Cloud Support:
Service Definition Document

G-Cloud
June 2019
What we do

Notbinary works with institutions to help them embrace the opportunities of the internet-era.

Trusted by government, education, charities and industry to design and engineer user-centric solutions to hard problems using modern cloud-based technologies.
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Cloud Support
Cloud Transformation Discovery Service

Service Description
Notbinary’s cloud-transformation Discovery Service lets us work with you to understand and outline the outcomes delivered by a cloud-based digital service. Together we can explore what a cloud-based digital service could look like. The Discovery sets the right trajectory for cloud services before they progress through Alpha and Beta phases.

Features
• User research to get a deep understanding of user needs.
• Identify and engage with stakeholders and service users.
• Analyse business process, understand policy and service operations.
• Understand current technology systems, environment and capability.
• Conduct research, hold workshops, one-to-one interviews.
• Create initial designs and develop backlog.
• Create MVP/prototypes to test initial assumptions where appropriate.
• Deliver well-scoped Alpha phase plan and objectives.
• Discovery services run for 4-8 weeks depending on service size.

Benefits
• On completion, fully-scoped Alpha phase ready to begin.
• Understanding of the needs of the cloud-based digital service.
• Clear understanding of the desired outcome.
• Clear understanding of the ‘squad’ required to deliver the outcome.
• Clear understanding of risks, constraints and their mitigations.
• Clarity of cloud-service outcome success criteria.
• Confidence that the desired cloud-service outcomes can be realised.
• In-depth experience of service alignment with GDS service design.
• Multidisciplinary teams with design, technical, strategic and commercial perspectives.
• Full capture of user and stakeholder insights and pain-points.
Cloud Support
Cloud Transformation Alpha Service

Service Description
Notbinary’s cloud-transformation Alpha Service builds on Discovery. Digital service design for the cloud requires iteration through defined phases: Discovery, Alpha, Beta to Live. To achieve desired service outcomes, we build early-and-often, test the output with users and learn from it. This knowledge informs the decision-making around proceeding into Beta.

Features
- Outcomes-driven Alpha phase delivery.
- Builds on the results and knowledge from the Discovery phase.
- Delivered by an experienced, high-performing, multidisciplinary digital delivery 'squad'.
- An outcomes-focused team, delivering value early and often.
- Adopts an end-to-end service design approach.
- Agile, iterative prototyping with user feedback driving continuous improvement.
- Delivers a prioritised set of user stories for testing.
- Delivers a Beta-ready, identified and prioritised developer backlog.
- Development of a cloud-ready basic functional digital service (Alpha).
- Delivers a wellScoped Beta phase plan and objectives.

Benefits
- On completion, fully scoped Beta phase ready to begin.
- Understanding of the needs of the cloud-based digital service.
- Further clarity and understanding of the desired outcome.
- Clear understanding of the 'squad' required to deliver the Beta.
- Clear understanding of risks, constraints and their mitigations.
- Clarity of cloud-service outcome success criteria.
- Confidence that the desired cloud-service outcomes can be realised.
- In-depth experience of service alignment with GDS service design.
- Multidisciplinary teams with design, technical, strategic and commercial perspectives.
- Ability to scale team flexibly to meet need (onsite/offsite/near-shore etc.)
Cloud Support
Cloud Transformation Beta Service

Service Description
Notbinary’s cloud-transformation Beta Service builds on earlier Discovery and Alpha phases of digital cloud-based service creation. Our Beta Service iterates to achieve desired service outcomes. We continue to build early and often, testing outputs with users, learning and building knowledge into the service as it progresses through the phase.

Features
• Outcomes-driven Beta phase delivery.
• Builds on the results and knowledge from the Alpha phase.
• Delivered by an experienced, high-performing, multidisciplinary digital delivery 'squad'.
• An outcomes-focused team, delivering value early and often.
• Adopts an end-to-end service design approach.
• Agile, iterative prototyping with user feedback driving continuous improvement.
• Delivers a prioritised set of user stories for testing.
• Continual user testing, building feedback into the outcomes.
• Supports functional Beta phase (private/public) cloud-based digital service.
• Delivers an assessment-ready Beta service prior to transition to Live.

Benefits
• Completed Beta service, ready for transition-to-Live through further phases.
• A well-informed user driven, needs-based cloud digital service.
• A clear and well understood, outcomes-based cloud digital service.
• A validated well-formed service.
• All service risks and constraints mitigated.
• Service outcome success criteria met.
• A roadmap for transition through to taking the service live.
• Digital Service ready for formal Beta assessment, GDS-aligned.
• Multidisciplinary teams with design, technical, strategic and commercial perspectives.
• Ability to scale team flexibly to meet need (onsite/offsite/near-shore etc.).
Cloud Support
Technical Discovery for Cloud Transformation

Service Description
Notbinary’s Technical Discovery service provides a complete and clear understanding of user needs in the context of cloud transformation programmes. This clarity supports discovery processes and the understanding of required outcomes, leading to successful cloud-based service/product design. Success is measured by meeting user needs, matching expectations and delivering consistent behaviours.

Features
- Establish a baseline of meaningful user needs.
- Provide ethnographic research, user observation and diary study.
- Conduct stakeholder workshops, one-to-ones, surveys and research.
- Undertake competitor review, heuristic evaluation and card sorting.
- Offers wide range of user research methods (both quantitative/qualitative).
- Collaborative, iterative approach focused on achieving compelling user experiences.
- Delivers a prioritised set of user needs.
- Well-developed user personas and user experience maps.
- Fully defined user journeys, scenarios and flows.
- Fully compliant with Digital Service Standard.

Benefits
- Costs and benefits-focused approach to delivery.
- User needs-based cloud design and development.
- Balanced user research outcomes based on evidence-driven methods.
- Engagement levels maximised across all target user groups.
- Improved user experience of cloud products and services.
- Show-not-tell provides clear stakeholder visibility of user research findings.
- Ensures cloud content strategies are aligned to user needs.
- Informed, evidence-based decision-making to support cloud transformation programmes.
- Understand accessibility and assisted digital support needs.
- Qualified user researchers in both qualitative and quantitative UR methods.
Cloud Support
Digital Transformation for Cloud

Service Description
Digital Transformation enables organisations to realise their Digital potential within the Cloud. Notbinary’s service provides end-to-end processes designed to unlock technical, cultural and organisational change – requisite components of a truly agile and digital Cloud-based business. Your services, enabled with digital technology can be truly responsive to increasing customer demands.

Features
• Embed cultural change deep within your organisation through Cloud-based transformation.
• Redefine business processes with Cloud service design-based thinking.
• Realise/unlock the benefits of digital and Cloud technology investment.
• Understand and embed the digital skills required in the business.
• Helps organisations adapt to new ways of Cloud-based digitised working.
• Digital service mapping and value chain assessment.
• Identify pain points in existing services prior to digital transformation.
• Identify opportunities for digital change and transition to the Cloud.
• Business case writing to support digital transformation strategies.
• Economic modelling of digitally-led change programmes.

Benefits
• Understand and identify gap-analysis of Cloud strategy and digital transformation.
• Explore and develop effective service designs.
• Establish an Agile, user-focused culture to underpin digital transformation.
• Clear understanding of the team required to deliver transformational outcomes.
• Define governance structures required to deliver transformational outcomes.
• Ensure the balance of digital- and Cloud-enabling technology is appropriate.
• Draw upon the extensive experience of Notbinary’s Cloud transformation experts.
• Ensure innovative business models and Cloud technologies are utilised.
• Drive user-needs based digital service transformation.
• Measurable total-cost-of-ownership (TCO) validation, and strategy de-risking.
Cloud Support
Digital Strategy and Roadmap Service

Service Description
Our Digital Strategy and Service Design provides the initial elements required to deliver Cloud-enabled digital transformation. Notbinary provides a combined digital experience, with strong digital leadership, deep service design, implementation-at-scale and managed service. Notbinary empowers organisations to define and execute their Digital Strategy to deliver Cloud-enabled digital service outcomes.

Features
• Outstanding digital leadership and digital strategy from experts.
• Detailed research, analysis and discovery of existing services and capability.
• Analyse business process, understand policy and Cloud-based service operations.
• Understand current technology systems, environment and capability.
• Understand service needs to position Cloud transformation vision and objectives.
• Digital service mapping and value chain assessment.
• Digital Strategy creation for Cloud transformation.
• Digital Strategy roadmap for implementation.
• Service outcomes planning and benefits mapping.
• Digital and Cloud-based business case development.

Benefits
• Design and create digital and Cloud-based strategy.
• Digital Roadmap outlining transition to a digital, Cloud-based business.
• Define plan for building your team's digital skill set.
• Clear understanding of the team required to deliver strategic outcomes.
• Define governance structures required to deliver strategic outcomes.
• Ensure the balance of digital- and Cloud-enabling technology is appropriate.
• Draw upon the extensive experience of Notbinary’s Cloud transformation experts.
• Ensure innovative business models and Cloud technologies are utilised.
• Drive user needs based digital service adoption.
• Measurable total-cost-of-ownership (TCO) validation, and strategy de-risking.
Cloud Support
Cloud Development Service

Service Description
Notbinary are cloud-computing specialists, providing software development services to design, deploy and support cloud-based products and services using commodity cloud platforms. We focus on service flexibility and scalability on any cloud platform, developing efficiently, cost-effectively and securely. We are experts in supporting customers transition from traditional to cloud-based services.

