

# Scrumconnect

## Service description

Support and on-going maintenance



**At Scrumconnect, we deliver  
user-centric digital solutions  
that transform public services.**

**Our team of expert consultants  
excels in full lifecycle  
development, turning complex  
challenges into actionable  
results that drive real impact.**



**Our mission is to make digital services and products easy to use for our clients and their customers, creating great user experiences for everyone.**

# What we do

Our Support and Ongoing Maintenance service provides comprehensive, continuous care for your software systems to ensure optimal performance and longevity. This service includes regular updates, system health checks, real-time troubleshooting, and technical support to prevent potential issues from affecting business operations. Our dedicated team uses advanced monitoring tools to proactively identify and resolve issues before they escalate. Customizable to fit any business size and need, our service not only maintains system functionality but also incorporates strategic upgrades to enhance capabilities and security. With our expert maintenance and support, you can focus on growing your business while we ensure your systems are reliable, secure, and efficient.

## Service Features



### Proactive Monitoring

Proactive continuous system state of the-art diagnostic tools to ensure system health.



### Regular System Updates and Patches

Keeps System Updates and Patches, with software maintenance through regular maintenance schedules.



### Real-Time Troubleshooting and Support

Provide immediate troubleshooting and Support, with: technical issues available 24/7 to minimize functionality swiftly.



### Comprehensive Reporting

Comprehensive Reporting on system status, maintenance activities, offering insights areas for improvement.



### Strategic Upgrades

Strategic Inppgrades for strategic upgrades and security, your technology stack remains robust and aligns with industry standards.

# What we do



## SERVICE BENEFITS



**Enhanced System Reliability:** Reduces system failures and unexpected downtime through proactive monitoring and timely intervention, ensuring consistent operational performance.



**Improved Security Posture:** Regular updates and strategic upgrades protect against vulnerabilities, keeping your data safe and maintaining compliance with regulatory standards.



**Cost Efficiency:** Minimizes the need for costly emergency repairs and potential loss of business due to system downtime by maintaining system health.



**Operational Continuity:** Ensures that your business operations are not interrupted by technological failures, providing stability and peace of mind.



**Scalability and Future-readiness:** Regularly updates and adapts your systems to meet evolving business needs, keeping your infrastructure flexible and competitive.



**SCRUMCONNECT**

FORWARD, AS ONE.



## SERVICE DELIVERY



**Rapid Deployment:** Quickly integrates with your existing IT support framework with minimal setup time, ensuring an uninterrupted transition and immediate start.



**Continuous Monitoring and Support:** Implements continuous monitoring tools that alert our support team to potential issues, allowing for preemptive action and support.



**Expert On-Call Team:** Utilizes a team of highly skilled and experienced technicians who are ready to respond to your needs at any moment.



**Detailed Incident Reporting:** Provides comprehensive reports detailing each incident, response times, resolution details, and recommendations for future prevention.



**Ongoing Evaluation and Improvement:** Regularly reviews service performance and client feedback to continuously improve the service delivery and client satisfaction.

## DATA PARTNERS

We work alongside you to harness the full potential of your data ensuring it drives meaningful outcomes and business success.

Data Engineering

Data Operations

Data Science and AI

Data Analytics and Insights



# DESIGN PARTNERS

**We understand the unique challenges you face in delivering exceptional design and research. We've been there and done it and delivered positive impact.**

Service Design

Interaction / UX Design

User Research

Content Design

Design Strategy

Design Leadership



# TECHNOLOGY PARTNERS

**We partner with you to harness the latest technologies ensuring your systems are efficient, scalable and future-proof.**

Software engineering

Cloud and architecture

Service management

Legacy code modernisation

Automation

Artificial intelligence



## STRATEGY PARTNERS

**We collaborate with you to create and implement strategies that ensure sustainable growth and competitive advantage.**

Product strategy

Data strategy

Technology strategy

UCD strategy

Digital strategy



# Why us?

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## Track record

Experienced delivery partner for private and public sector clients.

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## UK Govt trusted partner

We've been working in the UK Public Sector for 10 years.

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## Cross-sector delivery experience

DWP, MoJ, HMPO, DfE, GDS, SITA, Cora, Bank of England and ASOS.

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## Value for money

Clear vision for improvement, TCO benefits, competitive rates & experienced team.

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## Hand picked team

10+ years experience of picking bespoke digital teams to meet customer demands.

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## Delivery mindset

Delivered 40+ projects over Discovery, Alpha, Beta and Live.

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## Quality

Meeting user needs as default.

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## Standards

Adherence to GDS and Industry SDLC and Designs, tech community participation. Certified to Cyber Essentials Plus, ISO 9001/27001.

**Delivering over 20% of  
the top 75 UK  
citizen-facing public  
services and a number  
of private sector  
customer facing  
programmes.**



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**68 user-centred digital  
services across 14  
major clients.**

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**350 people currently  
deployed on client  
projects.**

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**50m UK citizens user  
our solutions.**

# Our Digital Transformation for the UK Public Sector

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## Transforming pension experiences at the Department for Work and Pensions

Scrumconnect transformed pension experiences with our award-winning Get Your State Pension service for DWP. Serving 12 million UK citizens, we achieved an 80% digital adoption rate and over 95% satisfaction, managing £101 billion annually. Welcome to the new era of pension management.

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## Building the Ministry of Justice exemplar service

Scrumconnect pioneered one of the Ministry of Justice's earliest exemplar services, spearheading the adoption of a cloud-first approach and modernizing their organizational structure. Based in Manchester magistrates' court, our team developed a product aimed at minimizing unnecessary visits, driving efficiency and effectiveness.

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## Digital Transformation of HM Prison and Probation Service

Scrumconnect consultants are at the forefront of addressing major challenges within prisons and probation systems. With issues spanning across the board, timely access to pertinent data can be lifesaving for prison officers. Our consultants are dedicated to developing cutting-edge products and services tailored for a modern prison system, ensuring efficiency and effectiveness at every step.

# Our Digital Transformation for the Private Sector

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## Expanding capacity and capabilities with speed at Cora

Cora aimed to expand its IT capacity for delivering more features to customers efficiently. Scrumconnect assembled a team of 30 FTEs, enabling experienced staff to focus on client engagement, yielding a 10x return on investment. Let's explore further opportunities to deepen our partnership.

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## eCommerce programme for international airline

We managed the development of three distinct E-Commerce solutions for a global airline undergoing extensive integration. Our responsibilities included overseeing site development, maintaining release schedules, sprint and release planning, and complete stakeholder management. We provided thorough reporting on deliverables and outcomes throughout the process.

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## Revolutionising the Bank of England's Cloud Migration: From Days to Minutes

In a groundbreaking initiative, Scrumconnect facilitated the seamless transition of the Bank of England to the cloud, slashing analysis time from 20 days to a mere 30 minutes. Our approach, which included secure landing zones, application on-boarding mechanisms, containerization, and extensive training, has not only streamlined operations but also laid the foundation for a resilient, forward-thinking cloud strategy.

# We're guided by our values at all times

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## Collaboration

We believe that we are stronger as a team than as individuals. We create and solve problems together.

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## Early Value Creation

We find the quickest route from idea to product because that is where our business value is. Customers rely on us to impact their business and we always deliver.

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## Learning

The future belongs to those that can adapt fast. We do this by continuously learning, sharing and growing as individuals and as teams.

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## Integrity

Teamwork requires trust with everyone that we work with. We can always be relied upon to behave with the highest standards.

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## Commitment

No matter what, we always give our 100% to achieving our goals. Our focus and motivation is always the highest.

# Any questions? Please contact:

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