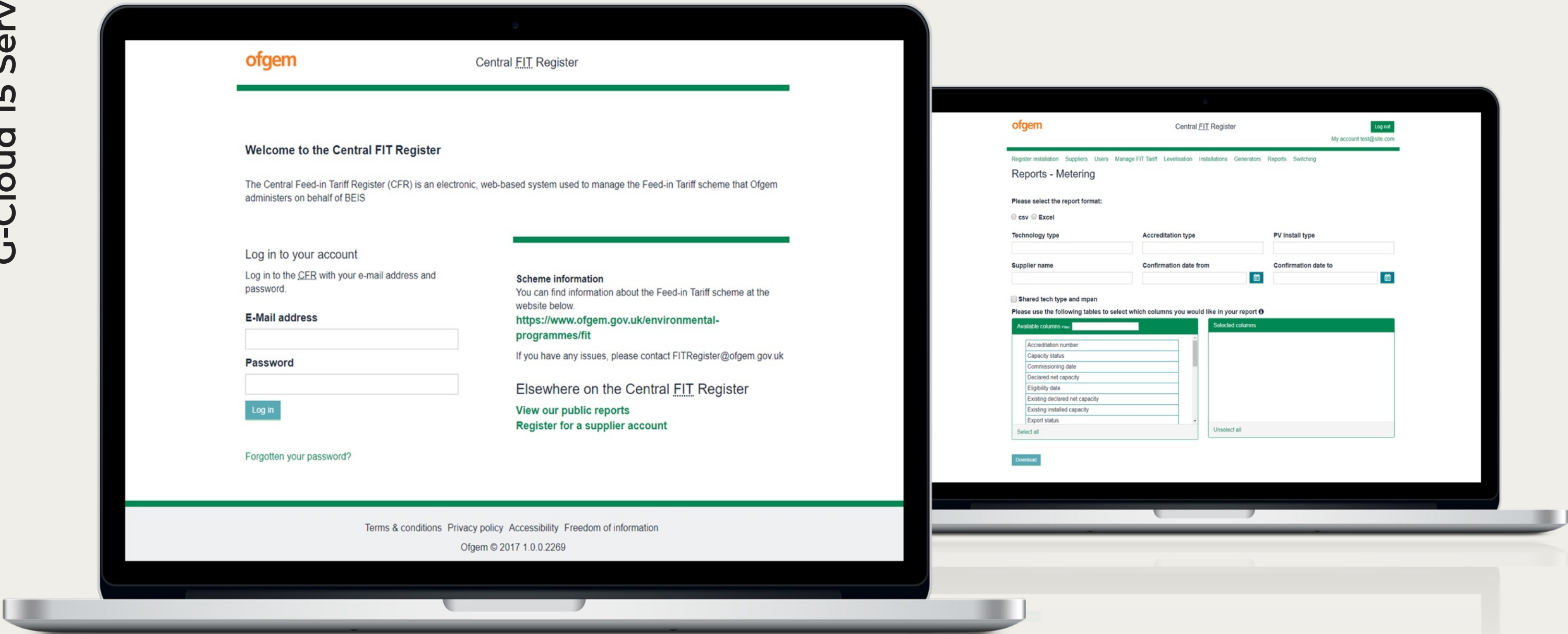
We provided services across the whole complex programme, to ensure success we did the following:

- ✓ 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



Case Study: Ofgem – Central FIT Register

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Solutions Delivered

Softwire led a combined and embedded delivery team of our digital specialists to analyse the business requirements and define an optimal solution.

We then built the new Central FIT Register using .NET and deployed it to Azure cloud. We integrated it with other Ofgem tools, as well as with external services such as GDS Notify.

With Ofgem wishing to maintain the system in-house and with this being the first service they had deployed directly to the cloud, we upskilled its teams on how to operate and support the new software. This included developing it in a co-sourced arrangement alongside Ofgem’s developers, with the combined team led by our tech lead and co-located at their offices.

We shared knowledge and best practice throughout the joint team using peer review, pairing, whiteboard sessions, wiki documentation, Slack communication, retros, runbook creation, and multiple other methods.

Results & ROI

The new system launched successfully, holding records for more than a million generator installations and handling over £1bn in payments.

Manual processes are now self-service and automated, reporting is dramatically improved, and quality assurance is faster.