Features
- Cloud platform, service identification for application development.
- Open source, open standards, utilising frameworks and lightweight technologies.
- Iterative, incremental development sprints.
- Utilise Continuous Integration and Continuous Delivery techniques.
- Employ Code reviews and Test-Driven Development (TDD).
- Build early and often ensuring all builds are release candidates.
- DevOps culture, ensuring automated environment build and release.
- User needs and user-focused minimal viable product (MVP).
- Automated, monitored, mitigated cloud risk.
- Design for failure approach ensures environment availability and scalability.

Benefits
- Costs and benefits-focused approach to delivery.
- User needs based development.
- UX/UI specialist teams provide validated, high-end user experience.
- Show-not-tell and continuous deployment approach provides full stakeholder visibility.
- Scalable resource pool of development and DevOps staff and squads.
- High value chain continuous feature development.
- Agile development methodology with Scrum-managed prioritised sprints.
- Speed, agility, flexibility of cloud-developed solutions.
- Transparent approach to delivering squads and outcomes.
- Delivery-managed, product-managed scalable cloud solution development.
Cloud Support
Cloud Software Service

Service Description
Notbinary are cloud-computing specialists, providing software development services to design, deploy and support cloud-based products and services using commodity cloud platforms. We focus on service flexibility and scalability on any cloud platform, developing efficiently, cost-effectively and securely. We are experts in supporting customers transition from traditional to cloud-based services.

Features
- Cloud platform, service identification for application development.
- Open source, open standards, utilising frameworks and lightweight technologies.
- Iterative, incremental development sprints.
- Utilise Continuous Integration and Continuous Delivery techniques.
- Employ Code reviews and Test-Driven Development (TDD).
- Build early and often ensuring all builds are release candidates.
- DevOps culture, ensuring automated environment build and release.
- User needs and user-focused minimal viable product (MVP).
- Automated, monitored, mitigated cloud risk.
- Design for failure approach ensures environment availability and scalability.

Benefits
- Costs and benefits-focused approach to delivery.
- User needs based development.
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- Speed, agility, flexibility of cloud-developed solutions.
- Transparent approach to delivering squads and outcomes.
- Delivery-managed, product-managed scalable cloud solution development.
Cloud Support
Cloud Infrastructure as Code Service

Service Description
Notbinary’s Infrastructure-as-Code service offers comprehensive Cloud DevOps capabilities using class-leading tools/platforms such as Kubernetes, Ansible and Docker and HashiCorp Product Suite (Vagrant, Packer, Terraform, Consul, Vault, Nomad). We adopt a cloud-agnostic approach to provision infrastructure across private/public-clouds. Our specialists can help you provision, secure and run any infrastructure for any application.

Features
- Adopt cloud-agnostic approaches to provision infrastructure across private/public-clouds.
- Kubernetes: automate application deployment, scaling, and management.
- Ansible: software provisioning, configuration management, and application deployment.
- Docker: OS level virtualisation for containerised software development and delivery.
- Vagrant: build and maintain reproducible software development environments.
- Packer: build virtual machine images for later deployment.
- Terraform: provision and adapt virtual infrastructure across all major cloud-providers.
- Consul: distributed KV storage, DNS-based service discovery, RPC, event propagation.
- Vault: secrets management, identity-based access, and encryption of application data.
- Nomad: task scheduling and deployment across worker-nodes in a cluster.

Benefits
- Provision, secure and run any infrastructure for any application.
- Develop, plan and maintain Infrastructure-as-Code.
- Create platform-specific machine images from a single source.
- Minimise challenges of shipping, rapidly iterating, and securing software applications.
- Safely and predictably create, change and improve production infrastructure.
- Declarative configuration files describe all software requirements.
- Code collaboration, review with control, visibility and automated intelligence.
- Centrally store, secure, and control access to distributed secrets.
- Create and configure portable development environments.
- We’ll also support upskilling, coaching and education of your staff.
Service Description
Notbinary’s CI/CD service supports your transition from traditional to cloud-based services. We profile your organisation and develop actionable insights that drive efficiency, clarity and control in the build/delivery of software to meet digital service outcomes. These identify the tools, techniques and next-generation solutions which facilitate and grow high-performing technology teams.

Features
- Cloud platform, service identification for DevOps automation development.
- Open source, open standards, utilising cloud services and lightweight technologies.
- Iterative, incremental Site Reliability Engineering (SRE) approach.
- Best practice Continuous Integration and Continuous Delivery techniques.
- Infrastructure-as-Code, Test-Driven Development (TDD), 12-factor principles.
- Automated pipeline for optimum build and deployment flow.
- DevOps culture, ensuring automated build, test and deployment.
- User needs and user-focused minimal viable product (MVP).
- Automated, monitored, mitigated cloud security risk.
- Design for failure approach ensures environment availability and scalability.

Benefits
- Costs and benefits-focused approach to delivery.
- User needs-based development.
- CI / CD specialist teams provide emerging best practice solutions.
- Show-not-tell and iterative approach provides full stakeholder visibility.
- Scalable resource pool of development and DevOps staff and squads.
- High value chain continuous iterative development.
- Agile development methodology with Scrum-managed prioritised sprints.
- Speed, agility, flexibility of cloud-developed solutions.
- Transparent approach to delivering squads and outcomes.
- Delivery-managed, product-managed, scalable cloud solution development.
**Cloud Support**  
**Containerised Development in the Cloud**

## Service Description

Notbinary’s containerised microservice development service provides a detailed understanding of your software development needs, enabling you to access the flexibility and scalability benefits of microservice architectures and container-based software for digital service delivery on any Cloud platform. This service will support your transition from traditional to cloud-based services.

## Features

- Cloud-native container and microservice design and development.
- Open source, open standards, utilising cloud services and lightweight technologies.
- Iterative, incremental API-led approach to deliver independently-deployable components.
- Best practices for container development, including security and resource usage.
- Agile, iterative, Test-Driven Development (TDD), 12-factor principles.
- Open coding: working in the open to the service standard.
- DevOps culture, ensuring automated build, test and deployment.
- Stateless design principles for environment availability, scalability and resilience.
- Infrastructure as code and container scheduling solutions.
- Secure image design build, storage, vulnerability scanning and execution.

## Benefits

- Costs and benefits-focused approach to delivery.
- User needs and API-first design and development.
- Specialist microservice development teams provide emerging best practice solutions.
- Show-not-tell approach provides full stakeholder visibility.
- Scalable resource pool of development and DevOps staff and squads.
- High value chain iterative development.
- Agile development methodology with Scrum and Kanban prioritised sprints.
- Speed, agility, flexibility of cloud-developed solutions.
- Transparent approach to delivering squads and outcomes.
- Delivery-managed, product-managed, scalable cloud solution development.
Cloud Support
Serverless Development in the Cloud

Service Description
Notbinary’s serverless development service provides a detailed understanding of your software development needs, enabling you to access the flexibility and scalability benefits of serverless architectures, including functions but also cloud-backing services, for digital service delivery on any Cloud platform. This service will support your transition from traditional to cloud-based services.

Features
• Function and serverless infrastructure design and development.
• Open source, open standards, utilising cloud services and lightweight technologies.
• Iterative, incremental API-led approach to deliver independently-deployable components.
• Best practices for container development, including security and resource usage.
• Agile, iterative, Test-Driven Development (TDD), 12-factor principles.
• Open coding: working in the open to the service standard.
• DevOps culture, ensuring automated build, test and deployment.
• Stateless design principles for environment availability, scalability and resilience.
• Infrastructure as code and container scheduling solutions.
• Secure function and infrastructure design build, deployment and execution.

Benefits
• Costs and benefits-focused approach to delivery.
• User needs and API-first design and development.
• Specialist serverless development teams provide emerging best practice solutions.
• Show-not-tell approach provides full stakeholder visibility.
• Scalable resource pool of development and DevOps staff and squads.
• High value chain iterative development.
• Agile development methodology with Scrum and Kanban prioritised sprints.
• Speed, agility, flexibility of cloud-developed solutions.
• Transparent approach to delivering squads and outcomes.
• Delivery-managed, product-managed, scalable cloud solution development.
Cloud Support
Kubernetes Design, Development and Migration

Service Description
Notbinary’s Kubernetes design, development and migration service provides a detailed understanding of your software deployment needs, enabling you to access the flexibility and scalability benefits of container and scheduler platform-deployment models, for digital service delivery on any Cloud platform. This service will support your transition from traditional to cloud-based services.

Features
- Container scheduling infrastructure design and development with GKE and EKS.
- Open source, open standards, utilising backing services and managed technologies.
- Iterative, incremental value-led approach to deliver minimum-viable deployment solution.
- Best practices for cluster development, including security and resource limits.
- Agile, iterative, Test-Driven Development (TDD), 12-factor principles.
- Open coding: working in the open to the service standard.
- DevOps culture, ensuring automated build, test and deployment.
- Stateless design principles for environment availability, scalability and resilience.
- Amazon Web Services, Google Cloud, Azure, Kubernetes and Docker Compose.
- Cluster production-readiness review and operational best practice training.

Benefits
- Costs and benefits-focused approach to delivery.
- Operational needs and value-led design and development.
- Specialist platform development teams provide emerging best practice solutions.
- Show-not-tell approach provides full stakeholder visibility.
- Scalable resource pool of development and DevOps staff and squads.
- High value chain iterative development.
- Agile development methodology with Scrum and Kanban prioritised sprints.
- Speed, agility, flexibility of cloud-developed solutions.
- Transparent approach to delivering squads and outcomes.
- Delivery-managed, product-managed, scalable cloud solution development.
Cloud Support
Web Design and Development Using Cloud-Based Platforms

Service Description
Notbinary provides web design and software development services utilising cloud-based platforms. Our service focuses on developing and deploying digital products or services in the Cloud, enabling service flexibility and scalability on any Cloud platform. We enable delivery of user needs-based digital services using agile methodologies.

Features
• Cloud platform, iOS, Android, Windows Mobile, multi-platform responsive web apps.
• Embedded Agile-led approaches (Scrum, Kanban, TDD, BDD)
• Front-end development (AngularJS, Node.JS, Javascript, HTML5, CSS, JQuery, CRM).
• Back-end development (Java, Python, Ruby, .Net, PHP)
• Automated testing (Selenium, JMeter, JUnit, Behave, Cucumber, FitNesse)
• Database (mongoDB, Hadoop, noSQL, DynamoDB, Oracle, SQLServer, MySQL, Azure, Aurora).
• DevOps culture, ensuring automated environment build and release.
• User needs and user focused minimal viable product (MVP).
• End-to-end process tools (Jira, Git, Jenkins, Ansible).
• Design-for-failure approach ensures environment availability, reliability and scalability.

Benefits
• Costs and benefits-focused approach to delivery.
• User needs based development.
• UX/UI specialist teams provide validated, high-end user experience.
• Show-not-tell and continuous deployment approach provides full stakeholder visibility.
• Scalable resource pool of development and DevOps staff and squads.
• High value chain continuous feature development.
• Agile development methodology with Scrum-managed prioritised sprints.
• Speed, agility, flexibility of cloud-developed solutions.
• Transparent approach to delivering squads and outcomes.
• Delivery-managed, product-managed scalable cloud solution development.
Cloud Support
User Interface and Interaction Design for Cloud

Service Description
Notbinary provides UI/UX development services utilising cloud platforms. User-interface and interaction services focus on developing and deploying digital services in the Cloud. We create products/services that prioritise user needs, consider multiple devices and interface touch-points. We consider our customers’ brand, messaging, focus and mindset to deliver accessible, well-formed, unique experiences.

Features
• User-driven user experience design.
• Interaction design supported by user journey mapping for customer engagement.
• Open-source, open-standards, web and mobile frameworks, lightweight technologies.
• Iterative, incremental development sprints for agility and flexibility.
• Build early/often, ensuring each build is a release candidate.
• Accessible, unique value-driven design.
• User-needs and user-focused minimal viable product (MVP) creation.
• Interaction design across multiple devices.
• Conformance to web accessibility standards (e.g. WCAG).
• Development of design pattern library for reusability and consistency.

Benefits
• Costs and benefits focused approach to delivery.
• User-needs based development.
• UX/UI specialist teams to provide high-end user experience.
• Show-not-tell enables stakeholder visibility at each design step.
• Scalable, multidisciplinary resource pool of development/DevOps practitioners and squads.
• High value chain continuous feature development.
• Scrum-managed prioritised sprints using pragmatic Agile methodologies.
• Speed, agility, flexibility of cloud-developed solutions.
• Transparent approach to delivering cloud-services via squads and outcomes.
• Delivery-managed, product-managed cloud solution development drawing on broad industry experience.
Cloud Support
User Experience Design for Cloud

Service Description
Notbinary provides User Experience Design services utilising cloud-based platforms. Our UX Design service enables digital service design and development by interpreting data and user research. We use these inputs to inform the creation of visual designs, wireframes and prototypes which are iteratively developed based on user testing feedback.

Features
• User-centric analysis and interpretation of existing systems and data.
• Conduct in-depth user research to inform UX design.
• Iterative, incremental development sprints for agility and flexibility.
• Develop wireframes and rapid prototypes to inform future iterations.
• Build early/often, ensuring each build is a release candidate.
• User needs and user-focused minimal viable product (MVP) creation.
• Bootstrapped, proof of concept products, to demonstrate functionality.
• End-to-end: from user journey mapping, to clickable prototypes and MVPs.
• Development of information architecture to support consistency of user experience.
• Full suite of usability testing.

Benefits
• Costs and benefits focused approach to delivery.
• User-needs based development.
• UX/UI specialist teams to provide high-end user experience.
• Show-not-tell enabling stakeholder visibility at each design step.
• Scalable, multidisciplinary resource pool of development/DevOps staff and squads.
• High value chain focused feature development.
• Scrum-managed prioritised sprints using pragmatic Agile methodologies.
• Speed, agility, flexibility of cloud developed solutions.
• Transparent approach to delivering cloud-services via squads and outcomes.
• Delivery-managed, product-managed cloud solution development drawing on broad industry experience.
Cloud Support
Open Source Cloud Implementation

Service Description
Notbinary provides software development services utilising cloud-based platforms. We focus on selecting the right open source technologies/tools to help deliver your cloud and digital transformation objectives. We build vendor-agnostic digital services, enabling flexible and scalable deployments on any Cloud platform, via continuous integration, DevOps and automated testing approaches.

Features
- Cloud platform, open source technology validation for application development.
- Open-source, open-standards, web and mobile frameworks, lightweight technologies.
- Iterative, incremental development sprints for agility and flexibility.
- Integration and development of open-source technologies and platforms.
- Build early/often, ensuring each build is a release candidate.
- DevOps culture, ensuring automated environments for build and release.
- User-needs and user-focused minimal viable product (MVP) creation.
- Automated, monitored, cloud-deployment and operation to mitigate cloud risk.
- Design-for-failure approach ensures environment availability and scalability.
- Security analysis and performance troubleshooting built-in to development approach.

Benefits
- Costs and benefits focused approach to delivery.
- Realising the value-for-money benefits from open-source software.
- Impartial, vendor-agnostic advice on value and suitability of open-source software.
- Show-not-tell and continuous deployment enables stakeholder visibility.
- Scalable, multidisciplinary resource pool of development/DevOps practitioners and squads.
- High value chain continuous feature development.
- Scrum-managed prioritised sprints using pragmatic Agile methodologies.
- Speed, agility, flexibility of cloud-developed solutions around open-source software.
- Transparent approach to open-source development via 'tailored' squads and outcomes.
- Delivery-managed, product-managed cloud solution development drawing on broad industry experience.
Cloud Support
Cloud Integration Service

Service Description
Notbinary’s cloud integration service provides design, development, implementation and testing of service interfaces in the Cloud (e.g. SaaS, PaaS, IaaS) with existing infrastructure. Supported by full risk assessment/mitigation, it provides digital service flexibility and scalability on any Cloud platform, supporting seamless migration to the Cloud and delivering on strategic outcomes.

Features
- Design and implement Cloud platforms and points of integration.
- Develop integrations between cloud API’s and legacy system API’s.
- Iterative, incremental development sprints to connect Cloud platforms.
- Extend SaaS platform capability and functionality by integrating other platforms.
- Design/develop custom integrations between legacy architecture and Cloud platforms.
- Build early/often, ensuring each build is a release candidate.
- Automated, monitored, cloud-deployment and operation to mitigate Cloud integration risk.
- Design-for-failure approach ensures environment availability and scalability.
- Security analysis and performance troubleshooting built-in to development approach.
- In-depth Cloud technology assessment, risk assessment and mitigation strategy development.

Benefits
- Costs and benefits focused approach to delivery.
- User-needs based development.
- Scalable, flexible, multidisciplinary teams of integration specialists.
- Scrum-managed prioritised sprints using pragmatic Agile methodologies.
- Speed, agility, flexibility of cloud developed solutions.
- Transparent approach to delivering cloud-integration and transition via squads.
- Delivery/product-managed cloud-integration solution development – broad industry experience.
- Seamless integration with existing architecture and technology.
- Risk reduction for Cloud integration and service transition to Cloud.
- Removal of legacy technology via Cloud integration reduces costs/complexity.
Cloud Support
Cloud Migration Service

Service Description
Notbinary provides Cloud migration services to support solutions that we develop and build on major Cloud platforms. We also support the migration of customer-built applications and solutions. Complementary services include full programme/project management for migrations, support and management of migrated applications, architecture and design, quality assurance and testing services.

Features
- Cloud, physical and virtual infrastructure consultancy for migration.
- Best practice design of Cloud architecture environments.
- Cloud strategy services for trouble-free migration and digital transformation.
- Secure infrastructure implementation service.
- Workload and application migration.
- Managed service solution support.
- Cloud environment total-cost-of-ownership (TCO) validation.
- Knowledge transfer, upskilling, mentoring and training for internal customer teams.
- Replacement of legacy applications with digital Cloud services.
- Assisting with migrations and testing of applications and development services.