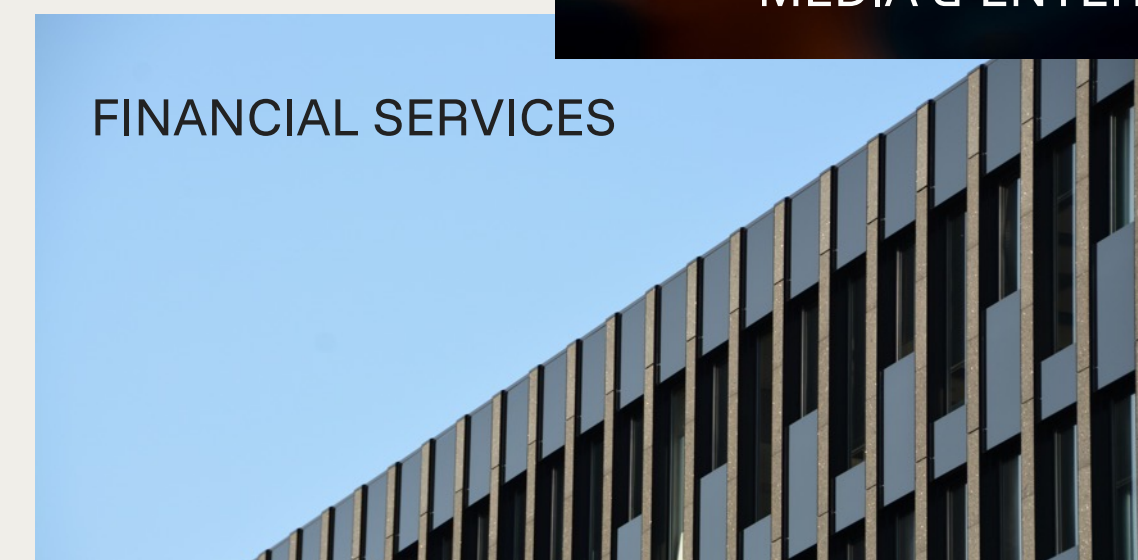
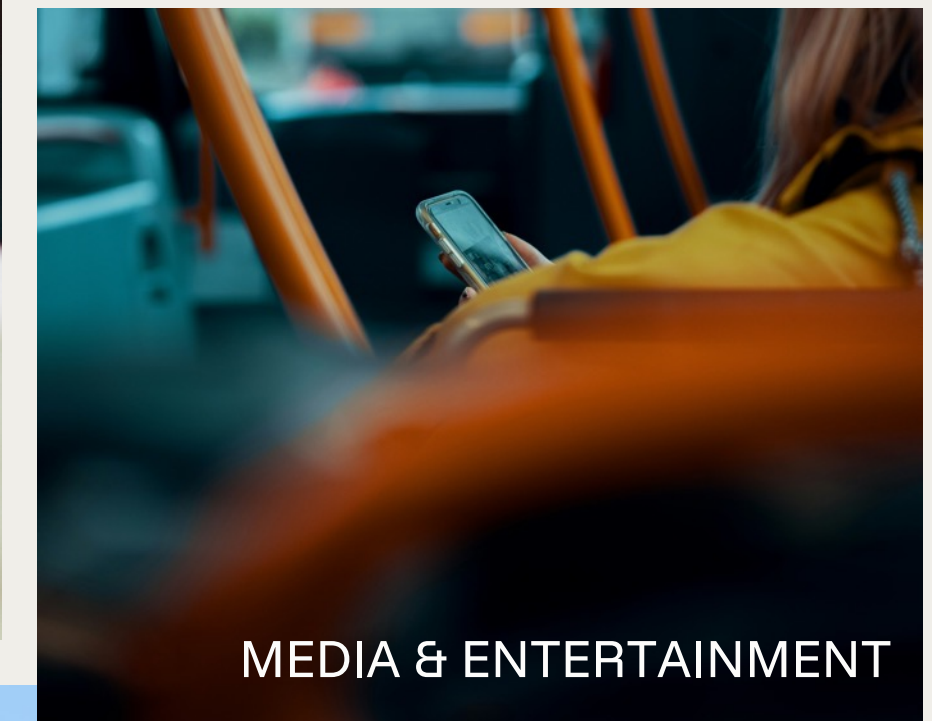
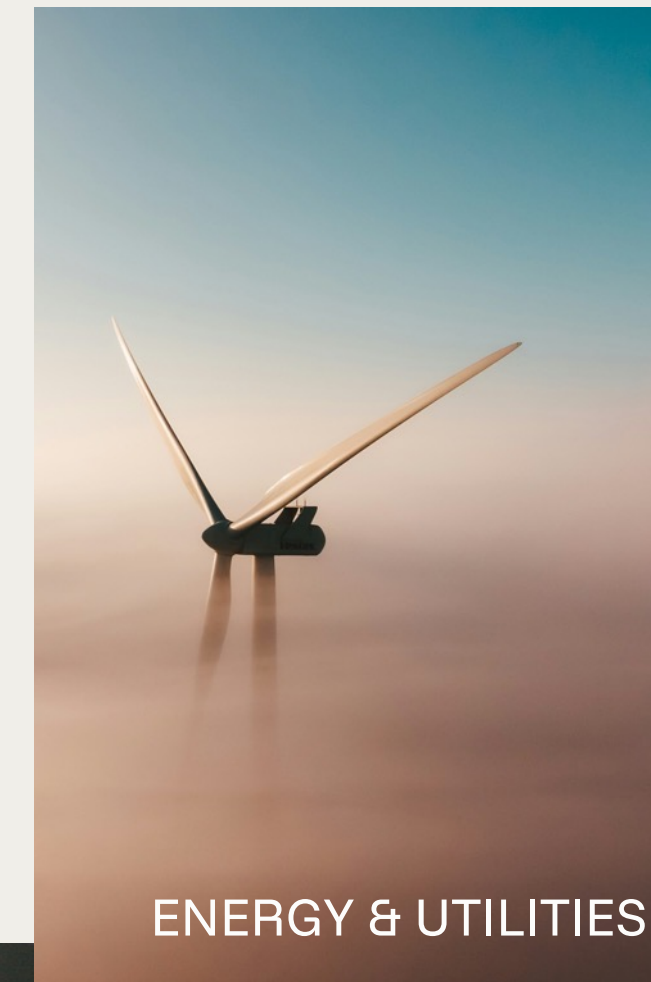
About Softwire