Benefits
- End-to-end application and solution migration.
- Flexible post-migration support levels tailored to meet business need.
- Best-practice design and implementation of Cloud migration service.
- Flexible, scalable and elastic environment provisioning.
- Access to specialist Cloud architects and migration practitioners.
- Knowledge transfer, enablement, collaboration.
- Outcomes-based migration service.
- Provision of DevOps, WebOps, live operations and support services.
- Rapid migration of workloads to Cloud-based digital platforms.
- Help achieve value-for-money (VFM) outcomes and de-risked Cloud migration.
Service Description
Notbinary’s service provides customers with a range of capabilities to conduct Discovery through to full migration from legacy CRM to modern cloud-based CRM platforms. We minimise bespoke customisations, preferring to configure out-of-the-box features. We help customers unlock their data and maximise customer experience by moving onto modern CRM platforms.

Features
- CRM design and documentation.
- CRM system configuration, integration and customisation.
- CRM ecosystem expertise.
- Discovery, Alpha, Beta implementation model.
- Knowledge transfer on all projects ensuring client success.
- Business process review and consultation experts.
- Experience delivering as part of client-led or multi-vendor teams.
- Consultants with strong government and public sector experience.
- Experienced in government service design.

Benefits
- Unlock your customer data and improve customer experience.
- Agile and flexible implementation and integration specialists.
- Government service and organisation design specialists.
- Re-hosting of infrastructure to a cloud-based solution.
- Improved application delivery and agility to introduce new services.
- Reduced costs through migration away from legacy infrastructure.
- Provides volume and sentiment analysis of social networking data.
- Improved reliability and scalability of line-of-business applications.
- Discovery, design, planning, transition management, user management.
- High levels of system adoption driven by a collaborative delivery.
## Service Description

Notbinary’s service provides customers with a range of capabilities to advise, assist or own a complete delivery of cloud-based CRM platforms. We minimise the extent of bespoke customisations, preferring to configure out-of-the-box features. We help customers unlock their data and maximise customer experience by moving onto modern CRM platforms.

### Features

- CRM design and documentation.
- CRM system configuration, integration and customisation.
- CRM ecosystem expertise.
- Discovery, Alpha, Beta implementation model.
- Knowledge transfer on all projects ensuring client success.
- Business process review and consultation experts.
- Experience delivering as part of client-led or multi-vendor team.
- Consultants with strong government and public sector experience.
- Experienced in government service design.

### Benefits

- Unlock your customer data and improve customer experience.
- Agile and flexible implementation and integration specialists.
- Government service and organisation design specialists.
- Re-hosting of infrastructure to a cloud-based solution.
- Improved application delivery and agility to introduce new services.
- Reduced costs through migration away from legacy infrastructure.
- Provides volume and sentiment analysis of social networking data.
- Improved reliability and scalability of line-of-business applications.
- Discovery, design, planning, transition management, user management.
- High levels of system adoption driven by a collaborative delivery.
Cloud Support
Microsoft Dynamics 365 CRM Design and Implementation

Service Description
Notbinary’s service provides capabilities to advise, assist or own a complete delivery of application re-platforming to Microsoft Dynamics Online or Office 365, including Social Listening and Engagement Tools. We minimise bespoke customisations, preferring to configure out-of-the-box features. We utilise the Microsoft Azure platform where appropriate to support Dynamics CRM implementations.

Features
- Microsoft Dynamics 365 CRM system design and documentation.
- Microsoft Dynamics 365 CRM system configuration, integration and customisation.
- Discovery, Alpha, Beta implementation model.
- Knowledge transfer on all projects ensuring client success.
- Business process review and consultation experts.
- Experience delivering as part of client-led or multi-vendor teams.
- Consultants with strong government and public sector experience.
- Social Listening and Azure Event Hub integration.
- Experienced in government service design.

Benefits
- Unlock your customer data and improve customer experience.
- Agile and flexible implementation and integration specialists.
- Government service and organisation design specialists.
- Re-hosting of infrastructure to a cloud-based solution.
- Improved application delivery and agility to introduce new services.
- Reduced costs through migration away from legacy infrastructure.
- Provides volume and sentiment analysis of social networking data.
- Improved reliability and scalability of line-of-business applications.
- Discovery, design, planning, transition management, user management.
- High levels of system adoption driven by a collaborative delivery.
Cloud Support
Salesforce Lightning Implementation and Migration Service

Service Description
As a Salesforce partner, Notbinary has unrivalled Salesforce implementation experience in the public sector, providing a complete range of Salesforce services including design, architecture, implementation, migration, development and, upon project completion, ongoing managed services. Our tailored Salesforce solutions streamline organisational processes, reduce costs and drive efficiency to produce superior performance.

Features
• Salesforce Sales Cloud.
• Salesforce Service Cloud.
• Salesforce Force.com.
• Salesforce Marketing Cloud and Pardot.
• AppExchange solutions to extend Salesforce platform.
• Chatter and Einstein configuration.
• Lightning Configuration and Implementation.
• Salesforce App Cloud.
• Wave Analytics, reports, Dashboards and BI.
• Salesforce Community Cloud.

Benefits
• Agile and flexible implementation practices.
• Certified and experienced Salesforce team.
• Experienced integration specialists.
• Government Service and Organisation design specialists.
• In-depth user training provided with all projects.
• High system adoption driven by a collaborative delivery model.
• Cost-effective, value-driven MI and Analytics.
• Provides continuous improvement from a platform model.
• 360 View of stakeholder activity across the organisation.
• Maintenance-free Cloud platform.
Cloud Support
Salesforce Managed Services

Service Description
As a Salesforce partner, Notbinary has unrivalled Salesforce implementation experience in the public sector. We provide support to organisations with some of the most extensive Salesforce deployments, covering administration, architecture, governance, configuration and release support.

Features
• Flexible support model for Salesforce managed services.
• Range of support models: 9-5 weekdays to 24x7 365 critical-support.
• Fully compliant ITIL-based support model.
• Cost effective pricing for reduced TCO costs.
• Business critical system support.
• Clear Support Dashboards and MI and regular reporting.
• Full management of complex Salesforce organisations.

Benefits
• Peace of mind from organisation critical support.
• Round the clock support and monitoring.
• Tiered levels of support to fit your organisation’s needs.
• Scalable support for new users and services.
• No need for a Salesforce Administrator.
• Regular architectural support and service performance reviews.
• Integration and app exchange solution support.
Cloud Support
Data Science Discovery for Cloud

Service Description
Notbinary’s data science discovery service provides a detailed understanding of your data-driven needs in the Cloud and the required outcomes. We develop actionable insights that will deliver the data-enabled digital service outcomes. These identify the tools, techniques and next generation solutions which will deliver insight and intelligence from your data.

Features
- User research for in-depth understanding of user’s Cloud data needs.
- Identify and engage with stakeholders and service users.
- Analyse business processes, understand policy and Cloud service operations.
- Understand technology, data identification, data profiling internal/external data sources.
- Hold workshops, one-to-one interviews, etc. to understand environment and capabilities.
- Create initial designs and develop backlog of prioritised use cases.
- Create MVP/prototypes to test initial data assumptions where appropriate.
- Test proof-of-concept data analytics cloud platform.
- Planning and preparation for smooth transition to well-scoped Alpha phase.

Benefits
- Comprehensive, user-driven understanding of the digital data service needs.
- Clear understanding of the desired data outcomes through detailed analysis.
- Clear understanding of the 'squad' required to deliver the outcome.
- Clear understanding of cloud data risks, constraints and their mitigations.
- Improved forecasting and predictive actions through Cloud data services.
- Confidence that the desired service outcomes can be realised.
- Strong, actionable, insight-driven data outcomes identified.
- Preparation for seamless transition to Alpha phase data design/development.
- Achieve innovation through properly architected data-first approaches.
- Develop tailored digital Cloud services through improved data visualisation/understanding.
Cloud Support
Data Science Cloud Services

Service Description
Notbinary’s data science cloud services bring together the components and data science expertise required to unlock the benefits of migration to the Cloud. We provide the discovery, understanding of business outcomes, advanced analytical techniques, and data 'squads' with expertise in Cloud-based data tools, algorithms and statistical packages.

Features
• User research for in-depth understanding of user’s Cloud data needs.
• Identify and engage with stakeholders and service users.
• Analyse business processes, understand policy and Cloud service operations.
• Understand technology, data identification, data profiling internal/external data sources.
• Hold workshops, one-to-one interviews, etc. to understand environment and capabilities.
• Create initial designs and develop backlog of prioritised use cases.
• Create MVP/prototypes, Alpha and Beta data packages.
• Build algorithms, data pipeline, data infrastructure and analytics platforms.
• Deliver well-scoped data solutions to validate initial assumptions.
• Advice and guidance from leading data science practitioners and experts.

Benefits
• Delivery via a well-scoped, outcomes-focused data science project.
• Comprehensive understanding of the needs of the digital data service.
• Clearly defined deliverables against desired data outcomes for Cloud services.
• Identification of well-matched, multidisciplinary data 'squad' delivering the required outcomes.
• Clear understanding of Cloud data risks, constraints and their mitigations.
• Data pipeline, platform, maths, stats, ML, data infrastructure knowledge.
• Confidence that the desired data service outcomes can be realised.
• Strong, actionable, insight-driven Cloud data outcomes delivered.
• Enables more precisely tailored digital products/services in the Cloud.
• Proven specialist Cloud transformation and Big Data expertise.
Cloud Support
Professional Services for Intelligent Automation

Service Description
Notbinary’s service will help leverage maximum value from an automation Virtual Workforce. Highly skilled process automation practitioners (including RPA consultants, business analysts and designers) working to a proven methodology, will advise, design and implement the necessary process mapping and intelligent automation.

Features
- Rapid, frictionless automation of business and IT processes through RPA.
- Service designed and developed by highly skilled experts in RPA.
- Unlocks the automation benefits of intelligent automation.
- Reduced RPA implementation risks through outcomes-focused engagement.
- Comprehensive programme of automation development, testing and release.
- Supported by comprehensive business analysis and process mapping.
- Provision of full training and upskilling of customer teams.
- Assistance with Virtual Workforce customisation to meet organisational needs.
- Supports integration of human / intelligent automation processes where required.
- Non-disruptive deployment – no integration or change to existing systems.

Benefits
- Development of the right Virtual Model to achieve automation benefits.
- Empowered staff through elimination of repetitive clerical tasks.
- Knowledge transfer to client-side staff to take forward automation programmes.
- Rapid return on investment through adoption of RPA.
- Optimised processes for automation, ensuring maximum financial gains.
- Realistic and scalable introduction of intelligent automation approach.
- Ability to focus on quick-wins to build capability and knowledge.
- Tangible measurement of automation benefits against desired business outcomes.
- Minimised risk through creation of automation roadmap.
- Configurable levels of full-lifecycle support, according to need.
Cloud Support
Professional Services for Pulse™ Mindset Profiling Tool

Service Description
Notbinary’s service helps leverage maximum value from Hudson’s PULSE MINDSET™, a cloud-based mindset selection, assessment and development tool. It helps public sector organisations unleash a workforce’s true potential, building high-functioning teams capable of transformed levels of delivery. Adopting a scientific approach, it provides insights to identify, map and develop talent.

Features
- Cloud-based mindset profiling for talent management, leadership and team-building.
- Integrated into a mature 5+1 competency framework (BPS-accredited).
- Organisational analytics: mindset heatmaps, organisational DNA workshops.
- Assessment across behavioural preferences, motivational drivers and change attitude.
- Selection reports: tailored CBI questions based on participant results.
- Coaching and Development reports: for line manager and individual.
- Facets assessed: challenge, change, lead, collaborate, and solution mindset(s).
- Ability to form transformational teams based on mindset profiles.
- Data driven insights from individual to organisational level (Tableau-enabled).
- Measures mindset for agile-environments; more relevant than traditional competencies.

Benefits
- Create talent pools, succession-planning and explore capability through agility.
- Scientific approach to understanding an organisation’s talent resources.
- Aligns an individual's work environment preferences and motivators.
- Provides fundamental insight into capability in a transformational environment.
- Identifies people who respond well during disruption or change.
- Cloud delivered and can be completed within an hour.
- Reports do not require training or accreditation to facilitate.
- Facilitates a balanced profile of mindset facets when hiring.
- Raises awareness and encourages group understanding.
- Increased retention based on preferred approaches to work.
Cloud Support
Digital Leadership Training for Cloud

Service Description
Notbinary provides cloud-focused training to support senior management teams, emerging leaders and decision-makers for cloud transformation programmes. Our training is delivered in packaged, outcome-focused modules and leads to measurable skills improvement. Training can be delivered in situ with client teams, at one of our partner university campuses, or virtually.

Features
• 4-hour seminars, often delivered in a series.
• 6-30 leadership trainees per session.
• Q&A in advance to align courses perfectly to audience requirements.
• Role-play and interactive learning.
• Expert guest trainers (CTOs, business leaders, software experts, specialists).
• Academic qualification (if required).
• Friendly, encouraging tone - suitable for cloud novices/experts alike.
• Affordably priced (pro-rata from our G-Cloud rate card).
• Delivered by established experts in Cloud for government/public sector.
• Ongoing support after post-training.

Benefits
• Enhanced skills and Cloud-awareness for managers, leaders and decision-makers.
• Risk management skills/awareness for organisations moving to the Cloud.
• Better talent acquisition as organisations learn what to look for.
• Budget management for organisations moving to the Cloud.
• Support for embedded innovation, helping organisations iterate and improve faster.
• Refreshed attitude and mindset for doing business in the Cloud.
• Allows leaders to confidently promote a Cloud-first approach.
• Brings managers and processes in line with GDS principles.
• Helps inspire better governance as an organisation moves to Cloud.
• Motivates organisations to accelerate a structured move to Cloud.
Cloud Support
High Performing Cloud Transformation Squads

Service Description
Notbinary supports cloud-based transformation initiatives via rapid deployment of teams (squads) with the pre-existing relationships, skills, experience and culture to be high-performing from the outset. Experts in product-thinking and agile software development approaches, we can add immediate value—rescuing failing projects, developing greenfield services or helping in-house teams reach their potential.

Features

• High performing, established multi-functional team from day one.
• Agile expertise independent of specific frameworks.
• Platform-agnostic Cloud expertise.
• Committed to open / common standards for Cloud technology solutions.
• Preference for open source code and working in the open.
• Commitment to use of automated and performance testing.
• Data-informed decision-making using analytics and data science approaches.
• ‘Shift-left’ approach to security and privacy.
• Veterans of GDS Service Assessment process.
• Outcomes-based delivery approach for achieving Cloud transformation.

Benefits

• Tried-and-tested high-performing units (squads) with complementary, multidisciplinary skills.
• Delivers Cloud-based digital outcomes and builds digital capability.
• Pre-existing relationships eliminate the usual forming-storming-norming stages of team-building.
• Highly productive teams deliver better quality outcomes in less time.
• Embedded squads can inspire and upskill in-house Cloud teams.
• Fully configurable/flexible squads will integrate with in-house Cloud personnel.
• Our multidisciplinary squads can advise, accelerate, lead and inspire.
• Legacy of a fitter, healthier, wiser and stronger in-house team.
• Wide-ranging Cloud support activities: Cloud infrastructure, Cloud-based CMS.
• Digital programme definition/design, API design/development, full-stack web development, ecommerce.
Cloud Support

Now-Soon-Later Digital Transformation

Service Description
Notbinary has developed a revolutionary approach to help organisations transform digitally and successfully migrate to the Cloud. It’s called Now-Soon-Later and it helps you think big, start small and scale fast. Mapping your problems, opportunities and constraints in this way leads to clear-thinking strategies which help reduce complexity and risk.

Features
- Redesign today: leaner and fitter for the task at hand.
- Invent tomorrow: accelerated identification and design of new ideas.
- Own the future: leverage your unique data, resources and skills.
- Three-lens prioritisation brings clarity to the planning process.
- Move from general problems to understand specific near-term problems.
- Prioritise and focus attention on where it will matter most.
- Now: protect business critical services and prevent service degradation.
- Soon: identify the changes needed to meet future challenges.
- Later: future-proof and deliver sustainable, optimised services.
- Five clear stages: empathise, define, ideate, prototype, graduate.

Benefits
- Focus and prioritise changes within the right timeframes.
- Protect business-critical services and business-as-usual operations.
- Reduce risk through setting the right long-term strategy.
- Build in flexibility and scalability.
- Manage digital and Cloud-transformation programmes cost-effectively.
- Achieve single-minded focus on delivering long-term goals.
- Increased resilience against disruptive changes to business.
- Supports launch of new services and business propositions.
- Ability to compete more effectively with competitor’s services.
- Future-proofing Cloud services and products.
Cloud Support
Cloud Managed Service

Service Description
Notbinary provides a managed service to support solutions that we develop and build on Cloud platforms. We have extensive experience in providing support and management of Cloud-deployed applications and solutions. Our detailed knowledge of applications implementation for complex organisations covers administration, architecture, configuration and release support.

Features
• Flexible support models for Cloud managed services.
• A range of SLA’s tailorable to fit individual customer needs.
• Range of support models, from 9-5 to 24x7 365 support.
• Fully compliant ITIL-based support model.
• Cost-effective pricing for reduced TCO costs.
• Business critical system support.
• Incident management through a central audited service desk system.
• Knowledge transfer to internal staff.
• Replacement of legacy applications with digital Cloud services.
• Assisting with migrations and testing of applications and development services.

Benefits
• Peace of mind from organisational critical support.
• Tiered levels of support to fit your organisation’s needs.
• Transparent, scalable and flexible support for new users and services.
• Regular architectural support and service performance reviews.
• GDS technology code of practice and Cloud First Strategy knowledge.
• Knowledge transfer, enablement, collaboration to support internal teams.
• Exploratory service prior to full design and implementation service.
• Can work within your existing teams/or as an outsourcing partner.
• Provide DevOps, WebOps, live operations and support services.
• Rapid delivery of Digital platforms.
Cloud Support
Microsoft Cloud Implementation Service

Service Description
Notbinary’s service provides customers with a range of capabilities to advise, assist or own a complete delivery of application re-platforming to Windows Azure, Microsoft Dynamics Online or Office 365, including Social Listening and Engagement Tools as appropriate. We minimise the extent of bespoke customisations, preferring to configure out-of-the-box features.

Features
- Microsoft Dynamics CRM system design and documentation.
- Microsoft Dynamics CRM system configuration, integration and customisation.
- Discovery, Alpha, Beta implementation model.
- Knowledge transfer on all projects ensuring client success.
- Process review and consultation experts.
- Experience delivering as part of client-led or multi-vendor team.
- Consultants with strong government and public sector experience.
- Social Listening and Azure Event Hub integration.
- Experienced in government service design.