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

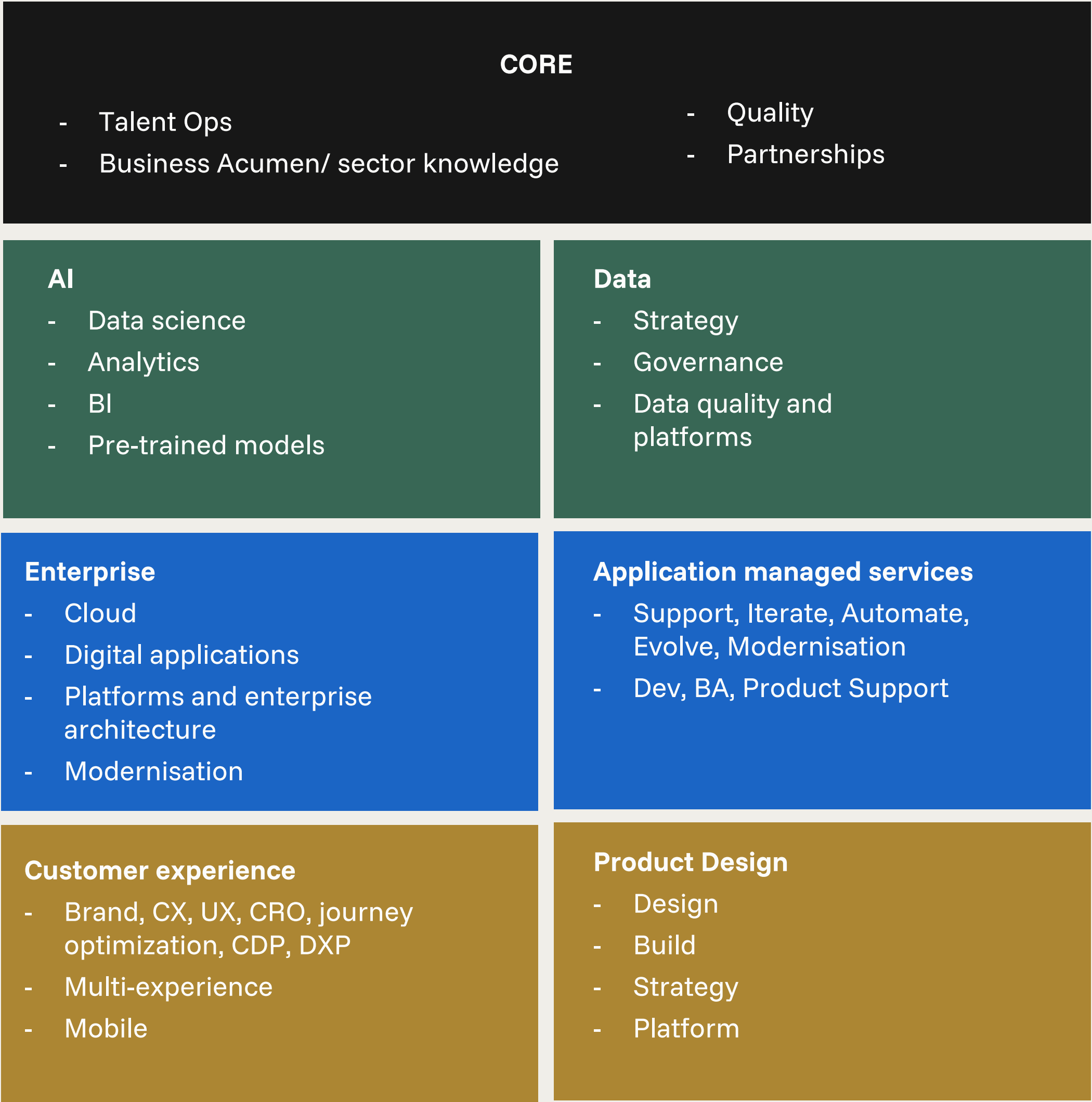
We have expertise across multiple sectors

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.

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Thank you for reading

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