Benefits
- Agile and flexible implementation practices.
- Experienced integration specialists.
- Government service and organisation design specialists.
- Re-hosting of infrastructure to a cloud-based solution.
- Improved application delivery and agility to introduce new services.
- Reduced costs through migration away from legacy infrastructure.
- Provides volume and sentiment analysis of social networking data.
- Improved reliability and scalability of line-of-business applications.
- Discovery, design, planning, transition management, user management.
- High levels of system adoption driven by a collaborative delivery.
Service Description
Notbinary offers a managed service to support Microsoft cloud business applications platforms for Dynamics CRM, Azure and Office 365. Notbinary has applications implementation experience in both the commercial and public sectors. We provide managed services including administration, architecture support and governance, configuration and release support to many complex, high-profile organisations.

Features
- Flexible managed services support model for cloud business applications.
- Support models from 9-5 weekdays to 24x7 365 critical support.
- Fully compliant ITIL-based support model.
- Cost effective pricing for reduced TCO costs.
- Business critical system support.
- Clear Support Dashboards and MI and regular reporting.
- Replacement of legacy applications with digital and Cloud-managed services.
- Assisting with migration and test of applications and development services.
- Knowledge transfer to internal staff.
- Incident management through a central audited Service Desk system.

Benefits
- Peace of mind from organisation critical support.
- Round-the-clock support and monitoring.
- Tiered levels of support to fit your organisation’s needs.
- Scalable support for new users and services.
- GDS technology code of practice and Cloud First Strategy knowledge.
- Regular architectural support and review.
- Integration and app exchange solution support.
- Provide DevOps, WebOps, live operations and support services.
- Exploratory service prior to full design and implementation service.
- Rapid delivery of Digital platforms.
Cloud Support
AWS Professional Services

Service Description
Notbinary provides reselling, consultancy, architecture, implementation, development, operations and compliance services for the Amazon Web Services ecosystem of capabilities. We are expert in advising Government on making secure and cost-effective use of AWS. We also help our clients transform and transition their service delivery approach to a cloud-native mindset.

Features
- Cloud and infrastructure consultancy and implementation using AWS.
- Government Digital Service and Financial Conduct Authority compliance guidance.
- Best practice training and consultancy for AWS services.
- Agile development and coaching for AWS deployment and use.
- AWS total cost of ownership (TCO) reduction strategies.
- Design and implementation of AWS secure and compliant infrastructure.
- Migration of applications, infrastructure and workloads to AWS.
- Reselling of all AWS services.
- Support and management of all AWS services.
- Training and support on all aspects of the AWS platform.

Benefits
- Access to a consultancy with outstanding public sector experience.
- In-house expertise in Cloud architecture improvements.
- Lower total cost of computing and digital service delivery.
- Compliant, highly secure computing for internal and external services.
- Quick and easy acclimatisation to AWS products/services, supported by experts.
- Access to the scalable and secure infrastructure offered by AWS.
- Training and assistance with all aspects of Cloud computing.
- Advice for leaders during the shift to consumption-based computing.
- High level understanding of the strategic implications of Cloud computing.
- Access to the efficiencies of Cloud computing.
Cloud Support
AWS DevOps Service

Service Description
Notbinary provides a sophisticated DevOps function for the Amazon Web Services ecosystem of capabilities. Our DevOps capability has been put to work at the highest levels of central government and the public sector, with our SC-cleared employees working alongside in-house teams to build and maintain innovative, effective public Cloud services.

Features
• Cloud and infrastructure consultancy and implementation using AWS.
• An elite cloud DevOps team, deployed across central government.
• Full service, from discovery to go-live and maintenance.
• On-tap training for civil servants in modern DevOps methodologies.
• DevOps toolchain reviews and builds.
• Creation of DevOps processes, change and release management.
• Automation of application environment: infrastructure as code.
• Cloud, technology and language agnostic.
• Expert and friendly team, always learning alongside public sector clients.

Benefits
• Bridge between operations and development.
• Cultural shift to constructive, energetic DevOps ways of working.
• Quicker to delivery and go-live for user services.
• Transformation programme acceleration.
• More reactive to the needs of the business.
• New skills brought on - at no additional cost.
• Tighter bond between teams in IT and digital.
• Quick problem spotting and solving.
• Adhesion to 'digital native' principles.
• Fine-tuned AWS services for enhanced service performance.
Cloud Support
AWS Hosting and Support for Cloud Web Applications

Service Description
Notbinary provides ITIL-compliant managed Cloud-hosting solutions on Amazon Web Services (AWS). We advise, architect, implement and iterate Cloud-based services for central and local government - and other public sector bodies. We are expert in advising public sector organisations how to deploy in cloud environments safely and cost-effectively.

Features
- Fully managed web services, built on the AWS platform.
- Expert guidance on choosing an optimised set of AWS services.
- Suited to Java, .NET, PHP, Node.js, Python, Ruby and Go (Golang).
- Advisory function to help managers constrain costs, and model TCO.
- Deep experience in building Cloud-hosted web applications for government.
- Hosting and support service fully integrated with UX/Cloud development services.
- Security layers and patching managed.
- Language and operating system neutral.
- Extensive deployment experience in all relevant AWS features.
- Expertise in EC2, S3, Cloudfront CDN, ELB and all databases.

Benefits
- Access to a consultancy with outstanding public-sector experience.
- In-house expertise in Cloud architecture improvements.
- Lower total cost of computing and digital service delivery.
- Compliant, highly secure computing for internal and external services.
- Quick and easy acclimatisation to AWS products/services, supported by experts.
- Access to the scalable and secure infrastructure offered by AWS.
- Training and assistance with all aspects of Cloud computing.
- Advice for leaders during the shift to consumption-based computing.
- High level understanding of the strategic implications of Cloud computing.
- Access to the efficiencies of Cloud computing.
AWS Migration of Servers and Database Applications

Service Description
Notbinary has deep experience in migrating some of the most sensitive and strategically important workloads in government. We help public sector bodies take their first steps in service migration to Amazon Web Services. We’re known for our friendly, collegiate approach and our willingness to support/train in-house teams as we work.

Features
- Planning, scoping and costing of AWS migration programmes.
- Deep analysis of 'as-is' architecture, and of in-house skills.
- Database consolidation and physical server retirement.
- Advisory function to help managers constrain costs, and model TCO.
- Target Cloud database strategy, worked through with clients.
- Risk assessments, and costs modelling of target state.
- Database and full data centre migrations to AWS.
- 'Infrastructure as code' approach taken where advisable.
- Friendly, experienced, SC-cleared team.
- Particular experience in VMWare and Hyper-V import/export.

Benefits
- Lower total cost of ownership.
- Ordered and risk-mitigated approach to migration.
- Every step understood, both by technical staff and senior managers.
- Scalable, future-proofed solutions.
- Performance gains, improved disaster recovery.
- Better access to data - improving user experience.
- Full compliance with relevant data standards and laws.
- UK-based Cloud hosting - with 'AWS Direct Connect' if required.
- Class-topping availability and resilience of data.
- Better use of clients’ data made possible by migration.
Cloud Support
AWS Managed Service

Service Description
Notbinary provides a managed service to support solutions that we develop and build on Amazon Web Services (AWS). We have extensive experience in providing support and management of Cloud-deployed applications and solutions. Our detailed knowledge of applications implementation for complex organisations covers development, administration, architecture, configuration and release support.

Features
- Fully managed web services, built on the AWS platform.
- Expert guidance on choosing an optimised set of AWS services.
- Suited to Java, .NET, PHP, Node.js, Python, Ruby and Go (Golang).
- Advisory function to help managers contain costs, and model TCO.
- Deep experience in building Cloud-hosted web applications for government.
- Managed service fully integrated with UX/Cloud development services.
- Security layers and patching managed.
- Language and operating system neutral.
- Extensive deployment experience in all relevant AWS features.
- Expertise in EC2, S3, Cloudfront CDN, ELB and all databases.

Benefits
- Access to a consultancy with outstanding public-sector experience.
- In-house expertise in Cloud architecture improvements.
- Lower total cost of computing and digital service delivery.
- Compliant, highly secure computing for internal and external services.
- Quick and easy acclimatisation to AWS products/services, supported by experts.
- Access to the scalable and secure infrastructure offered by AWS.
- Training and assistance with all aspects of Cloud computing.
- Advice for leaders during the shift to consumption-based computing.
- High level understanding of the strategic implications of Cloud computing.
- Access to the efficiencies of Cloud computing.
Cloud Support
Google Cloud Platform (GCP) Professional Services

Service Description
Notbinary provides reselling, consultancy, architecture, implementation, development, operations and compliance services for the Google Cloud Platform (GCP) ecosystem of capabilities. We are expert in advising Government on making secure and cost-effective use of GCP. We also help our clients transform and transition service delivery approach to a cloud-native mindset.

Features
• Cloud and infrastructure consultancy and implementation using GCP.
• Government Digital Service and Financial Conduct Authority compliance guidance.
• Best practice training and consultancy for GCP services.
• Agile development and coaching for GCP deployment and use.
• GCP total cost of ownership (TCO) reduction strategies.
• Design and implementation of GCP secure and compliant infrastructure.
• Migration of applications, infrastructure and workloads to GCP.
• Reselling of all GCP services.
• Support and management of all GCP services.
• Training and support on all aspects of the GCP platform.

Benefits
• Access to a consultancy with outstanding public sector experience.
• In-house expertise in Cloud architecture improvements.
• Lower total cost of computing and digital service delivery.
• Compliant, highly secure computing for internal and external services.
• Quick and easy acclimatisation to GCP products/services, supported by experts.
• Access to the scalable and secure infrastructure offered by GCP.
• Training and assistance with all aspects of Cloud computing.
• Advice for leaders during the shift to consumption-based computing.
• High level understanding of the strategic implications of Cloud computing.
• Access to the efficiencies of Cloud computing.
Cloud Support
Google Cloud Platform (GCP) DevOps Service

### Service Description
Notbinary provides a sophisticated DevOps function for the Google Cloud Platform ecosystem of capabilities. Our DevOps capability has been put to work at the highest levels of central government and the public sector, with our SC-cleared employees working alongside in-house teams to build and maintain innovative, effective public Cloud services.

### Features
- Cloud and infrastructure consultancy and implementation using GCP.
- An elite cloud DevOps team, deployed across central government.
- Full service, from discovery to go-live and maintenance.
- On-tap training for civil servants in modern DevOps methodologies.
- DevOps toolchain reviews and builds.
- Creation of DevOps processes, change and release management.
- Automation of application environment: infrastructure as code.
- Cloud, technology and language agnostic.
- Expert and friendly team, always learning alongside public sector clients.

### Benefits
- Bridge between operations and development.
- Cultural shift to constructive, energetic DevOps ways of working.
- Quicker to delivery and go-live for user services.
- Transformation programme acceleration.
- More reactive to the needs of the business.
- New skills brought on - at no additional cost.
- Tighter bond between teams in IT and digital.
- Quick problem spotting and solving.
- Adhesion to ‘digital native’ principles.
- Fine-tuned GCP services for enhanced service performance.
Cloud Support
Google Cloud Platform (GCP) Hosting and Support for Cloud Web Apps

Service Description
Notbinary provides ITIL-compliant managed Cloud-hosting solutions on Google Cloud Platform (GCP). We advise, architect, implement and iterate Cloud-based services for central and local government - and other public sector bodies. We are expert in advising public sector organisations how to deploy in cloud environments safely and cost-effectively.

Features
• Fully managed web services, built on the GCP platform.
• Expert guidance on choosing an optimised set of GCP services.
• Suited to Java, .NET, PHP, Node.js, Python, Ruby and Go (Golang).
• Advisory function to help managers constrain costs, and model TCO.
• Deep experience in building Cloud-hosted web applications for government.
• Hosting and support service fully integrated with UX/Cloud development services.
• Security layers and patching managed.
• Language and operating system neutral.
• Extensive deployment experience in all relevant GCP features.
• Expertise in Compute Engine, Cloud Storage, Cloud Functions, Cloud CDN.

Benefits
• Access to a consultancy with outstanding public-sector experience.
• In-house expertise in Cloud architecture improvements.
• Lower total cost of computing and digital service delivery.
• Compliant, highly secure computing for internal and external services.
• Quick and easy acclimatisation to GCP products/services, supported by experts.
• Access to the scalable and secure infrastructure offered by GCP.
• Training and assistance with all aspects of Cloud computing.
• Advice for leaders during the shift to consumption-based computing.
• High level understanding of the strategic implications of Cloud computing.
• Access to the efficiencies of Cloud computing.
Service Description

Notbinary has deep experience in migrating some of the most sensitive and strategically important workloads in government. We help public sector bodies take their first steps in service migration to Google Cloud Platform (GCP). We’re known for our friendly, collegiate approach and willingness to support/train in-house teams as we work.

Features

• Planning, scoping and costing of GCP migration programmes.
• Deep analysis of ‘as-is’ architecture, and of in-house skills.
• Database consolidation and physical server retirement.
• Advisory function to help managers constrain costs, and model TCO.
• Target Cloud database strategy, worked through with clients.
• Risk assessments, and costs modelling of target state.
• Database and full data centre migrations to GCP.
• ‘Infrastructure as code’ approach taken where advisable.
• Friendly, experienced, SC-cleared team.
• Particular experience in VMWare and Hyper-V import/export.

Benefits

• Lower total cost of ownership.
• Ordered and risk-mitigated approach to migration.
• Every step understood, both by technical staff and senior managers.
• Scalable, future-proofed solutions.
• Performance gains, improved disaster recovery.
• Better access to data - improving user experience.
• Full compliance with relevant data standards and laws.
• UK-based Cloud hosting - with ‘Google Cloud Interconnect’ if required.
• Class-topping availability and resilience of data.
• Better use of clients’ data made possible by migration.
Cloud Support
Google Cloud Platform (GCP) Managed Service

**Service Description**
Notbinary provides a managed service to support solutions that we develop and build on Google Cloud Platform (GCP). We have extensive experience in providing support and management of Cloud-deployed applications and solutions. Our detailed knowledge of applications implementation for complex organisations covers development, administration, architecture, configuration and release support.

**Features**
- Fully managed web services, built on the GCP platform.
- Expert guidance on choosing an optimised set of GCP services.
- Suited to Java, .NET, PHP, Node.js, Python, Ruby and Go (Golang).
- Advisory function to help managers contain costs, and model TCO.
- Deep experience in building Cloud-hosted web applications for government.
- Managed service fully integrated with UX/Cloud development services.
- Security layers and patching managed.
- Language and operating system neutral.
- Extensive deployment experience in all relevant GCP features.
- Expertise in Compute Engine, Cloud Storage, Cloud Functions, Cloud CDN.

**Benefits**
- Access to a consultancy with outstanding public-sector experience.
- In-house expertise in Cloud architecture improvements.
- Lower total cost of computing and digital service delivery.
- Compliant, highly secure computing for internal and external services.
- Quick and easy acclimatisation to GCP products/services, supported by experts.
- Access to the scalable and secure infrastructure offered by GCP.
- Training and assistance with all aspects of Cloud computing.
- Advice for leaders during the shift to consumption-based computing.
- High level understanding of the strategic implications of Cloud computing.
- Access to the efficiencies of Cloud computing.
Cloud Support
Microsoft Azure Professional Services

Service Description
Notbinary provides reselling, consultancy, architecture, implementation, development, operations and compliance services for the Microsoft Azure ecosystem of capabilities. We are expert in advising Government on making secure and cost-effective use of Azure. We also help our clients transform and transition service delivery approach to a cloud-native mindset.

Features
- Cloud and infrastructure consultancy and implementation using Azure.
- Government Digital Service and Financial Conduct Authority compliance guidance.
- Best practice training and consultancy for Azure services.
- Agile development and coaching for Azure deployment and use.
- Azure total cost of ownership (TCO) reduction strategies.
- Design and implementation of Azure secure and compliant infrastructure.
- Migration of applications, infrastructure and workloads to Azure.
- Reselling of all Azure services.
- Support and management of all Azure services.
- Training and support on all aspects of the Azure platform.

Benefits
- Access to a consultancy with outstanding public sector experience.
- In-house expertise in Cloud architecture improvements.
- Lower total cost of computing and digital service delivery.
- Compliant, highly secure computing for internal and external services.
- Quick and easy acclimatisation to Azure products/services, supported by experts.
- Access to the scalable and secure infrastructure offered by Azure.
- Training and assistance with all aspects of Cloud computing.
- Advice for leaders during the shift to consumption-based computing.
- High level understanding of the strategic implications of Cloud computing.
- Access to the efficiencies of Cloud computing.
Cloud Support
Microsoft Azure DevOps Service

Service Description
Notbinary provides a sophisticated DevOps function for the Microsoft Azure Platform ecosystem of capabilities. Our DevOps capability has been put to work at the highest levels of central government and the public sector, with our SC-cleared employees working alongside in-house teams to build and maintain innovative, effective public Cloud services.

Features
- Cloud and infrastructure consultancy and implementation using Azure.
- An elite cloud DevOps team, deployed across central government.
- Full service, from discovery to go-live and maintenance.
- On-tap training for civil servants in modern DevOps methodologies.
- DevOps toolchain reviews and builds.
- Creation of DevOps processes, change and release management.
- Automation of application environment: infrastructure as code.
- Cloud, technology and language agnostic.
- Expert and friendly team, always learning alongside public sector clients.

Benefits
- Bridge between operations and development.
- Cultural shift to constructive, energetic DevOps ways of working.
- Quicker to delivery and go-live for user services.
- Transformation programme acceleration.
- More reactive to the needs of the business.
- New skills brought on - at no additional cost.
- Tighter bond between teams in IT and digital.
- Quick problem spotting and solving.
- Adhesion to ‘digital native’ principles.
- Fine-tuned Azure services for enhanced service performance.
Cloud Support
Microsoft Azure Hosting and Support for Cloud Web Apps

Service Description
Notbinary provides ITIL-compliant managed Cloud-hosting solutions on the Microsoft Azure platform. We advise, architect, implement and iterate Cloud-based services for central and local government - and other public sector bodies. We are expert in advising public sector organisations how to deploy in cloud environments safely and cost-effectively.

Features
• Fully managed web services, built on Azure.
• Expert guidance on choosing an optimised set of Azure services.
• Suited to Java, .NET, PHP, Node.js, Python, Ruby and Go (Golang).
• Advisory function to help managers constrain costs, and model TCO.
• Deep experience in building Cloud-hosted web applications for government.
• Hosting and support service fully integrated with UX/Cloud development services.
• Security layers and patching managed.
• Language and operating system neutral.
• Extensive deployment experience in all relevant Azure features.
• Expertise in Virtual Machines, Blob Storage, Azure Function, Azure CDN.

Benefits
• Access to a consultancy with outstanding public-sector experience.
• In-house expertise in Cloud architecture improvements.
• Lower total cost of computing and digital service delivery.
• Compliant, highly secure computing for internal and external services.
• Quick and easy acclimatisation to Azure products/services, supported by experts.
• Access to the scalable and secure infrastructure offered by Azure.
• Training and assistance with all aspects of Cloud computing.
• Advice for leaders during the shift to consumption-based computing.
• High level understanding of the strategic implications of Cloud computing.
• Access to the efficiencies of Cloud computing.
Cloud Support
Microsoft Azure Migration of Servers and Database Apps

Service Description
Notbinary has deep experience in migrating some of the most sensitive and strategically important workloads in government. We help public sector bodies take their first steps in service migration to the Microsoft Azure platform. We're known for our friendly, collegiate approach and willingness to support/train in-house teams as we work.

Features
- Planning, scoping and costing of Azure migration programmes.
- Deep analysis of ‘as-is’ architecture, and of in-house skills.
- Database consolidation and physical server retirement.
- Advisory function to help managers constrain costs, and model TCO.
- Target Cloud database strategy, worked through with clients.
- Risk assessments, and costs modelling of target state.
- Database and full data centre migrations to Azure.
- 'Infrastructure as code' approach taken where advisable.
- Friendly, experienced, SC-cleared team.
- Particular experience in VMWare and Hyper-V import/export.

Benefits
- Lower total cost of ownership.
- Ordered and risk-mitigated approach to migration.
- Every step understood, both by technical staff and senior managers.
- Scalable, future-proofed solutions.
- Performance gains, improved disaster recovery.
- Better access to data - improving user experience.
- Full compliance with relevant data standards and laws.
- UK-based Cloud hosting - with Azure ExpressRoute if required.
- Class-topping availability and resilience of data.
- Better use of clients’ data made possible by migration.
Cloud Support
Microsoft Azure Managed Service

Service Description
Notbinary provides a managed service to support solutions that we develop and build on the Microsoft Azure platform. We have extensive experience in providing support and management of Cloud-deployed applications and solutions. Our detailed knowledge of applications implementation for complex organisations covers development, administration, architecture, configuration and release support.

Features
- Fully managed web services, built on Azure.
- Expert guidance on choosing an optimised set of Azure services.
- Suited to Java, .NET, PHP, Node.js, Python, Ruby and Go (Golang).
- Advisory function to help managers contain costs, and model TCO.
- Deep experience in building Cloud-hosted web applications for government.
- Managed service fully integrated with UX/Cloud development services.
- Security layers and patching managed.
- Language and operating system neutral.
- Extensive deployment experience in all relevant Azure features.
- Expertise in Virtual Machines, Blob Storage, Azure Functions, Azure CDN.

Benefits
- Access to a consultancy with outstanding public-sector experience.
- In-house expertise in Cloud architecture improvements.
- Lower total cost of computing and digital service delivery.
- Compliant, highly secure computing for internal and external services.
- Quick and easy acclimatisation to Azure products/services, supported by experts.
- Access to the scalable and secure infrastructure offered by Azure.
- Training and assistance with all aspects of Cloud computing.
- Advice for leaders during the shift to consumption-based computing.
- High level understanding of the strategic implications of Cloud computing.
- Access to the efficiencies of Cloud computing.
Cloud Support
Cloud Cyber Security Service

Service Description
Notbinary provides comprehensive and professional cyber security and information assurance (IA) services to support your enterprise cloud business. We offer cyber security and information assurance strategy and policy development, technical security design and architectural review, risk assessment/management and compliance support for key security standards (including NCSC and HM Government standards).

Service Description
• A range of specialist assessments, awareness training and consultancy services.
• Strategies for Cyber Security and Cloud Transition.
• In-depth analysis of your security governance framework.
• Identification of potential cyber security threats and vulnerabilities.
• Analysis of compliance against industry standards, including ISO27001 and GDPR.
• Recommended remediation activities to enhance your technical and procedural controls.
• Support and guidance on HMG and NCSC Policies and Standards.
• Security Architecture design, development and review.
• Penetration Testing and Vulnerability Analysis Review and Support.
• Security gap analysis and remediation action planning.

Features

Benefits
• Ensures robust services, minimising risk and compromise.
• Enables organisations to monitor/report on cyber risk and act promptly.
• Develops existing in-house IT security skills and capability.
• Educates users, changes behaviours, creates a culture of security awareness.
• Full Business Continuity Planning and Disaster Recovery policies.
• Complete visibility of your IT Security Posture.
• Provides compliance with HMG Information Security and Cyber standards.
• Manages cyber risk in proportion to organisational risk.
• Identifies pragmatic, appropriate and cost-effective security controls.
• Strategic ongoing planning and clear security roadmap for your organisation.
Cloud Support
Professional Services for Darktrace Cyber Security

Service Description
World-leading cyber-threat detection and real-time visibility in the Cloud. Compatible with all major Cloud providers (including AWS, Google Cloud Platform and Microsoft Azure). The service uses self-learning technology to detect threats and anomalous behaviours. Fully configurable, it allows organisations to monitor all or selected Cloud traffic, with minimal performance impact.

Features
• Market-leading AI cyber-threat detection in the Cloud.
• Detects, classifies and visualises cyber-threats that evade other defences.
• Self-learning technology - world-leading machine learning and AI.
• Not reliant on historical attacks to predict new threats.
• Models understanding of what 'normal' enterprise behaviour looks like.
• Detects threats emerging in real-time.
• Detects insider threat, low-and-slow attacks, automated viruses.
• Self-adapting as the organisation changes: no tuning or reconfiguration.
• New threat identification, irrespective of threat type or attacker
• Rapid identification of anomalous activity providing early threat warning

Benefit
• Adaptive - evolves with your organisation.
• Self-learning - system constantly refines its understanding of 'normal'.
• Probabilistic - works out the likelihood of serious threat.
• Realtime - spots cyber threats as they emerge.
• Works from day one - delivers instant value.
• Low false positives - correlation of weak indicators.
• Data agnostic - ingests all data sources.
• Highly accurate - models humans, device and enterprise behaviour.
• Installs in 1 hour - minimal configuration required.
• Passive monitoring to model 'pattern of life' usage (non-disruptive).
Exit Planning
Notbinary will provide a detailed and comprehensive Exit Plan (where appropriate) to support the smooth transition of services to a new supplier, should this be requested by the client. Our exit planning approach includes a full risk review and development of a detailed action plan with clearly assigned responsibilities. This will help mitigate against any potential disruption to the service during the transition period, and provides clarity on responsibilities and expectations at every stage of the exit process.

Our staff will work closely with any incoming supplier (or with the customer’s staff, if the service is being taken back in-house). We strive to work transparently and professionally at all times to put the interests of the client, the service and its users foremost.

Built-in Business Continuity
All our work is delivered in accordance with industry-standard quality practices, conforming to the latest guidance on information security, GDPR requirements and FOI legislation.

Our staff work in a highly mobile, flexible and agile fashion, minimising dependencies on physical infrastructure wherever possible. All data relating to in-flight projects and delivery tasks are securely backed up and our day-to-day software tools are in the cloud.

In the unlikely event of a disaster scenario, we are able to quickly recover information assets, replace damaged equipment (e.g. laptops, network routers, etc.) and continue to deliver on client projects with minimal disruption. Physical relocation to an alternative working space (should it become necessary) can be managed seamlessly.
Knowledge Transfer

We always work with customer organisations to ensure a smooth transfer of knowledge and skills to support future operations following the end of a project.

Our goal in these cases is to ensure that knowledge transfer and, where appropriate, upskilling (primarily through one-to-one mentoring of key team members) builds a core team within the organisation with the right knowledge, understanding and skills which can then be disseminated more widely.

The key elements include:

• Working in the open – the customer will have full visibility of our work at every step, and will be able to gain insights into our approach, thinking and conclusions.

• Seizing opportunities for wider knowledge dissemination, e.g. through information-gathering workshops, show-and-tell sessions – with a view to providing full visibility at each stage of the work, answering questions and doing ‘deep-dives’ into key areas.

• Looking for opportunities to involve customer staff in key aspects of the work, appropriately supported and guided by our staff. We know from previous experience how ‘learning through doing’ in the right controlled situations can be highly beneficial.

• *Ad hoc* support through an open-door policy when working on-site – some of the best learning opportunities come through informal interaction, and our teams are always happy to discuss any topic and answer questions that customer staff may have.

• Provision of fully updated documentation across all aspects of the work carried out.

• Comprehensive hand-over sessions to ensure customer operations staff have the necessary depth of understanding and confidence moving forwards.
The difference we make

As well as meeting technology challenges, Notbinary supports institutions to implement lean and agile methodologies, new business models and engage their users to secure sustainable, successful change.
How we work

Many of our team are veterans of the kinds of organisations we now seek to support. This gives us both insights and empathy with the challenges our clients face and the expectations of their users.
Contacts

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